Job Title: Intake Worker

Organization: Zaag'idiwin Ngodoodegizwin Dibendaagizwin Naaknigewin Inc.

Salary Range: $68,700 per year

Location: Southampton, Ontario N0H 2L0

Job Type: Full-Time Position

About Zaag'idiwin Ngodoodegizwin Dibendaagizwin Naaknigewin Inc.

Zaag'idiwin Naaknigewin 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 serves as the first point of contact for families, community members, and service partners engaging with Zaag'idiwin Naaknigewin. This role is responsible for receiving and responding to referrals, reports, and requests for support in a timely, culturally safe, and trauma-informed manner. The Intake Worker ensures that each referral is assessed for urgency, jurisdiction, and service pathway — guiding families toward the most appropriate supports under Zaag'idiwin and connecting them to the right team (Ganawendan, Minogi'aawaso, or Circle Facilitation). This position plays a vital role in ensuring safety, promoting family-led decision-making, and maintaining compliance with Zaag'idiwin Naaknigewin's privacy, documentation, and jurisdictional standards.

Key Responsibilities Intake & Initial Contact

·Receive and respond to all self-referrals, community reports, and external referrals in accordance with Zaag'idiwin policies.

·Operate within a 24-hour intake system to address urgent child safety concerns at any time.

· Collect relevant information in a culturally respectful, trauma-informed manner.

· Seek and record consents for information-sharing where required.

· Acknowledge all reports and ensure they are logged promptly in the intake system.

Preliminary Screening

· Assess the nature, urgency, and level of risk for each referral or report.

· Determine whether the subject of the referral is an Abinooji or Ishkiniijig as defined under Zaag'idiwin.

· Identify whether the individual or family resides on or off Saugeen territory to determine jurisdictional application (exclusive, concurrent, or paramount).

· Check Zaag'idiwin Naaknigewin's case management system for previous or current involvement.

· Refer high-risk or imminent danger cases immediately to the Ganawendan Team On-Call Worker for emergency response.

Preliminary Assessment & Triage

· Conduct a short assessment to determine if safety concerns, harm, or imminent danger exist.

· When applicable, refer to appropriate supports such as Family Circles, Minogi'aawaso programs, or community resources.

· Document findings, determine next steps, and coordinate with internal service leads.

· Ensure timely handover to the appropriate program team once the referral pathway is identified.

Jurisdiction & Service Pathway Determination

· Apply Zaag'idiwin to assess the jurisdiction and service delivery model for each case:

· Exclusive Jurisdiction: Within Saugeen's territory.

· Concurrent Jurisdiction: In collaboration with another Indigenous body.

· Paramount Jurisdiction: Coordination with provincial or federal authorities.

· Direct referrals to the appropriate service route (Ganawendan, Minogi'aawaso, or Circle Coordination).

· Document the rationale for jurisdictional decisions in intake records.

Documentation & Record Management

· Maintain all required forms in compliance with Zaag'idiwin's Privacy and Information Sharing Standards, including:

· Intake Record Form

· Consent to Share Information Form

· Preliminary Assessment and Triage Notes

· Referral and Handover Form

· Closure Record

· Ensure all intake actions and decisions are entered into the secure case management system.

Communication & Cultural Sensitivity

· Uphold respectful communication with families, caregivers, and partners.

· Support family-led decision-making and empower Naagdenwenmaag to participate in the intake process.

· Engage with Elders and cultural supports as needed to ensure culturally relevant responses.

· Promote Zaag'idiwin's values of respect, relationship, and responsibility in all interactions.

· Other related duties as assigned to support the operational success of Zaag'idiwin Child and Family Services.

Hours of Work

· The intake worker position requires availability 24 hours a day, seven (7) days a week on a scheduled rotating shift cycle.

· Intake workers will participate in rotating shifts that include days, evenings, overnights, weekends and statutory holidays.

Qualifications

· Post-secondary diploma or degree in Social Work, Indigenous Studies, Human Services, or a related field.

· Minimum 3 years of experience in intake, assessment, or front-line human services.

· Strong understanding of Indigenous family wellbeing frameworks, Zaag'idiwin Naaknigewin law, and the principles of family-centered decision-making.

· Experience working with Indigenous communities, demonstrating cultural safety and trauma-informed practice.

· Knowledge of referral processes, child safety assessments, and crisis intervention protocols.

· Strong documentation and record-keeping skills with attention to confidentiality and detail.

· Excellent interpersonal communication and problem-solving abilities.

· Ability to manage high-volume and sensitive information with professionalism and compassion.

· Proficiency in Microsoft Office and case management software.

· Valid driver's license and reliable transportation.

· Current CPIC and Vulnerable Sector Check required.

Reporting Relationship

Reports directly to the Child Wellbeing Supervisor or Team Manager, depending on service area. Collaborates closely with the Ganawendan, Minogi'aawaso, and Circle Coordination teams.

Equal Opportunity & Preference

Zaag'idiwin Naaknigewin 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.