



KTC Child and Family Services Intake Worker



Summary:

Reporting to the Protection Supervisor/Ohskayak Nehsohkamagewin Coordinator, the Intake Worker will be able to demonstrate and have ability to understand the mandate of KTC – Awas'ak Family Services. Maintain positive relationships and strong communications with community partners and community members to support the delivery of good information to identify, assess and support children in need of intervention and/or prevention.

Duties:

- Screen all calls to determine Protection risk and Prevention Program eligibility.
- Guide the process and direction of a telephone interview while permitting opportunity for free narrative
- Present self as knowledgeable and competent in KTC –Awas'ak Family Services screening/intake processes.
- Conduct an initial analysis through appropriate interview techniques to clearly determine what services are needed and provide positive public service in all circumstances, including those inquiries that do not constitute a report or a referral
- Demonstrate diligence in conducting collateral calls, in order to corroborate initial concerns while respecting strict confidentiality.
- Demonstrate the ability to solicit relevant, specific information and clarity in a respectful, non-judgmental manner.
- Determine the immediacy of risk, make key decisions and determine the response time; have a working knowledge of factors which create risk and safety issues for children and youth;
- Have a working knowledge of policy-dictated timeframes for completion of screenings/intakes.
- Have a working knowledge of key decision-making and consultation points during the intake process and in conjunction with supervisor, conduct a careful analysis and review of all information to determine action to be taken at the screening whether the disposition constitutes a report and explore options and strategies regarding children potentially at risk.
- Be able to identify the risk to worker's safety based on information obtained and identify potentially dangerous situations and have immediate safety plans for walk-ins and callers; have a working knowledge of "Working Alone Safely".
- Demonstrate knowledge of appropriate responses (verbal and non-verbal) relative to the degrees of threat and assault.
- Demonstrate intervention techniques in a crisis situation which reduce the potential for harm or violence
- Have a working knowledge of, and maintain a current listing of, services/contacts available in the community and other jurisdictions; update and/or compile community resource listings.
- Describe the vision, mission and core business and act as an ambassador for KTC – Awas'ak Family Services.
- Have a working knowledge of legislation and the criteria that are used to determine a report under the Awas'ak Wiyasiwêwin Act; CYFE Act, and all relevant Family related Acts.

Knowledge & Skills:

Education: Bachelor of Social Work or related undergraduate university degree or 2 year Social Work Diploma (mandatory) and have a minimum of 4 years Child & Family Services experience. Must have Enhancement Delegation Training, Casework Practice Model training and CICIO training.

Additional requirements: current & valid Alberta driver's license; own vehicle or access to vehicle with \$2M auto liability insurance (when required to use own vehicle); Criminal Record (CPIC) and Intervention Record Check (IRC) clearances **must be within 6 months**; submit to oath of confidentiality; personal telephone or access to telephone; **a negative pre-employment** alcohol and drug testing will apply; ability to speak and/or understand the Cree language a strong asset.

Salary will be based on academic & professional qualifications

Deadline November 21, 2025

Please forward resume to:

careers@ktccfs.ca

We thank all candidates for their interest; only individuals meeting the qualifications will be selected for an interview and contacted.

