

Employment Opportunity

Job Title: Navigator / Access Specialist	Date Posted: October 31, 2025	Position Type: Full Time
Job Posting # HART-NAV-036/2025-26	Date Closed: Open till filled	Reports to: 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:

The Navigator / Access Specialist plays a vital role in supporting clients through education, guidance, and assistance in accessing health, mental health, and social services. This position acts as a welcoming, stigma-free frontline contact to ensure clients are effectively connected to appropriate services and supported throughout their care journey. The Specialist combines client navigation, brief intervention, case management, and community outreach to foster inclusion and improve access.

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.
- 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).
- Demonstrated understanding of client-centered service delivery, confidentiality, and creating safe spaces.
- Strong interpersonal and communication skills with ability to work across diverse cultures and intersectionality.
- 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.
- 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.
- Comfort with crisis intervention, brief counselling, and motivational interviewing techniques.
- Familiarity with community resources and referral networks.
- Ability to work independently and collaboratively within multidisciplinary teams.
- Proficient with Microsoft Office and client database systems; familiarity with virtual platforms an asset.
- Knowledge of harm reduction, HIV prevention, and cultural competence frameworks including anti-oppressive practice.

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

Duties and Responsibilities:

- Welcome clients and assist with registration, intake, and orientation to services.
- Guide clients through healthcare and social service processes, including clinic navigation (e.g., pharmacy, nursing, counselling).
- Provide immediate support and brief interventions for clients experiencing distress or needing urgent assistance.
- Facilitate single-session support, crisis intervention, and advocacy to address client concerns and reduce barriers.
- Conduct assessments and help clients develop care plans in collaboration with multidisciplinary teams.
- Connect clients to community resources, internal programs, and partner services aligned with their needs.
- Support client empowerment and build trust through culturally sensitive, trauma-informed, and non-judgmental approaches.
- Promote awareness of health, mental health, HIV prevention (including PrEP), and harm reduction strategies in the community.
- Represent PCHS at community events, workshops, and partnership meetings to build relationships and promote programs.
- Collect client feedback to inform service improvements and outreach strategies.

Hours: Full Time, 12 hours rotational shifts (Some evenings and weekends work required)

Hours for HART Hub: 10:00 am – 10:00 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: \$52,000 to \$55,000 annual

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

Please add Job Posting # HART-NAV-036/2025-26 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