

# Employment Opportunity

Punjabi Community Health Services

<b>Job Title:</b> Crisis Support Worker (Urdu, Punjabi, Hindi speaking) – Settlement Program  <b>Job Posting #</b> CSW-SP-006/2021-22	<b>Date Posted:</b> April 22, 2021	<b>Reports to:</b> Manager – Newcomer Settlement Programs  <b>Position Type:</b> Full Time, 10 months contract
	<b>Date Closed:</b> May 6, 2021	

**About Organization:**

Punjabi Community Health Services (PCHS) is a pioneer community based not for profit, charitable organization. PCHS has been fulfilling the needs of the diverse populations for 30 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 recognized as an innovative organization for community development and its Integrated Holistic Service Delivery Model. PCHS is accredited by Commission of Accreditation Rehabilitation Facilities (CARF) International and Imagine Canada. PCHS is a 2SLGBTQ sensitive organization.

**About Position:**

The Crisis Support Worker’s position is funded by the Immigration, Refugees and Citizenship Canada (IRCC.) This position is responsible to conduct crisis assessment and provide immediate support to the newcomer families and refugees. The scope of the role includes but not limited to providing effective crisis intervention and stabilization to individuals experiencing a mental health crisis, responding to referrals from Newcomer Settlement staff and providing timely crisis assessment, intervention and assistance in accessing or referring to internal or external community resources. The Crisis Support Worker will also provide consultation, assessment and recommendations to other Settlement Counsellors when there is an emergent mental health concern. Services are provided in accordance with the mission and established protocols of PCHS. The ultimate outcome of the program is to help newcomers become fully engaged in all aspects of Canadian life – social, economic, political and cultural.

**Qualifications and skills required:**

- Degree or diploma in health services, social services or human services equivalent
- Evidence of very sound assessment, organizational and prioritization skills with the ability to work well in stressful situations
- Crisis intervention experience preferred
- Experience working with newcomers and refugees’ mental health is an asset
- Understanding and knowledge of the diverse communities with emphasis on the South Asian Community
- Understanding and knowledge of the mental health issues of immigrants and refugees

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- Knowledge of Immigration Contribution Agreement Reporting Environment (iCARE) is an asset
- Excellent computer skills with advanced proficiency in Microsoft Office
- Effective written and verbal communication skills as well as presentation skills across all levels of the organization
- Familiarity with Cloud technology and Share-Point is an asset
- Superior time management skills, multitasking and ability to prioritize tasks with minimal supervision
- Ability to work independently, as well as in a team

## **Requirements:**

- Fluency in Urdu, Punjabi and Hindi languages
- 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

## **Key Responsibilities:**

- Provide support to the newcomers and refugees and their families who are experiencing crisis
- Developing holistic crisis plans for the clients and their families, to mitigate and manage the immediate risks to their mental health
- Outreach and promotion of services to the target group
- One-on-one crisis support assistance to individuals/families
- Liaise with community support and partners (i.e. mental health service providers,) for client's recovery and reintegration into the society, work with families, crisis intervention/prevention, advocacy, referrals to other services etc.
- Develop and implement best crisis management strategies in partnership with clients
- Maintain documentation
- Other related duties, as assigned

## **Organizational Responsibilities:**

- Actively contribute to the mission, vision and values of PCHS
- Follow the organizational Code of Ethics and professional standards of your certification and your position in the organization
- Adhere to the policies and procedures of your program(s) and organization
- Perform the duties outlined in this job description
- Contribute in a positive way to the overall success of the program and organization

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- Participate in the establishment of program goals and objectives and set service priorities based on it
- Demonstrate a positive and professional attitude when representing the organization in the community
- Actively encourage the involvement and empowerment of clients/ survivors
- To follow the direction of the Joint Health, Safety & Wellness Committee in compliance with the Occupational Health and Safety Act (OHSA)

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

**Position to commence:** May 17, 2021 or earlier

Please submit resume by May 6, 2021 to the Hiring Committee at [hr@pchs4u.com](mailto:hr@pchs4u.com)

Please add Job Posting # CSW-SP-006/2021-22 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.

*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)*