INTAKE WORKER
JOB DESCRIPTION

<table>
<thead>
<tr>
<th>Department</th>
<th>Protection and Prevention</th>
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<tbody>
<tr>
<td>Immediate Supervisor</td>
<td>Intake and After Hours Supervisor</td>
</tr>
<tr>
<td>Location</td>
<td>Sudbury or Manitoulin Island</td>
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<tr>
<td>Salary Range</td>
<td>In accordance with Salary Scale</td>
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OVERVIEW:

The Intake Worker will receive and process all Kina Gbezhgomi Child and Family Services Child Welfare referrals including allegations of child maltreatment and determine the eligibility, appropriateness and disposition of such referrals.

The Intake Worker is authorized to investigate and respond to allegations that children are in need of protection and bring children into the care of Kina Gbezhgomi Child and Family Services when necessary in order to ensure child safety and well-being.

DUTIES:

1. Receive incoming referrals for allegations of a child in need of protection from community members, collateral agencies, professionals and anonymous callers.
2. Receive and screen incoming calls transferred by the Receptionist.
3. Process incoming referrals and determine the eligibility and disposition of such referrals in consultation with the Intake/After Hours Supervisor and when appropriate, develop investigation plans.
4. Receive designation as an authorized child protection worker.
5. Informs families about agency and community support services that may benefit them in achieving their goals and assist them with the referral process, including a community link service.
6. Conduct child protection investigations in compliance with agency policy, Ontario Child Protection Standards and member First Nations’ community models including assessment of immediate safety needs of the children, developing safety plans, risk assessment, interviewing collaterals and making a decision on verification of the child protection allegation.
7. Determine when children require admission to the Agency’s care to ensure their immediate safety and assist in coordination of Customary Care Agreements.
8. Work collaboratively with First Nations’ service partners and service collaterals, e.g. schools, foster parents, medical professionals and police on child needs and issues during the investigative process.
9. Consult with the First Nation or designated Band Representative as outlined in agency policy and the *Child and Family Services Act*.

10. Prepares court affidavits and consults with agency legal counsel when necessary, prepares and presents evidence, attends court and / or appears as a witness in agency protection applications.

11. Prepares case documentation for case transfer to ongoing family services or to close the case.

12. Respond in matters requiring advocacy, support and counselling services in order to assist and intervene with families in crisis situations when children require immediate attention.

13. To work collaboratively with all agency staff, biological and foster parents, extended family and the member First Nation during the investigative process and admissions to care of any children.

14. To abide by the requirements of all policy and procedural manuals.

15. Participates in regular and consistent clinical supervision with his / her supervisor on all case related matters.

16. To participate constructively as a team member in staff meetings, seminars and training sessions required by the Intake and After Hours Supervisor.

17. To relate positively and collaborate effectively with the personnel of other agencies and community resources.

18. To complete all case documentation within specific timeframes according to agency policies, Ontario Child Protection Standards and the Ontario Child Protection Tools Manual and enters required data into agency database.

19. To attend and participate in regularly scheduled case conferences to ensure case management standards are met and appropriate decisions are made.

20. To participate in staff meetings, training programs, workshops and conferences as required.

21. To keep informed of Child and Council directives, provincial legislation, agency policies, procedures and protocols.

22. To ensure the ongoing completion and submission of monthly statistical reports and mileage claims.

23. To perform other duties as assigned by the Intake and After Hours Supervisor.
QUALIFICATIONS:

1. Bachelor of Social Work, Social Services Diploma, Native Child and Family Services Diploma, or any other related degree or diploma deemed appropriate.
4. Expert knowledge of Customary Care and the philosophy of service development and delivery with First Nation based community models, as well as local First Nation customs and traditions.
6. Working knowledge of the administrative structure and operations of the Agency including the service delivery model, policies, procedures and guidelines.
7. Knowledge of the structure and operations including the local First Nations, external services and service agencies in the area.
8. Demonstrated ability to prepare comprehensive narrative and statistical reports regarding service delivery.
9. Demonstrated ability to influence and facilitate community group decision-making processes through knowledge, ideas and service delivery experience.
10. Ability to establish and maintain purposeful relationships within the Intake and After Hours Service Team, clients, subordinates, colleagues, other relevant organizations and management.
11. Knowledge and the ability to interpret and apply a wide range of social work practices, principles and First Nations practices in respect to protection and placements of children at risk and understanding the principles and goals of families in crisis.
12. Knowledge of First Nations’ issues as they relate to child welfare and a willingness to work in partnership with First Nation families, elders and communities to provide best practice for First Nation children and families.
13. Proven knowledge of theories of human behaviours and family systems and proven ability to apply social work theories in assessments, planning, action, measure and monitor to ensure competence and excellence of services provided.
14. Strong commitment to helping Anishinabe children and their families by providing services in ways that respect Anishinabe cultural and spiritual practices.
15. Commitment to providing service in the Anishinabe context of extended family and community involvement.
16. Excellent planning and organization, problem-solving, decision-making and interpersonal skills.
17. Ability to work within a multi-disciplinary Child Welfare Management Team.
18. Working knowledge of group dynamics, consultation and conflict resolution techniques.
19. Ability to maintain confidentiality.
20. Ability to take direction and to work within the policies, procedures, and guidelines, mission, philosophy, and core values of the Agency.
21. Superior oral and written communication skills.
22. Working knowledge of Microsoft Office programs, Frontline (Penlieu) and Internet.
23. Ability to flex daily work hours as determined by the Intake and After Hours Supervisor.
24. Must possess a valid Ontario’s Driver’s Licence and be willing to travel.
25. Must be willing to authorize a Vulnerable Sector Check and Driver’s Abstract.
26. Ability to speak Anishinabemowin is preferred and a definite asset.
CERTIFICATION - ACKNOWLEDGEMENT OF RECEIPT

__________________________  __________________________
Employee Signature  Supervisor’s Title

__________________________  __________________________
Printed Name  Date  Supervisor’s Signature  Date

I certify that I have read, understand, and agree to the responsibilities assigned to the position.

I certify that this job description is an accurate description of the responsibilities assigned to the position.

__________________________  __________________________
Department Manager  Date

I approve the delegation of responsibilities outlined herein within the context of the attached Organizational structure.