

Employment Opportunity

Job Title: Case Manager – Mental Health	Date Posted: September 19, 2025	Reports to: Supervisor, Mental Health
Job Posting # CM-MH-034/2025-26 (internal and external)	Date Closed: September 26, 2025	Position Type: Full Time Contract (Leave coverage. Ending Feb 9, 2026. Subject to employee returning from leave)

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, 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 and its Integrated Holistic Service Delivery Model. PCHS is accredited by the Commission of Accreditation on Rehabilitation Facilities (CARF) International and 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' paid Personal Time on 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 nature of services and funding agreements)

About Position:

Case Manager – Mental Health will provide culturally and linguistically appropriate case management supports to individuals living with complex addictions and mental health issues and to their significant others. Services include individualized assessment, care planning, supportive counselling, service co-ordination (linking service recipients with services and supports), and specific interventions related to concurrent disorders.

Qualifications, Experience and Skills:

- University degree and/or Community College Diploma in social services or related field
- Minimum two years related experience in direct service delivery to individuals with serious mental illness and addiction issues
- Registration with regulatory body is preferred
- Knowledge of culturally competent practices
- Demonstrated case management and referral skills; and ability to effectively link clients to supportive services
- Knowledge of and sensitivity to issues of gender, race, sexual orientation and issues impacting diverse communities
- Experience in working effectively as a member of a multidisciplinary team including internal and external stakeholders
- Ability to work collaboratively with community partners
- Maintain client records / files according to agency standards
- Knowledge and experience with data management systems, particularly Catalyst and CRMS (Client Record Management System)
- Possesses good judgment and problem-solving skills
- Effective written and verbal communication skills as well as presentation skills across all levels of the organization
- Excellent computer skills with advanced proficiency in Microsoft Office
- Superior time management skills, multitasking and ability to prioritize tasks with minimal supervision
- Proficiency in a second language would be an asset, preferably Punjabi, Hindi & Urdu
- Familiarity with Cloud technology and Share-Point is an asset

Requirements:

- 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 report
- Current CPR and First-Aid certification
- Vaccines (COVID-19 and others) are encouraged

Key Responsibilities:

- Assessment and referral
- Develop and implement care plans based on family/client-centered recovery goals
- Provide intensive case management, long term planning, and follow up services when needed

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- Screen and respond to crisis calls initiated by clients, family members, friends, health care providers, and community agencies
- Ongoing monitoring until clients can be discharged from service
- Provide input into ongoing development & continuous quality improvement of the program
- Participate in Team, Program and Staff meetings
- Participate in regular direct supervision with immediate supervisor
- Represent PCHS in a professional manner on internal/external committees/ subcommittees as assigned
- Other related duties, as assigned

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

This is a leave coverage vacancy. Ending Feb 9,2026.
Subject to employee returning from leave.

Salary Range: \$50,000- \$53,000

Position to commence: October 2025

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

Please add **Job Posting # CM-MH-034/2025-26** to the email subject line and cover letter.

PCHS offers an attractive and rewarding work environment. We appreciate the interest of all applicants, but only those under consideration will be contacted for an interview. Due to high volume of applications, we may not be able to answer phone enquiries.

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