

**Job Title:** Intake Worker

(This position will be transitioning to a new role within Zaag'idiwin)

Organization: Zaag'idiwin Naaknigewin**Salary Range:** \$68,700 - \$74,600 annually**Location:** 9 Village Road, Southampton, Ontario N0H 2L0**Job Type:** Full-Time, Contract, One (1) Position.**About Zaag'idiwin Child and Family Services:**

Zaag'idiwin Child and Family Services is a newly established organization dedicated to promoting the wellbeing of Saugeen First Nation children and families and building capacity to operationalize Saugeen's child wellbeing law, Zaag'idiwin. Saugeen children and families are at the core of who we are — they are our most valuable resources. We believe it is our collective responsibility as Saugeen to care for one another.

Position Summary:

The Intake Worker is responsible for receiving, screening, and assessing all new referrals and inquiries to Zaag'idiwin Naaknigewin. This position ensures that intake processes are culturally respectful, timely, and thorough, and that the needs of children, youth, and families are addressed in accordance with Zaag'idiwin Naaknigewin, child wellbeing law, organizational policies, and applicable provincial standards. The Intake Worker acts as the first point of contact, gathering and documenting critical information, assessing urgency, and making appropriate referrals to internal case workers or external service providers.

This role requires a high degree of professionalism, confidentiality, cultural awareness, and empathy. The Intake Worker will work closely with families, community partners, and service providers to ensure that all interactions promote the safety, wellbeing, and cultural identity of Saugeen children and families.

Key Responsibilities:

- Receive and respond promptly to all new referrals, inquiries, and requests for service.
- Gather essential information from clients, families, and referral sources in a respectful and trauma-informed manner.
- Screen for immediate safety concerns, urgency, and eligibility for services under Zaag'idiwin's mandate.
- Conduct culturally sensitive preliminary assessments, considering the child's and family's physical, emotional, cultural, and spiritual needs.
- Assign or refer cases to appropriate case workers or specialized programs.

- Provide clients and families with accurate information about available services, programs, and resources.
- Liaise with community agencies, healthcare providers, schools, and other partners to support coordinated service delivery.
- Maintain detailed, accurate, and confidential intake records in accordance with organizational and legislative requirements.
- Prepare and submit timely intake reports to supervisors.
- Ensure compliance with Saugeen First Nation's child wellbeing law, organizational policies, and provincial child welfare standards.
- Incorporate Saugeen and Anishinaabe cultural teachings and practices into all aspects of intake work.
- Build trusting relationships with families and the community by demonstrating respect, empathy, and integrity.
- Participate in community events and cultural activities to strengthen connections and promote awareness of Zaag'idiwin's services.
- Participate in regular supervision, case reviews, and team meetings.
- Engage in ongoing training in trauma-informed care, Indigenous child wellbeing laws, and intake best practices.
- Support colleagues and contribute to a collaborative and respectful work environment.
- Other related duties as assigned to support the operational success of Zaag'idiwin Child and Family Services.

Qualifications:

- Post-secondary education in Social Work (RSW, SSW), Child and Youth Care (CYW), Indigenous Studies, or a related field. A combination of education and relevant experience will be considered.
- Minimum two (2) years of experience in intake, assessment, social services, or related work, preferably within an Indigenous or child and family services context.
- Knowledge of child wellbeing law, Indigenous child welfare legislation, and provincial child welfare standards is an asset.
- Strong understanding of Indigenous cultures, traditions, and historical impacts, including the effects of colonization and intergenerational trauma.
- Excellent communication, interviewing, and active listening skills.
- Strong assessment, decision-making, and problem-solving abilities.
- Proficiency in case management systems, Microsoft Office Suite, and secure electronic communication tools.
- Ability to work with highly confidential information with discretion and professionalism.

Additional Requirements

- Clear CPIC and Vulnerable Sector Check (or willingness to obtain).
- Valid driver's license and access to a reliable vehicle.

- Ability to work flexible hours and respond to after-hours emergencies as needed.

Working Conditions:

Primarily office-based with travel within the community and surrounding areas as required.

Regular interaction with children, families, and community members, including those in crisis situations.

May be exposed to sensitive or emotional situations requiring resilience and self-care strategies.

Equal Opportunity & Preference:

Zaag'idiwin Child and Family Services promotes equal employment opportunities. Preference will be given to candidates who identify as Indigenous, particularly those who are members of Saugeen First Nation, in alignment with the needs of the communities we serve.

How to Apply:

Interested candidates are invited to submit their resume and a cover letter detailing their qualifications and vision for the role. Please ensure that your application highlights how your experience aligns with the Key Responsibilities & Qualifications.

Applications must be submitted in Word or PDF format.

In the subject line, please include: **First Name Last Name – Intake Worker**.

Submit your application via email or post, by **4:00 p.m. Monday, September 1, 2025** to:

Candice Ruhl, Human Resources – Zaag'idiwin Naaknigewin
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