

# Employment Opportunity

Punjabi Community Health Services

<p><b>Job Title:</b> Supervisor, Mental Health</p>	<p><b>Date Posted:</b> February 4, 2025</p>	<p><b>Reports to:</b> Manager, Mental Health and Addictions</p>
<p><b>Job Posting # SUP-MH-0037/ 2024-25</b></p>	<p><b>Date Closed:</b> February 17, 2025</p>	<p><b>Position Type:</b> Full Time</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 (pro-rated)
- 7 days of paid Personal Time on a 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 the nature of services and funding agreements)
- Opportunity to lead impactful programs that directly benefit the South Asian community.

## About Program:

The Sahara Mental Health Program provides compassionate support and assistance to individuals facing mental health challenges. Using a holistic and culturally responsive approach, we offer supportive counseling services to both individuals and their families. The program's goal is to stabilize, empower, and uplift mental health clients and their families, enabling them to lead lives of respect, dignity, and inclusion as equal members of society. We accept referrals from hospitals, community organizations, healthcare professionals, families, friends, and self-referrals. The program serves clients 16 years and older (or 14-37 years for the Early Psychosis Intervention program) who are experiencing mental health symptoms or concurrent disorders. A formal diagnosis is not required for admission.

## **About Position:**

The Mental Health Programs Supervisor provides both clinical and operational oversight for the Mental Health Programs, ensuring high-quality service delivery and program effectiveness. The successful candidate will be responsible for providing orientation, training, and mentorship to staff while fostering a supportive and team-oriented environment; monitoring clinical work performance, offering constructive feedback, and ensuring adherence to best practices in mental health service delivery; overseeing daily program operations, maintaining quality assurance standards, and ensuring compliance with policies, procedures, and accreditation requirements; encouraging a culture of continuous learning, professional development, and collaboration among team members; upholding the highest standards of compassionate care and clinical excellence while addressing client needs effectively. The Supervisor will play a key role in fostering a positive work environment, supporting staff in their professional growth, and ensuring the overall success of the Mental Health Programs.

## **Qualifications and Skills:**

- University Degree in Social Services or Human Services related field or an acceptable combination of equivalent education and experience.
- Must be in good standing with a recognized college or professional regulatory body
- Minimum 3 to 5 years of supervision experience
- Experience in individual and group work is an asset
- Experience in the documentation on CRMS
- Familiarity with a variety of health assessment tools is an asset
- Demonstrates an understanding of the South Asian culture
- Knowledge of and proficiency in bio-psycho-social counselling techniques
- Experience in program development, implementation, monitoring and evaluation
- Demonstrates understanding of the concepts of client-centred service delivery, confidentiality, and creating a safe space for implementing the Integrated Holistic Service Delivery Model.
- Excellent computer skills with advanced proficiency in Microsoft Office
- Familiarity with Cloud technology and SharePoint 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
- Excellent organizational and problem-solving skills
- Familiarity with Commission of Accreditation Rehabilitation Facilities (CARF) International standards is an asset

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## **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.

## **Key Responsibilities:**

- Provide orientation and training for all new staff and ensure that documentation of this activity is completed
- Assign cases to clinical staff and assure staff coverage across the program components
- Strengthen peer support program and collaborate peer support with Mental health case management
- Maintain monthly statistical reports and coordinate with program teams to meet deliverables
- Provide ongoing supervision to program staff and be available for case consultations as needed
- Conduct supervision meetings with each program staff which must be documented
- Conduct monthly team meetings
- Ensure staff compliance in digital health and standardized tools, projects and committees
- Assist with problem-solving, care-plan/ treatment planning and mediation with client complaints if any
- Conduct Quarterly Record Management Reviews (QRMR) with clinical staff to ensure quality assurance throughout the programs
- Complete yearly written performance appraisals, establish measurable goals, take corrective action as needed and provide performance feedback to program staff
- Evaluate training needs of each program staff
- Approvals of staff leaves
- Coordinating training and other program-related tasks
- Responsible for program strengthening, restructuring and ensuring that programs comply with CARF Accreditation requirements.
- Commits to the provision of services related to health equity principles
- Represent PCHS at external partnership meetings, networks, conferences and forums; as required
- Oversee the planning and organizing of PCHS' program related events
- Perform other duties as assigned

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

# Employment Opportunity

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**Position to commence:** February 2025

**Annual Salary:** \$65,000 - \$70,000

**Please submit your resume by February 17, 2025 to the Hiring Committee at [hr@pchs4u.com](mailto:hr@pchs4u.com)**

Please add **Job Posting # SUP-MH-0037/ 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)*