

Job Title: Case Manager, Sahara Better Families Program Job Posting#CM-BFP-007/2026-27	Date Posted: May 06, 2026	Position Type: Full Time, existing vacancy Reports to: Team Lead-Mental Health
	Date Closed: May 14, 2026	

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 wellness allowance
- 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
- Hybrid Schedule (depends on nature of role)
- Free on-site parking

About Position:

The Sahara Better Families Program (BFP) provides supports to youth ages 12 to 24 years old and their families and to parents of children aged 1 to 11 years old, and parents that are mandated by legal obligation related to children or youth issues. Areas covered by the program are mental health, cultural conflict, violence, and substance abuse. The program provides individual case management and group sessions. This includes supportive counselling, individualized assessments with different set of tools, developing a care-plan, systems advocacy, service co-ordination, and connecting individuals with resources.

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 of 2 years’ experience supporting individuals with mental health, addiction, concurrent disorders, and other concerns affecting equity-deserving populations.

- Knowledge of assessment tools such as OCAN, GAIN SS, Columbia SSR, LOCUS, or similar is considered an asset.
- Strong understanding of local mental health and addiction services is required.
- 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).
- Ability to foster a sense of hope and resilience in individuals and families experiencing mental health challenges and/or concurrent disorders.
- Proven ability to assess client needs and determine the suitability of PCHS programs and services.
- Capable of working under pressure, independently, and collaboratively in a team setting.
- Proficiency in Microsoft Word, Excel, PowerPoint, web browsing, and email communication.
- Familiarity with cloud-based technologies, CRMS, and SharePoint is an asset.
- Strong time management skills, with the ability to prioritize tasks and manage competing demands with minimal supervision.

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 with AED-level C.
- Proof of vaccination (including COVID-19 and others) is encouraged

Duties and Responsibilities:

- Conduct outreach and promote program services to target populations, including youth and parents/caregivers experiencing mental health and/or addiction challenges.
- Complete comprehensive client needs assessments, establish client-centered goals, and develop individualized care and service plans.
- Provide one-on-one supportive counselling to individuals and families and facilitate group programs for youth and parents.
- Offer accurate and up-to-date information on community services tailored to meet the unique needs of each client.
- Coordinate services with other providers to support holistic care and facilitate timely referrals to appropriate community resources.
- Lead parenting sessions, youth programming, and individual supportive interventions as needed.
- Monitor client progress, evaluate goal achievement and satisfaction, and revise care plans accordingly.
- Maintain thorough, accurate, and confidential client records in accordance with agency policies, procedures, and standards.
- Collect and document relevant data aligned with program deliverables and reporting requirements.
- Foster strong relationships with clients, service providers, and community partners.
- Represent the mission, values, and philosophy of Punjabi Community Health Services (PCHS) at community events, networks, and inter-agency meetings, as required.

- Support the supervision and mentorship of students and volunteers, as applicable.
- Set and pursue personal performance and professional development goals.
- Participate in regular supervision meetings with the program supervisor.
- Attend relevant conferences, trainings, workshops, and in-service events as approved.
- Contribute to internal agency consultations, committees, and initiatives as requested.
- Perform other related duties as assigned.

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

Annual Salary: \$50,000-\$53,0000

Position to commence: May 2026

Please submit your resume by **May 14, 2026**, to the Hiring Committee at e-mail: hr@pchs4u.com

Please add Job Posting # CM-BFP-007/2026-27 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.

Equity, Diversity, Inclusion Statement: *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*

Use of AI: *We use an applicant tracking system (ATS) to organize applications and improve efficiency. Every application is comprehensively reviewed by our recruitment team to ensure a thorough assessment of your experience, skills, and potential. AI is not used to make hiring decisions.*

Disclaimer: *PCHS only posts jobs on verified platforms and **never** requires candidates to pay fees. To apply safely, please send your resume directly to hr@pchs4u.com. Do not submit personal information through any other website or link.*