

Employment Opportunity

Job Title: Case Manager --Mental Health Wellness program (Urdu / Arabic speaking) Job Posting #CM-MW-001/2026-27	Date Re-Posted: June 26, 2026	Reports to: Team Lead- Mental Health Program Position Type: Full-Time Contract- 1 FTE New Position. Ending May 31, 2028.
	Date Closed: Open Till 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 35 years by providing services in the areas of addictions, mental health, geriatric care, 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, as well as for its Integrated Holistic Service Delivery Model. PCHS is accredited by the Commission on Accreditation of Rehabilitation Facilities (CARF) International and Imagine Canada.

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
- Comprehensive Benefits package including wellness allowance
- 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* (contingent on nature of work and location)

About the Program and the Position:

The program aims to provide culturally-appropriate mental health clinical and trauma-informed interventions for Halton residents, newcomers and refugees primarily in the South Asian and Muslim communities susceptible to adverse health and social outcomes, to reduce crisis and emergency department visits.

We are seeking a Case Manager that is language specific (Arabic / Urdu speaking). This Case Manager will work closely with PCHS’ Sahara Mental Health program and provide services to the Halton community. The Case Manager will help the target population by providing education and information about community resources. The Case Manager will assist clients in identifying their well-being needs and provide culturally competent case management services in a timely, high-quality, holistic, and integrated manner. The Case Manager will work closely with the Newcomer Settlement Programs' staff to provide prompt and appropriate service access to individuals by connecting them with their local community resources. The main components of this position include and are not limited to proactive outreach (including but not limited to community events, groups, and social media), individualized assessment and care planning; service coordination and support; direct service provision; monitoring and evaluation, reporting and record-keeping; systems advocacy, and program development.

Note: The position requires frequent travel to Halton region with emphasis on in-person client support and building partnerships in Halton for group programs.

Qualifications and Skills :

- College diploma in Social Services or Human Services related field or combination of relevant education and experience.
- Minimum 2 years of case management experience and/or front-line experience with vulnerable populations
- Mental health training and qualifications preferred
- Familiarity with CRMS and Ontario Common Assessment of Need (OCAN) is an asset
- Demonstrates an understanding of the South Asian culture
- Demonstrates understanding of the concepts of client-centred service delivery confidentiality and creating a safe space for implementing Integrated Holistic Service Delivery Model.
- Knowledge of community resources and systems especially in Halton region
- Community outreach, provide information and create awareness regarding mental wellness
- Liaise with community members, resources, social service agencies and health care providers involved with clients to provide information and obtain feedback on clients' overall progress.
- Encouraging and engaging clients to participate in mental wellness activities
- Sound clinical skills, including assessment, intervention, advocacy, psycho-education, supportive counselling, life skills coaching
- Creative in developing a relationship with clients which foster healing, growth and empowerment
- Understands a holistic approach in addressing the mental, physical and social well-being concerns with an emphasis on incorporating their support system into the client's care plan
- Experience with providing group and individual counselling/therapy, crisis intervention and case management
- Experience in program development, implementation, monitoring and evaluation
- 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
- Excellent computer skills with advanced proficiency in Microsoft Office
- Familiarity with Cloud technology and SharePoint will be an asset

Requirements:

- Knowledge of Arabic and Urdu languages is required. Punjabi and Hindi is an asset.
- The position requires frequent travel to Halton region but will work out of our Brampton office location.
- 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

Key Responsibilities (but not limited to):

- Completion of screening, orientation, intake and assessment with clients and family members.
- Support clients in reaching their goals through interventions such as advocacy, referral to appropriate community resources/programs, supportive counselling, family support and psycho-education
- Supporting clients and families with problem-solving, care-plan/ treatment planning, crisis intervention and mediation.
- Maintain current knowledge and positive relationships with various community partners and resources
- Support clients to successfully work towards their care plan and ensure all appropriate supports are in place to transition fully into the community
- Build positive relationships with appropriate informal supports as identified by clients
- Implementation of the Integrated Holistic Service Delivery Model
- Maintain effective and timely documentation
- Participate in program strengthening, restructuring and ensuring that programs are in compliance with CARF Accreditation requirements.
- Commits to the provision of services related to health equity principles.
- Other related duties as required.

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

Annual Salary: \$50,000 - \$53,000 annual

Position to commence: July 2026

Please submit your resume to the Hiring Committee at hr@pchs4u.com .

Please add **Job Posting # CM-MW-001/2026-27** 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.

Equity, Diversity, Inclusion Statement: 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

Use of AI: We use an applicant tracking system (ATS) to organize applications and improve efficiency. Every application is comprehensively reviewed by our recruitment team to ensure a thorough assessment of your experience, skills, and potential. AI is not used to make hiring decisions.

Disclaimer: PCHS only posts jobs on verified platforms and **never** requires candidates to pay fees. To apply safely, please send your resume directly to hr@pchs4u.com. Do not submit personal information through any other website or link.