



# Employment Opportunity

Punjabi Community Health Services

<b>Job Title:</b> Supervisor - Newcomer Settlement Programs	<b>Date Posted:</b> Jan 26, 2024	<b>Report to:</b> Manager - Newcomer Settlement Programs
<b>Job Posting # SUPV-NSP-039/2023-24</b>	<b>Date Closed:</b> Open until filled	

**About Organization:**

Punjabi Community Health Services (PCHS) is a pioneer community-based not-for-profit, charitable organization. PCHS has been fulfilling the needs of diverse populations for 33 years by providing services in 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 recognized as an innovative organization for community development and its Integrated Holistic Service Delivery Model. PCHS is accredited. PCHS is a 2SLGBTQ sensitive organization.

**About Position:**

The Supervisor position reports to the Manager of Newcomer Settlement programs and is responsible for the development, operation, supervision, reporting, and management of Newcomer Settlement programs integral to the process of the agency.

**Qualifications and skills required:**

- Preferred 3 to 5 years of supervision experience in a social services environment, preferably in the newcomer settlement field.
- A University degree in Social Work/ Humanities/Business or other related field and experience in human services.
- Demonstrated program development and management skills.
- Knowledge of settlement, social and education issues, and barriers experienced by newcomers.
- Demonstrated ability to effectively lead, mentor, facilitate, and coach staff to ensure a capable team.
- Excellent communication, planning, interpersonal, organizational, and time management skills.
- Knowledge of community resources and services in the local community.
- Demonstrated ability to work within the policies, practices, and philosophy of the agency.
- Experience managing a multicultural staff and delivering services to a multicultural community
- Demonstrated ability to make effective use of available technology (MS Office, Excel, PowerPoint, Web browsing e-mail, voicemail, etc.)
- Self-directed, self-motivated, and able to work independently and as part of a team.
- Excellent verbal, written, and presentation skills.
- Ability to work under pressure, individually and within a team environment
- Familiarity with Cloud technology and Share-Point, OCMS, and iCARE is an asset
- Superior time management skills, multitasking, and ability to prioritize tasks with minimal supervision

**Requirements:**

- Must 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

**Key Responsibilities:**

- Support, supervise and direct program staff and volunteers to ensure that the programs meet funding requirements
- Assist staff and volunteers to resolve performance difficulties, discussing unresolved problems with Senior Management where necessary to reach resolutions
- Prepare contingency plan to maintain continuity of program and service delivery in the event of staff/volunteer absence
- Create and support a strong working team.
- Oversee the supervision and job performance of program staff.
- Ensure efficient and effective data collection systems that provide high-quality and timely information.
- Plan staff professional development
- Participate actively as a member of the management team.
- Participate in identifying priorities for budget development and monitoring monthly budgets, including capital expenditures.
- Provide leadership as an agent of the agency on appropriate committees and community events.
- Other related duties as assigned

**Organizational Responsibilities:**

- Actively contribute to the mission, vision and values of PCHS
- Follow the organizational Code of Ethics
- Adhere to the policies and procedures of your program(s) and organization
- Perform the duties outlined in this job description
- Contribute in a positive way to the overall success of the program and organization
- Participate in the establishment of program goals and objectives and set service priorities based on it
- Demonstrate a positive and professional attitude when representing the organization in the community
- Actively encourage the involvement and empowerment of clients/ survivors
- To follow the direction of the Joint Health, Safety & Wellness Committee in compliance with the Occupational Health and Safety Act (OHSA)

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

**Position to commence:** February 2024

# Employment Opportunity

Punjabi Community Health Services

---

Please submit your resume to the Hiring Committee at [hr@pchs4u.com](mailto:hr@pchs4u.com)

Please add **Job Posting # #SUPV-NSP-039/2023-24** 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](mailto:hr@pchs4u.com)*