

# Employment Opportunity

<p><b>Job Title:</b> Case Manager- Mental Health Program</p> <p><b>Job Posting # CM-MH-032/2024-25</b></p>	<p><b>Date Posted:</b> January 15, 2025</p>	<p><b>Reports to:</b> Supervisor, Mental Health Program</p> <p><b>Position Type:</b> Full Time Contract-Maternity Leave (ending April 2025)*</p>
	<p><b>Date Closed:</b> Open till filled</p>	

**About Organization:**

Punjabi Community Health Services (PCHS) is a pioneering, nonprofit, charitable organization serving the diverse populations of Brampton for 34 years. Our services incorporate addiction support, mental health assistance, geriatric care, health promotion, domestic violence intervention, parenting support, settlement services, and programs for women, children, and youth. PCHS is renowned for its innovative community development efforts and Integrated Holistic Service Delivery Model. We hold accreditation from the Commission of Accreditation Rehabilitation Facilities (CARF) International and Imagine Canada, and we are sensitive to the 2SLGBTQ community.

**Why Work at PCHS:**

- 3 weeks’ paid Vacation to start; 4 and 5 weeks after 3 and 4 years of continuous service.
- 7 days’ paid Personal Time on pro-rated basis
- Comprehensive Benefits package (special benefits for gym 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:**

The case manager will work with families especially youth and parents, and children 12+ and their caregivers/parents. They will provide case management services including community outreach, individualized assessment, care planning, service coordination, and support monitoring and evaluation. Also, the case manager will conduct the youth group programs, and parenting sessions, and provide supportive counseling to support the clients with concurrent disorders. They will apply the Integrated Holistic Service Delivery Model (IHSD) to enhance the accessibility of services following a family-centered approach. They will engage the peer support to help clients pursue recovery and well-being goals.

*\*This is a full time contract covering maternity leave, ending in April 2025. The end date is contingent upon employee returning from leave.*

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### **Qualification, Experience and Skills:**

- University degree or college diploma in Social Services or Human Services related field. Preferred Bachelor in Social Work (BSW)
- Preferred Registered Health Professional and adhere to standards of practice as per designated college
- Minimum 2 years of case management experience and front-line experience with vulnerable populations
- Mental health training and qualifications preferred
- Familiarity with CRMS software will be an asset
- Familiarity with the Ontario Common Assessment of Need (OCAN) will be an asset
- Demonstrates an understanding of the South Asian culture
- Demonstrates understanding of the concepts of client-centered service delivery, confidentiality, and creating a safe space for implementing the Integrated Holistic Service Delivery Model.
- Sound clinical skills, including assessment, intervention, advocacy, psycho-education, supportive counseling, life skills coaching
- Knowledge of community resources and systems
- Creative in developing a relationship with clients that foster healing, growth, and empowerment
- Understands a holistic approach to addressing mental health and substance abuse concerns with an emphasis on incorporating the family into the client's care plan
- Program development and capacity building
- Excellent computer skills with advanced proficiency in Microsoft Office
- Familiarity with Cloud technology and SharePoint will be an asset
- Knowledge of Punjabi, Hindi, and Urdu languages will be an asset
- Strong interpersonal skills, be able to work independently and within a team
- Strong verbal and written communication skills, including presentation skills and the ability to communicate information to a variety of stakeholders effectively
- Superior time management skills, multitasking skills, and the ability to prioritize tasks with minimal supervision
- Consistent commitment to professional development

### **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
- Vaccines (COVID-19 and others) are encouraged

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### **Key Responsibilities:**

#### **Programs and Service Needs**

- Outreach and promotion of services to target group. The target group is youth facing mental health and addiction issues and parents (caregivers) who may face mental health and addiction issues.
- Client needs assessment, goal setting, care plan development, and service planning
- One-on-one supportive intervention to individuals/families and or implement and run group programs for youth and parents.
- Information about relevant services that meet the specific needs of the client.
- Service coordination with other service providers to meet the client's needs and facilitate access to services to serve the client best. Making referrals to other community and agency services as appropriate.
- Facilitate parenting sessions and youth group programs, 1:1 supportive counseling sessions.

#### **Monitoring and Evaluation**

- Evaluate the achievement of goals and client satisfaction
- Monitor and regularly review and if appropriate revise the care plan with the client to facilitate the provision of services that are relevant.

#### **Administrative**

- Maintain client files and documentation as per agency policies, procedures, standards, and guidelines
- Collection of data that are appropriate and relevant to the program deliverables
- Daily documentation on the database

#### **Community Relations**

- Maintain relations with client networks, other related service providers and community groups
- Represent the mission, values, and philosophy of Punjabi Community Health Services in the community including particular networks or meetings as requested
- Assist in the training and supervision of students and volunteers as applicable

#### **Professional Development**

- Set performance and development goals
- Participate in regular supervision with the supervisor
- Attend relevant conferences, workshops, and other in-service events as approved

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- Participate in agency internal consultations, and committees as requested
- Other related duties as assigned

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

**Annual Salary Range:** \$48,000- \$50,000

**Position to commence:** January 2025

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

Please add **Job Posting # CM-MH-032/2024-25** 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)*