

Job Title: Coordinator - Community Connections Program (Arabic Language) Job Posting # CCP-SP-015/2025-26	Date Posted: June 13, 2025	Reports to: Manager, Newcomer Settlement Programs Position Type: Full Time , Language specific- Arabic
	Date Closed: Open till filled	

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 35 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 (special benefits for gym 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
- Hybrid work model* (contingent on nature of work and location)

About the Position:

The Coordinator position is funded by Immigration, Refugees and Citizenship Canada (IRCC). The Coordinator will be responsible for recruiting, screening, training and matching trained volunteers with newcomers to Canada. Preferred volunteers will have first-hand experience of migration to Canada; understanding of various Canadian systems, norms and society. Volunteers will provide additional support to newcomers with day to day functioning and help them to effectively settle in the Canadian society.

The Coordinator will work closely with the Settlement Counsellors and Crisis Support Workers to identify clients who require additional support and match those clients with trained volunteers. The position will continuously recruit and train those individuals who are passionate to support newcomers with their easy transition in the Canadian society.

Qualifications and Skills :

- Diploma or Degree in social work or related field
- Preferred 2 years experience working in the volunteer management sector
- Experience working in the settlement services preferred
- Understanding and knowledge of the needs of the newcomer population

- Ability to organize and conduct group programs
- Fluency in Arabic language
- Experience in building networks and partnerships
- Effective interpersonal, communication and organizational skills to function effectively within a collaborative team environment
- 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:

- Fluency in Arabic language
- 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):

- Inform, educate, recruit, select, train, support, and maintain a pool of volunteers to support the newcomers and refugee population
- Work with the Settlement Counsellors and Crisis Support Workers to match the clients with the appropriate volunteers. The Coordinator will connect "trained volunteers" with Settlement, Crisis Support and LINC clients, who would then provide additional support to the clients and help them integrate in the Canadian society
- Oversee and supervise the volunteers
- Develop communications tools, promotional, and outreach materials
- Conduct outreach activities and information sessions within internal PCHS programs, with external partners and stakeholders, through local media and various other community based avenues
- Promote a sense of volunteerism amongst newcomers and encourage them to support other clients who need help with settling into Canadian 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
- Responsibility as assigned, complimentary to the settlement program and partnership/collaboration with other organizations
- Other related duties as assigned

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

Annual Salary: \$55,000- \$59,600

Position to commence: August 2025

Please submit your resume to the Hiring Committee at hr@pchs4u.com by June 20, 2025.

Please add **Job Posting # CCP-SP-015/2025-26** to the email subject line and cover letter.

PCHS offers an attractive and rewarding work environment. We appreciate all applicants' interest, 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, 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.