Employment Opportunity

Job Title:	Date Posted:	Reports to:
Case Manager– Mental Health and Addictions, SHPP	November 06, 2026	Sr. Manager of Health Promotion and Prevention
Job Posting # CM-SHPP-033/2026-27	**Date Closed:** November 20, 2026	**Position Type:** Full-Time Contract ending March 31, 2027, existing vacancy

About the 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, 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
- 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 the Program:

The Sahara Health Promotion and Prevention (SHPP) program is a Locally Driven Population Health Model (LDPHM) funded by Ontario Health. It offers culturally responsive health interventions, promotes healthy living, and fosters community engagement. SHPP builds strong partnerships with local stakeholders, including healthcare providers and community organizations, to enhance health outcomes through outreach, evidence-informed decision-making, and preventive care planning.

About the Position:

We are seeking a Case Manager to support Mental Health and Addictions pillar under the Sahara Health Promotion and Prevention (SHPP) program. This position reports to the Senior Manager of Health Promotion and Prevention and is responsible for identifying an equity-seeking population of focus and offering increased access to the most needed services in partnership with Ontario Health Teams. The Mental Health and Addictions Case Manager will promote mental wellness and recovery through tailored case management services. This includes community-based, culturally safe services, including short-term counseling, Mental health, harm reduction supports, and screening and addressing chronic disease risk factors.

Qualifications, Experience and Skills required:

- Minimum 2 years of case management experience and frontline experience with vulnerable populations
- A University degree/ College Diploma in Social Work and experience in human services.
- Demonstrates an understanding of the South Asian Culture
- Demonstrates understanding of the concepts of client-centered service delivery, confidentiality, and creating a safe space for implementing the Integrated Holistic Service Delivery Model.
- Excellent communication, planning, interpersonal, organizational, and time management skills.
- Knowledge of community resources and services in the local community as it relates to Mental Health and Addictions
- Demonstrated ability to work within the policies, practices, and philosophy of the agency.
- Experience managing a multi-cultural staff and delivering services to a multi-cultural society.
- Demonstrated ability to make effective use of available technology (MS Office, Excel, PowerPoint, Web browsing, email, and voicemail, etc.)
- Self-directed, self-motivated, and able to work independently and as part of a team
- Excellent verbal and written English language skills
- Ability to work under pressure, individually and within a team environment
- Familiarity with Cloud technology and Share-Point is an asset
- Superior time management skills, multitasking and ability to prioritize tasks with minimal supervision

Requirements:

- Fluency in Punjabi, Hindi, and Urdu language
- 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 Vulnerable Sector Screening (Criminal Record Check) report.
- Current CPR and First-Aid certification
- Vaccines (COVID-19 and others) are encouraged

Key Responsibilities and Duties (but not limited to):

- Support clients through the provision of Case Management
- Provide outreach to clients and engage them in supportive services.
- Maintain current knowledge and positive relationships with various community partners and resources
- Support clients in reaching their goals through interventions such as advocacy, referral to appropriate community resources/programs, supportive counselling, family support and psychoeducation
- Ensure efficient and effective data collection systems that provide high-quality and timely information

- Build positive relationships with appropriate informal supports as identified by clients
- Demonstrated communication skills: presentations, reports, program plans, educational materials, brochures, etc.
- Implementation of the Integrated Holistic Service Delivery Model.
- Maintaining appropriate record-keeping/documentation and client files, statistical and outcome measurement tools as required by PCHS policies and procedures
- Participate in continuous quality improvement processes
- Attending and actively participating in team meetings and other client-related meetings and program meetings as required
- Working effectively and collaboratively with program teams, internal and external to PCHS
- Participate in project and organizational outreach when required
- Organize and deliver health workshops to the community in Punjabi, Hindi, or Urdu languages
- Other related duties as assigned

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

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

Position to commence: November 2026

Please submit resume by November 20, 2026, to the Hiring Committee at: hr@pchs4u.com

Please add **Job Posting # CM-SHPP-033/2026-27** 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.*