

## Employment Opportunity

<b>Job Title:</b> Peer Support/Welcomer  <b>Job Posting # HART-PW-037/2025-26</b>	<b>Date Re-Posted:</b> November 26, 2025	<b>Position Type:</b> Full Time
	<b>Date Closed:</b> Open till filled	<b>Reports to:</b> 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:**

As part of a multi-disciplinary team, the Peer Support/ Welcomer plays a crucial role in creating a welcoming, inclusive and non-judgmental environment. The Peer Support/ Welcomer implements holistic tools for support and provides peer supports to individuals experiencing mental health, addiction and/or homelessness concerns, using their lived experience to build relationships and promote an individual's right to self determination. The Peer Support/ Welcomers also plays an important function in providing front desk supports and maintaining the overall coordination of the site.

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

- Skills-based education/learning/ experience or post-secondary education in Office Administration, Social Services, or related field.
- Relevant experience in the mental health addictions, and/or homelessness sector
- Lived experience with mental health, addictions, Homelessness and willingness to share that experience
- Strong communication and interpersonal skills with a friendly and welcoming demeanor.
- Peer certification or training is an asset, or in the absence of training, willingness to be trained is required.
- Ability to de-escalate conflict and support individuals in distress.
- Excellent time management and organizational skills; ability to multitask effectively.
- Knowledge of harm reduction practices and basic understanding of community health resources.
- Proficiency in Microsoft Office (Word, Excel, Outlook); experience with cloud platforms and SharePoint is an asset.
- Fluency in English required; Punjabi, Hindi, or Urdu considered an asset.
- 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.

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- 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.
- 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/Welcome: Serve as first point of contact for walk-in clients, providing a welcoming, inclusive, non-stigmatizing experience for visitors, grounded in lived experience and trauma-informed care.
- Tools for Support: May use evidence-based tools to assist clients in goal setting and creating individual care plans
- Supports: Share relevant lived experience in an appropriate and professional manner.
- Promote empowerment and self-advocacy for clients
- Assist to identify and combat negative self-talk and overcome fears by sharing own techniques and strategies.
- Manage and support the flow of the common spaces and basic need services on site.
- Risk: In collaboration with the team, be mindful of and prepared to respond to risk with mitigation strategies, including providing crisis intervention and de-escalation supports and connecting to crisis services when appropriate.
- Referrals/Linkages: Refer and link clients to community resources and groups that support recovery goals
- Group Facilitation: Facilitate recovery and/or social-recreational groups as needed, including developing new group materials.
- 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 and/or home organization
- Collaborate with internal teams and external partners to support continuity of care and foster a coordinated service delivery experience.
- Participate in team meetings, ongoing training, and peer supervision to support personal and professional development.
- Other duties as assigned

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**Hours:** Full Time (12 hour rotational shifts)  
(Some evenings and weekends work required)

**Hours for the 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.

**Position to commence:** November 2025

**Salary Range:** \$48,000 to \$51,000 annual

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

**Please add Job Posting # HART-PW-037/2025-26 to 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](mailto:hr@pchs4u.com)*