

Employment Opportunity

Job Title: Case Manager – CARE Program	Date Posted: September 4, 2025	Reports to: Supervisor, Mental Health Position Type: Full time Contract 37.5 hours/week Ending December 31, 2026
Job Posting # CARE-MH-030/2025-26	Date Closed: September 16, 2025	

About Organization:

Punjabi Community Health Services (PCHS) is a pioneer community-based not-for-profit, charitable organization. PCHS has been fulfilling the needs of diverse populations for 35 years by providing services in the areas of addictions, mental health, geriatric care, health promotion, domestic violence, parenting, settlement, and services for women, children, and youth. PCHS has several research studies to its credit and is recognized as an innovative organization for community development, as well as for its Integrated Holistic Service Delivery Model. PCHS is accredited by the Commission on Accreditation of Rehabilitation Facilities (CARF) International and Imagine Canada.

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 Time
- Comprehensive Benefits package (wellness benefits for fitness membership 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* (contingent on nature of work and location)

About the Program:

The Connection, Acceptance, Resource, Empowerment (CARE) Program is an initiative by the Region of Peel and a part of their Stability Support Framework. Stability Supports and Services provide social assistance clients with a pathway towards self-reliance and employment readiness. The focus is on assessing and eliminating client barriers related to basic needs, life skills, health and access to community supports. The intent of the CARE Program is to increase capacity of community based organizations to address mental health and well-being needs of individuals accessing Ontario Works in Peel. Agencies may also engage with clients in other Region of Peel Human Services programs such as Housing Supports.

About the Position:

PCHS is hiring a fulltime Case Manager, who will focus on clients that are on social assistance and require support with their mental health and well being. This individual will conduct the initial assessment and connect the client to services and supports both internally and externally. There is an understanding that programs and services have wait lists, the case manager will support the client with interventions until a program or service is accessed by the client. The case manager will also

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conduct follow-ups every 3 months to ensure that the client is receiving support and connect them to additional supports if required. This position will also help with providing services to clients that may be ending up on the wait list and are on social assistance. It will be an added resource to PCHS, which will increase our service delivery capacity.

Qualifications and Skills :

- University degree and/or Community College Diploma in social services or related field
- Minimum two years related experience in direct service delivery to individuals with serious mental illness and addiction issues
- Experience in conducting client intakes and assessments
- Registration with regulatory body is preferred
- Knowledge of culturally competent practices
- Demonstrated case management and referral skills; and ability to effectively link clients to supportive services
- Knowledge of and sensitivity to issues of gender, race, sexual orientation and issues impacting diverse communities
- Experience in working effectively as a member of a multidisciplinary team including internal and external stakeholders
- Ability to work collaboratively with community partners
- Maintain client records / files according to agency standards
- Knowledge and experience with data management systems, particularly Catalyst and CRMS (Client Record Management System)
- Possesses good judgment and problem solving skills
- Effective written and verbal communication skills as well as presentation skills across all levels of the organization
- Excellent computer skills with advanced proficiency in Microsoft Office
- Superior time management skills, multitasking and ability to prioritize tasks with minimal supervision
- Proficiency in a second language would be an asset, preferably Punjabi, Hindi & Urdu
- Familiarity with Cloud technology and Share-Point is an asset

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 Police Security Check- Vulnerable sector screening
- Current CPR and First-Aid certification
- Vaccines (COVID-19 and others) are encouraged

Key Responsibilities:

- Assessment and referral
- Develop and implement care plans based on family/client-centered recovery goals
- Provide short term case management and follow up services when needed
- Ongoing monitoring until clients can be discharged from service

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- Provide input into ongoing development & continuous quality improvement of the program
- Maintain accurate and confidential case notes, reports, and data entry in accordance with PCHS policies and funder requirements.
- Track outcomes and contribute to evaluation metrics for the program.
- Attend regular training on trauma-informed care, cultural humility, case management best practices, and legal updates
- Participate in team debriefings, peer support initiatives, and supervision to maintain wellness and prevent burnout
- Participate in continuous quality improvement processes
- Attending and actively participating in team meetings, client-related meetings and program meetings as required
- Working effectively and collaboratively with program teams, internal and external to PCHS
- Other related duties as assigned

Hours: Full time contract ending December 31, 2026
37.5 hours per week
(Some evenings and weekends work is required)

Annual Salary: \$50,000- \$55,000

Position to commence: September 2025

Please submit your resume to the Hiring Committee at hr@pchs4u.com by September 16, 2025.

Please add **Job Posting # CARE-MH-030/2025-26** 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.