

Employment Opportunity

Job Title: Short-term Counsellor _Settlement Job Posting #STC-013/2026-27	Date Posted: July 28, 2026	Reports to: Senior Manager - Newcomer Settlement Programs Position Type: Full time
	Date Closed: August 07, 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 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
- 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 (based on nature of the role, operational and funding guidelines)

About Position:

Short-term Counsellor position is funded by Immigration, Refugees and Citizenship Canada (IRCC.) The primary responsibility of this position will be crisis assessment and provide immediate support to newcomer families and refugees. The scope of this role includes but not limited to providing effective crisis intervention and stabilization to individuals experiencing a mental health crisis, responding to referrals from newcomer settlement staff and providing timely crisis assessment, intervention and assistance in accessing or referring to internal or external community resources.

Short-term Counsellor will also provide consultation, assessment and recommendations to other Settlement Counsellors when there is an emergent mental health concern. Services are provided in accordance with the mission and established protocols of PCHS. The ultimate outcome of the program is to help newcomers become fully engaged in all aspects of Canadian life – social, economic, and cultural.

Qualification, Experience and Skills:

- Degree or diploma in social work, social services, health services, human services or other related field.
- Evidence of very sound assessment, organizational and prioritization skills with the ability to work well in stressful situations
- Preferred 2 years' experience in Crisis intervention
- Registration with a regulatory body is preferred
- Understanding and knowledge of diverse communities with emphasis on the newcomers to Canada
- Understanding and knowledge of the mental health issues of immigrants and refugees
- Experience with newcomers and refugees' mental health will be an asset
- Knowledge of Immigration Contribution Agreement Reporting Environment (iCARE) will be an asset
- Demonstrate verbal and written communication skills and the ability to communicate information to a variety of stakeholders effectively including presentation skills
- Strong interpersonal skills, be able to work independently and within a team
- Superior time management skills, multitasking skills, and the ability to prioritize tasks with minimal supervision
- Ability to work collaboratively and in partnership with a multidisciplinary team and other agencies in the community
- 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) is mandatory.
- A valid driver's license and access to a reliable vehicle with current insurance coverage.
- Fluency in Punjabi language
- Current certification in CPR and First Aid- Level C with AED.
- Proof of vaccination (including COVID-19 and others) is encouraged.

Duties and Responsibilities:

- Provide support to the newcomers, refugees and their families experiencing crisis
- Assist clients to identify their needs, develop support plans and client-centered goals to mitigate and manage the immediate risks to their mental health
- Provide one-on-one and ongoing supportive counselling and connections to community resources and referring to internal and/or external community resources.
- Provide information and orientation to support the settlement and integration of the clients
- Develop and implement best crisis management strategies in partnership with clients
- Liaise with community support and partners (i.e. mental health service providers,) for client's recovery and reintegration into the society
- Collect/compile statistics, submit monthly/periodical and narrative reports.

- Maintain documentation, digital/paper client's file and client data entry into iCARE and/or any other database used by PCHS
- Distributing and compiling client satisfaction surveys and feedback forms
- Develop communications tools, promotional, and outreach materials
- Conduct outreach and activities for the promotion of the program
- Responsibility as assigned, complementary to the settlement program and
- partnership/collaboration with other organizations
- Other duties as assigned

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

Position to commence: August 2026

Annual Salary Range: \$63,000- \$67,000

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

Please add Job Posting # STC-013/2026-27 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.