

Employment Opportunity

Job Title: Intake Worker. Newcomer Settlement Programs Job Posting # INTK/SP-018/2026-27	Date Posted: July 22, 2026	Reports to: Senior Manager, Newcomer Settlement Programs Position Type: Full Time (existing vacancy)
	Date Closed: July 31, 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 36 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
- 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:

Intake Worker position is responsible to conduct initial intake and needs assessments for all the incoming phone calls and drop-in clients for the Newcomer Settlement Program funded by the Immigration, Refugees and Citizenship Canada (IRCC), complete intake/assessment forms; register clients into the program and organize client documentation.

Qualifications and Skills:

- Diploma in social work or equivalent educational qualifications in relevant field
- 3 years of experience in settlement services preferred
- Understanding and knowledge of the diverse populations
- Experience working with immigrants and newcomers from various communities

- Ability to conduct client intake and organize client documentation
- 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
- Excellent computer skills with advanced proficiency in Microsoft Office
- Familiarity with Cloud technology and Share-Point is an asset

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

Key Responsibilities (but not limited to):

- Screen clients for initial assessment, identify needs, background information, determine the eligibility for settlement program
- Based on initial assessment, create a client file in the database and on paper, refer client to the settlement counsellor
- Maintain client appointments
- Provide full range of settlement services information to new immigrants and newcomer families if assigned by the Settlement Counsellor
- Responsible for distribution and compiling client satisfaction surveys and feedback forms
- Responsible for follow-up with clients as directed by the settlement counsellors
- Maintain inventory control of resource materials and other necessary documents and supplies for the settlement program
- Statistical data collection and summarize; day-to-day record keeping
- Participate in team meetings, staff meetings and committee meetings as required
- Abide to the internal policies and procedures of the organization and to the privacy and confidentiality of the client's information
- Responsibility as assigned, complimentary to the settlement program and partnership/collaboration with other organizations
- Other duties as assigned

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

Annual Salary: \$47,000- \$50,400

Position to commence: August 2026

Please submit your resume to the Hiring Committee at hr@pchs4u.com by July 31, 2026

Please add **Job Posting # INTK/SP-018/2026-27** 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.