



INTAKE INVESTIGATING WORKER – THUNDER BAY, ON
Two (2) Full Time, Permanent Positions (33.75 hours/week)
SALARY RANGE: \$60,824 - \$88,142

Reporting to the Child Welfare Manager, the incumbent is responsible for completing investigations and assessing the need to ensure the safety of children, while working with their team and community collaterals to provide the best possible outcomes for children and families, with a focus on the child's safety, permanency, and well-being. The Intake Investigating worker is guided by and adheres to the most up to date Ontario Child Protection Standards, Eligibility Spectrum, the Child, Youth and Family Services Act, any successor Standards, Directives, Regulations, Legislation, Protocols, including Society policy and procedures and Memorandum of Understandings. Excellent training and professional development opportunities and a supportive work environment are provided, in addition to a generous salary, pension and health spending account.

Position Qualifications and Requirements

- M.S.W., B.S.W., B.A. or equivalent combination of education and experience. Candidates with other academic qualifications and related work experience, plus demonstrated ability, will be considered.
- Valid "G" Ontario Driver's License and safe driving record.
- Access to a reliable insured vehicle suitable for transporting service users with appropriate vehicle insurance, business use endorsement and 3rd party liability coverage of no less than one million dollars.
- Satisfactory Criminal Records Search with Vulnerable Sector Screen.
- Contribute to a culture of diversity, equity, and inclusion with a commitment to the elimination of disparity and disproportionality in service outcomes.
- Ability to function independently as well as contribute effectively within a team environment.
- Demonstrated ability to engage in self reflection, challenging potential cognitive bias.
- Required to work flexible hours, travel regularly as determined by the respective Manager in relation to service requirements.
- Self-awareness and professional personal self-care.
- Skill set in Forensic interviewing techniques.
- Empathetic understanding, genuineness/warmth, and unconditional positive regard/respect.
- Excellent case noting and documentation skills.
- Written and verbal communication skills.
- Must be able to communicate effectively with a variety of community members, including service users, other professionals and in legal proceedings, when required.
- De-escalation and conflict resolution skills.
- Ability to maintain a strong sense of professional judgement, tact, ethics, sensitivity, integrity, and confidentiality.
- Travel to any of our District offices to provide services as required.

Principle Responsibilities

- The Intake Investigating Worker conducts investigations that are directly correlated to the CYFSA, Eligibility Spectrum, Ontario Child Protection Standards and Tools to ensure the safety, well-being and protection of children, youth and families is met.
- Reflect and interpret the Society's Vision, Mission, and Core Values in your work with enthusiasm and commitment.
- Offer ideas and solutions to processes that would improve service delivery to children, youth, and families.
- Prepare and ensure accurate, thorough, and timely recording of case information including reports, family case histories, correspondence, legal forms as required by the CYFSA and agency policy.
- Provide crisis intervention support and inform families of Society supports and other community resources available. The worker will engage children, youth and families in the investigative process, the development of natural family support systems, service planning, goals, and agreements.

APPLICATION INFORMATION – Applications Received to September 18, 2026 at 5:00 PM

Please submit a cover letter and resume on-line at www.thunderbaycas.ca "Career Opportunities". Individuals may also submit an application directly to: Human Resources, The Children's Aid Society of the District of Thunder Bay, 1110 Jade Court, Thunder Bay, ON P7B 6M7.

The Society is committed to supporting and advancing equity, diversity and inclusion in our organization and the society in which we serve. As such, we are expressly interested in receiving inquiries and applications from individuals who identify themselves as Indigenous, racialized, or equity seeking in order to better reflect the demographic profile of Thunder Bay and District.

TBCAS is committed to a candidate selection process and work environment that is inclusive and barrier free. In order to ensure candidates are assessed in a fair and equitable manner, accommodations will be provided to prospective employees in accordance with the Accessibility for Ontarians with Disabilities Act (AODA) and the Ontario Human Rights Code.

We thank all applicants; however only those considered for an interview will be contacted.