

Employment Opportunity

Job Title: Settlement Counsellor (Punjabi speaking) Job Posting #SC-022/2026-27	Date Posted: August 17, 2026	Report to: Senior Manager - Newcomer Settlement Programs Position Type: Full time Contract ending March 31, 2027 (existing vacancy)
	Date Closed: August 28, 2026	

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 36 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 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 Position:

We are seeking a full-time Settlement Counsellor (Punjabi speaking). The Settlement Counsellor's position is funded by Immigration, Refugees and Citizenship Canada (IRCC.) This position will facilitate the arrival of immigrants, provide protection to refugees, and offer programming to help newcomers settle in Canada. The ultimate outcome of the program is to help newcomers become fully engaged in all aspects of Canadian life – social, economic and cultural.

Qualifications, Experience and Skills:

- Degree or diploma in social work, social services, human services or other related field.
- Preferred 3 years of experience in settlement services
- Understanding and knowledge of the needs of newcomers from diverse communities

Employment Opportunity

- The ability to work with clients of diverse cultural and social backgrounds is necessary
- Knowledge of Immigration Contribution Agreement Reporting Environment (iCARE) is an asset
- Ability to organize and conduct group programs
- Experience in building networks and partnerships
- Ability to work collaboratively and in partnership with a multidisciplinary team and other agencies in the community
- Superior time management skills, multitasking skills, and the ability to prioritize tasks with minimal supervision
- Strong interpersonal skills, be able to work independently and within a team
- Ability to communicate effectively (written and verbal), including presentation skills
- Excellent working skills in MS Word, Excel, PowerPoint, internet and email
- Familiarity with Cloud technology and SharePoint will be an asset

Requirements:

- A satisfactory Vulnerable Sector Screening (Criminal Record Check)
- 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.

Key Responsibilities:

- Outreach and promotion of services to the target group
- 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 form filling, interpretation/translation and client advocacy
- Workshops, information sessions and group activities to provide settlement and orientation information
- Community development and other activities that facilitate community engagement and connection to social networks
- Service coordination with other service providers to meet community needs and facilitate access to settlement, language training, employment and other community
- Collect and compile statistics and submit monthly and periodic narrative reports.
- Maintain documentation, digital/paper client files and client data entry into iCARE and/or any other database used by PCHS
- Responsibility as assigned, complementary to the settlement program and partnership/collaboration with other organizations
- Other related duties as assigned

Employment Opportunity

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

Position to commence: September 2026

Annual Salary Range: \$60,000-\$63,000

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

Please add Job Posting # SC-022/2026-27 to 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.

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.