

Employment Opportunity

Job Title: Navigator / Access Specialist	Date Re-Posted: November 26, 2025	Position Type: Full Time
Job Posting # HART-NAV-036/2025-26	Date Closed: Open till filled	Reports to: Supervisor, Addictions Program

About Organization:

Punjabi Community Health Services (PCHS) is a pioneer, community-based, not-for-profit charitable organization that has been serving diverse populations for over 35 years. PCHS provides a wide range of culturally responsive services in the areas of addictions, mental health, geriatric care, health promotion, domestic violence, parenting, settlement, and support for women, children, and youth. PCHS is widely recognized for its innovative Integrated Holistic Service Delivery Model and has contributed to several community-based research studies. The organization is fully accredited by the Commission on Accreditation of Rehabilitation Facilities (CARF) International and Imagine Canada, reflecting its commitment to quality and accountability. PCHS is also a 2SLGBTQ-sensitive organization, committed to equity, inclusion, and culturally appropriate care.

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 Days
- 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

About Program:

Punjabi Community Health Services is pleased to partner with Canadian Mental Health Association Peel Dufferin (CMHA Peel Dufferin) and various agencies in the Peel Region, to offer services to the local community at the *new* Brampton based Homelessness and Recovery Treatment (HART) Hub.

HART Hubs are community-based care hubs designed to address mental health, addiction and housing needs for people experiencing homelessness. They provide integrated care, offering a wide range of services such as primary care, mental health services, addiction care and employment supports. With targeted community outreach and rapid referral pathways, HART Hubs aim to support individuals with complex needs, helping them recover, achieve housing stability, and inclusion.

Achieving our vision means we're recruiting people who are passionate about driving change and delivering evidence-based, responsive and affirming care that meet people where they are. Are you ready to join us?

About Position:

The Navigator / Access Specialist plays a vital role in supporting clients through education, guidance, and assistance in accessing health, mental health, and social services. This position acts as a welcoming, stigma-free frontline contact to ensure clients are effectively connected to appropriate services and supported throughout their care journey. The Specialist combines client navigation, brief intervention, case management, and community outreach to foster inclusion and improve access.

Qualification, Experience and Skills:

- A university degree or college diploma in social work or a related field, or an equivalent combination of education and relevant experience.
- Minimum 2 years of experience in the mental health and addictions sectors with a focus on assessment, brief interventions and short term supports.
- Registration with a regulatory college considered an asset
- Strong understanding of local mental health and addiction services, resources and referrals.
- Excellent verbal and written communication skills, with the ability to multitask effectively (e.g., conducting phone intakes, note-taking, and scheduling virtual/in-person sessions).
- Demonstrated understanding of client-centered service delivery, confidentiality, and creating safe spaces.
- Strong interpersonal and communication skills with ability to work across diverse cultures and intersectionality.
- Comfort with crisis intervention, brief counselling, and motivational interviewing techniques.
- Proficient with Microsoft Office and client database systems; familiarity with virtual platforms an asset.
- Knowledge of harm reduction, HIV prevention, and cultural competence frameworks including anti-oppressive practice.
- Demonstrated experience working within a multidisciplinary team and evidence of an ability to collaborate and partner.
- Working knowledge and/or an understanding of various disciplines; including but not exclusive of mental health, substance use, harm reduction, newcomer challenges and barriers faced by those in marginalized populations.
- Demonstrated cultural competence, ability to work and apply practical understanding of different elements of diversity, equity, inclusion and belonging as well as an understanding of social determinants of health and impact on vulnerable communities.
- Knowledge of a variety of evidence-informed treatment modalities including motivational interviewing and trauma informed practices.
- Experienced at engaging in matters that require sensitivity and empathy across a diverse community, excellent judgement, and discretion; ability to operate with various frameworks including culturally sensitive, anti-racist, anti-oppressive, 2SLGBTQ+ affirming and intersectional.

Requirements:

- A satisfactory Vulnerable Sector Screening (Criminal Record Check) is mandatory.
- A valid driver's license and access to a reliable vehicle with current insurance coverage.
- Fluency in South Asian languages such as Punjabi, Hindi, and Urdu.
- Current certification in CPR and First Aid- Level C with AED.
- Proof of vaccination (including COVID-19 and others) is encouraged.

Duties and Responsibilities:

- Intake: Act as a low-barrier first clinical response and front-line resource to the community, including assisting the registration and intake and processing referrals from other sources.
- Assessments: Conduct comprehensive standardized assessments to determine eligibility for services and level of need, using information obtained from clients and collateral sources.
- Supports: Provide short term task-based interventions to clients who need immediate supports to alleviate distress.
- Provide single session 1:1 support for clients who will benefit from immediate supports to alleviate distress.
- Facilitate the seamless connection to other HART Hub services
- Risk: Regularly assess for risk and respond with mitigation strategies, including crisis intervention and de-escalation supports and connecting to crisis services when appropriate.
- Referrals/Linkages: Refer and link clients to community resources that support recovery goals, including service navigation and education.
- Group Facilitation: Facilitate recovery and/or social-recreational groups as needed, including developing new group materials.
- Outreach: Promote awareness of services within the community and represent the HART Hub at community events.
- Meetings: Actively participate in staff meetings, team huddles, supervisions, case conferences, trainings, and events as required.
- Documentation: Update all appropriate documentation within 24 hours of client contact
- Committees: Participate in internal or external committees, including communities of practice as requested by the HART Hub Program Manager or PCHS.
- Represent PCHS at community events, workshops, and partnership meetings to build relationships and promote programs.
- Collect client feedback to inform service improvements and outreach strategies.
- Other duties as assigned.

Hours: Full Time, 12 hours rotational shifts (Some evenings and weekends work required)

Hours for HART Hub: 9:00 am – 9:00 pm, Monday to Sunday (no bed services at this location)

Onsite Work: Roles will be on-site, or community based.

Employment Opportunity

Position to commence: November 2025

Salary Range: \$52,000 to \$55,000 annual

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

Please add Job Posting # HART-NAV-036/2025-26 the email subject line and cover letter.

PCHS offer an attractive and rewarding work environment. We appreciate the interest of all applicants, 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, LGBTQ, persons with disabilities among other self-identified diverse groups. We also provide accessible employment practices that are in compliance 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