

Employment Opportunity

Punjabi Community Health Services

<p>Job Title: Short-term Counsellor (Arabic Speaking)</p> <p>Job Posting #STC-SP-002/2025-26</p>	<p>Date Posted: April 4, 2025</p>	<p>Reports to: Manager - Newcomer Settlement Programs</p> <p>Position Type: Full Time</p>
	<p>Date Closed: April 18, 2025</p>	

About Organization:

Punjabi Community Health Services (PCHS) is a pioneering community-based, not-for-profit, charitable organization. PCHS has been fulfilling the needs of diverse populations for 34 years by providing services in the areas of addictions, mental health, geriatric, health promotion, domestic violence, parenting, settlement, and services for women, children, and youth. PCHS has several research studies to its credit and is recognized as an innovative organization for community development, particularly for its Integrated Holistic Service Delivery Model (IHSDM). PCHS is accredited by the Commission on Accreditation of Rehabilitation Facilities (CARF) International and is a member of Imagine Canada. PCHS is a 2SLGBTQ-sensitive organization.

Why Work at PCHS:

- 3 weeks' paid Vacation to start; 4 and 5 weeks after 3 and 4 years of continuous service (pro-rated)
- 7 days of paid Personal Time on a pro-rated basis
- Comprehensive Benefits package (including coverage towards fitness memberships and winter tires)
- Employee Assistance and Family Assistance Plan
- Various employer-paid training programs and professional development opportunities
- Develop and network through robust community and partner events
- Mileage reimbursement as applicable
- Free on-site parking
- Hybrid work model (conditional on the nature of services and funding agreements)

About Position:

Short-term Counsellor position is funded by Immigration, Refugees and Citizenship Canada (IRCC.) The primary responsibility of this position will be crisis assessment and provide immediate support to newcomer families and refugees. The scope of this role includes but not limited to providing effective crisis intervention and stabilization to individuals experiencing a mental health crisis, responding to referrals from newcomer settlement staff and providing timely crisis assessment, intervention and assistance in accessing or referring to internal or external community resources.

Short-term Counsellor will also provide consultation, assessment and recommendations to other Settlement Counsellors when there is an emergent mental health concern. Services are provided in accordance with the mission and established protocols of PCHS. The ultimate outcome of the program is to help newcomers become fully engaged in all aspects of Canadian life – social, economic, and cultural.

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Qualifications and skills required:

- Degree or diploma in social work, social services, health services, human services or other related field.
- 2 years experience in Crisis intervention preferred
- Understanding and knowledge of diverse communities with emphasis on the newcomers to Canada
- Understanding and knowledge of the mental health issues of immigrants and refugees
- Experience with newcomers and refugees' mental health will be an asset
- Evidence of sound assessment, organizational and prioritization skills with the ability to work well in stressful situations
- Knowledge of Immigration Contribution Agreement Reporting Environment (iCARE) will be an asset
- Demonstrate verbal and written communication skills and the ability to communicate information to a variety of stakeholders effectively, including presentation skills
- Strong interpersonal skills, be able to work independently and within a team
- Superior time management skills, multitasking skills, and the ability to prioritize tasks with minimal supervision
- Ability to work collaboratively and in partnership with a multidisciplinary team and other agencies in the community
- Excellent working skills in MS Word, Excel, PowerPoint, internet and email
- Familiarity with Cloud technology and SharePoint will be an asset

Requirements:

- Fluency in Arabic language
- Possess a valid Ontario Driver's License, have regular access to a reliable vehicle and provide proof of adequate vehicle insurance
- A satisfactory current Vulnerable Sector Screening (Criminal Record Check) report
- Current CPR and First-Aid certification
- Vaccines (COVID-19 and others) are encouraged.

Key Responsibilities:

- Provide support to the newcomers, refugees and their families experiencing crisis
- Assist clients to identify their needs, develop support plans and client-centered goals to mitigate and manage the immediate risks to their mental health
- Provide one-on-one and ongoing supportive counselling and connections to community resources and referring to internal and/or external community resources.
- Provide information and orientation to support the settlement and integration of the clients
- Develop and implement best crisis management strategies in partnership with clients
- Liaise with community support and partners (i.e. mental health service providers,) for client's recovery and reintegration into the society
- Collect/compile statistics, submit monthly/periodical and narrative reports.
- Maintain documentation, digital/paper client's file and client data entry into iCARE and/or

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any other database used by PCHS

- Distributing and compiling client satisfaction surveys and feedback forms
- Develop communications tools, promotional, and outreach materials
- Conduct outreach and activities for the promotion of the program
- Responsibility as assigned, complementary to the settlement program and partnership/collaboration with other organizations
- Other duties as assigned

Hours: Full time, 37.5 hours per week
(Evenings and weekends work is required)

Annual Salary Range: \$64,000 to \$67,600

Position to commence: May 2025

Please submit your resume to the hiring committee by April 18, 2025 at hr@pchs4u.com

Please add **Job Posting #STC-SP-002/2025-26** to the email subject line and cover letter.

PCHS offers an attractive and rewarding work environment. We appreciate all applicants' interest, but only those under consideration will be contacted for an interview.

PCHS is committed to diversity in its workplaces and welcomes applications from all visible minority groups, women, Aboriginal persons, 2SLGBTQ, persons with disabilities, among other self-identified diverse groups.

We also provide accessible employment practices that comply with the Accessibility for Ontarians with Disabilities Act ('AODA'). If you require accommodation for a disability during any stage of the recruitment process, please notify Human Resources at hr@pchs4u.com