

Job Information

Job Title	First Contact Worker
Location	Brockville
Reports to	Service Manager
Term	Full-time, Permanent (vacancy)
Salary Band	Band 4 (\$62,036 - \$73,853)
Type of Position	<input checked="" type="checkbox"/> Full Time <input type="checkbox"/> Part Time <input type="checkbox"/> Other:
Posting Date: May 14, 2025	Closing Date: May 22, 2025 at 4:30pm

All interested applicants should forward a current resume and covering letter to HR at; hr@fcsllg.ca quoting competition; COMP 2025 – 10.

Family and Children's Services of Lanark, Leeds and Grenville is committed to building a diverse workforce representative of the communities we serve. We encourage and are pleased to consider applications from all qualified candidates, without regard to race, colour, citizenship, religion, sex, marital/family status, sexual orientation, gender identity, aboriginal status, age or disability.

Family and Children's Services of Lanark, Leeds and Grenville is committed to providing a barrier free workplace. Accommodations are available upon request for candidates taking part in all aspects of the selection process.

Job Summary

The First Contact Worker is responsible for the delivery of telephone intake services in alignment with the Child and Family Services Act and the vision, mission, values, and overall strategic direction of FCSLLG. The first contact worker reports to the Service Manager.

Key Tasks and Responsibilities

Functional Duties

- Understand and act in accordance with all corporation policies, procedures, programs, practices, guidelines, and work routines including but not limited to:
 - Receiving and responding to initial child protection referrals
 - Working with children and families in a goal-directed manner, which may include assessment of service needs and the coordination of service delivery
 - The completion of all assigned family court intervention
 - The completion of formal case documentation including the maintenance of contemporaneous case notes
- Be aware of roles and responsibilities under the Ontario Occupational Health and Safety Act, Regulations, and the corporation's health and safety policies and performs duties in a manner that ensures safety at all times.
- Participate in regular supervision with the team manager to aid in clinical decision making, identifying child protection risks, and completing safety plans
- Identify in consultation with the manager risks which may have implications for the corporation, including serious occurrences and complaints
- Meet accountabilities as identified by the corporation and achieve continuous quality improvement
- Participate in team meetings, staff meetings, training sessions
- Act as a liaison with community and provincial organizations as required

- Provide assistance and back up coverage to other intake workers as assigned
- Undertake all other assigned duties as required

Relationship Duties

- Demonstrate behaviours, actions and attitudes that are consistent with FCSLLG's vision, mission and values
- Develop and foster respectful and accountable working relationships with key stakeholders, internal and external to the FCSLLG
- Demonstrate effective and professional behaviour that will create an environment to achieve organizational outcomes
- Demonstrate abilities to work within a constantly changing environment

Team Building/Interpersonal Duties

- Demonstrate professional, respectful, collaborative working relationships
- Active participation and engagement in continuous learning activities
- Professional standards of communications with all internal and external contacts

Core Competencies

Background/Education/Experience

- Education: Bachelor's Degree in Social Work, or Masters Degree in Social Work
- Minimum 2 years experience working with families and children, preferably in child welfare
- Satisfactory Police Records Check and Vulnerable Sector Screening
- Valid Driver's License, and access to a reliable motor vehicle with business use automobile insurance and, where appropriate, the OPCF 6A rider ("Permission to Carry Passenger")

Skills and Attributes

- Knowledge of child protection and assigned functional skills, including Child, Youth and Family Services Act, Ministry of Children, Community and Social Services standards and directives and all related legislation relevant to the scope of the assigned functional requirement for this position
- Ability to complete duties in alignment with the corporation's mission, vision, core values, and beliefs
- Understanding of and an ability to work in an environment of change and acceptance of the challenges inherent in an environment of change
- Ability to collaborate and maintain positive partnerships with all relevant key stakeholders aimed at building strong, sustainable relationships and supporting constructive and creating problem resolution
- Strong written and oral communication skills
- Computer aptitude and proficiency
- Demonstrated analytical skills, with attention to detail
- Demonstrated organizational and time management skills with the ability to meet tight deadlines
- Ability to work independently with a high level of initiative and self-direction
- Ability to maintain a high standard of privacy and confidentiality in the performance of duties
- Ability to meet performance and financial objectives

Efforts and Working Conditions

- Work is primarily performed at a desk in a normal office environment
- Long periods of sitting and computer/phone use with moderate visual demands such as reading
- Multi-task within a fast-paced, high-volume and demanding environment
- Required to listen to and reconcile multiple points of view being discussed/presented
- Frequent interruptions often dealing with critical issues



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INTERNAL/EXTERNAL JOB POSTING

- May be exposed to potentially hazardous environments including volatile situations and risks associated with an office environment
- Regularly works in emotionally charged situations requiring resolution
- Can work non-routine/flexible hours, and/or evenings; may be on call and/or be called into work in case of emergencies