

Employment Opportunity

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| Job Title: Settlement Counsellor (NSP) Job Posting #SC-NSP-008/2026-27 | Date Posted: May 6, 2026 | Reports to: Senior Manager, Newcomer Settlement Programs Position Type: Full Time, Existing vacancy |
| | Date Closed: May 14, 2026 | |

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, 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 and its Integrated Holistic Service Delivery Model. PCHS is accredited by the Commission of Accreditation on Rehabilitation Facilities (CARF) International and Imagine Canada. PCHS is a 2SLGBTQ-sensitive organization.

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 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
- Free on-site parking
- Hybrid work model (contingent on nature of work and location)

About the Position:

The Settlement Counsellor’s position is funded by the Minister of Labour, Training and Skills Development (MLTSD). Services delivered under the Newcomer Settlement Program (NSP) will facilitate the social and economic integration of newcomers to Ontario. The ultimate outcome of the program is to help newcomers become fully engaged in all aspects of Canadian life, including social, economic, and cultural. The NSP prioritizes service delivery to underserved populations, including newcomers who are not eligible for federally funded settlement services.

Qualifications and Skills:

- Degree or diploma in social work, social services or equivalent educational qualifications in the relevant field
- 3 years of experience in settlement services preferred
- Understanding and knowledge of the marginalized/underserved communities with emphasis on newcomers
- Experience working with immigrant communities and the refugee population
- Experience in building networks and partnerships
- Ability to conduct client intake and organize client documentation

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- Excellent computer skills with advanced proficiency in Microsoft Office
- Familiarity with Cloud technology and SharePoint is an asset
- Demonstrate verbal and written communication 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
- Ability to work independently, as well as in a team

Requirements:

- Required fluency in South Asian languages (Punjabi, Hindi and Urdu)
- 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

Responsibilities and Duties: *(but not limited to)*

- Outreach and promotion of services to the target group
- Develop communications tools, promotional, and outreach materials
- Client needs assessment, goal setting and service planning
- One-on-one settlement assistance/counselling to individuals/families
- Orientation to living in Canada and resources available to support initial settlement needs
- Information about relevant services that meet the specific needs of newcomers
- Referral to other community and government services, including language training, employment and skills training, social, education and healthcare services
- Facilitation of service access through information on form filling, interpretation/translation and client advocacy
- Workshops, information sessions and group activities to provide settlement and orientation information
- Service coordination with other service providers to meet community needs and facilitate access to settlement, language training, employment and other community services
- Collect/compile statistics, submit monthly/periodical and narrative reports.
- Maintain documentation, digital/paper client's file and client data entry into the database used by PCHS
- Distributing and compiling client satisfaction surveys and feedback forms
- Responsibility as assigned, complementary to the settlement program and partnership/collaboration with other organizations
- Other related duties as assigned

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

Annual Salary Range: \$50,000 - \$53,900

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Position to commence: May 2026

Please submit your resume to the Hiring Committee at hr@pchs4u.com

Please add **Job Posting #SC-NSP-008/2026-27** 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.

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