CHILDREN'S AID SOCIETY of TORONTO | LA SOCIÉTÉ DE L'AIDE à L'ENFANCE DE TORONTO

EXTERNAL **Job Postings**

Job Description

Bilingual Intake Worker - Intake Branch

Requisition No:	02744
Posting Date:	10-26-2026
Posting End Date:	11-06-2026
Region:	Toronto
Schedule:	Full Time
Duration:	Permanent
Location:	Isabella Street
Expected Hires:	1
Minimum Salary:	88,967.00
Maximum Salary:	107,990.00
Employee Type:	Seniority Group - Child Welfare Workers
Hours per Week:	
Contract Length:	Permanent
Team:	Telephone Intake 1
Branch:	Intake

POSITION

BILINGUAL INTAKE WORKER, TELEPHONE INTAKE TEAM 1
INTAKE BRANCH

To be a member of a centralized Intake Unit. Responsible for completing intakes, investigations and assessing the need for protection of children in accordance with provisions of the Child, Youth and Family Services Act, Child Protection Standards,

Abuse Protocols, and the Children's Aid Society of Toronto policies and procedures. To facilitate appropriate referrals, as required.

MAJOR RESPONSIBILITIES

1. Receives and reviews referrals and requests for service to determine eligibility and jurisdiction. Interviews sources of service referrals/requests to obtain and record detailed intake information. Assesses nature of referral/request and identifies immediacy of intervention required. Refers families to other agencies or community resources, as appropriate.
2. Conducts investigations including reviewing child protection historical family files, visiting client homes, and interviewing clients, family members and appropriate additional information sources such as school personnel, police and neighbours.
3. Assesses risk to children based on case investigation. Intervenes in crisis situations and initiates immediate protection action, as required, which may include removal of children at risk to a place of safety or kinship home as mandated by the Child, Youth and Family Services Act.
4. Provides crisis intervention support and short term counselling services for clients. Informs clients of CAST and other community resource services available and supports the empowerment of clients in the development of family support service plans, goals and agreements.
5. Initiates and facilitates the referral of clients to CAST departments and external community service organizations consistent with the proposed family support service plan. Coordinates service requirements and advocates on behalf of clients to ensure the receipt of appropriate and timely services. Participates in consultations and case conferences with the client and service providers.
6. Coordinates requirements for court hearings including preparing evidence materials, counselling family members regarding court procedures, reviewing case information with lawyers, and arranging for or notifying witnesses. Appears as a witness in child welfare or juvenile court.
7. Prepares and ensures accurate, thorough and timely recording of case information including reports, family case histories, correspondence, and legal forms, as required by the Child and Family Services Act and CAST policy. Compiles and completes case file documents for transfer of case to other CAST departments or to close case.
8. Provides information and advisory services to clients and members of the community regarding the provisions and requirements of the Child, Youth and Family Services Act and services/programs of the CAST.
9. Conducts and participates in physical and sexual abuse investigations, as required. Performs duties as a Family Services Social Worker or a Child Services Social Worker, as assigned.
10. Performs other duties, as assigned.
11. Works in a safe manner in accordance with the Society's health and safety policies and procedures and all relevant legislation.

12. Acts in accordance with and incorporates Society's Code of Ethics, Confidentiality, Anti-Oppression/Anti-Racism, Harassment & Discrimination policies, etc.
13. Uses sound judgment in consideration of financial resources.
14. Complies with Society's financial policies and procedures.

QUALIFICATIONS

Education and Experience

- B.S.W. or M.S.W.; OR
- Current CAST Child Protection Worker.

Knowledge and Skills

- Conceptual framework for the practice of social work, especially crisis theory.
- Ability in investigation with a high level of assessment skills.
- Ability to be decisive and effective under pressure.
- Comfort with and effectiveness in the use of authority.
- Ability to write clear and concise case notes, recordings and reports on time.
- Ability to communicate effectively with particular emphasis on competence in problem solving and conflict resolution.
- Ability to work co-operatively, both in consultation and jointly with other professionals.
- Ability to work co-operatively within many teams and to elicit co-operation from others.
- Ability to work independently and to take responsibility for one's own workload.
- Ability to manage time well, conducting investigations in a timely manner and completing administrative tasks within specified deadlines.
- High energy level and desire for an exceptionally high level of stimulation, variety and change.

Requirements

- Valid G or G2 Ontario Driver's Licence.
- Access to a private vehicle for Agency work
- Bilingual in English and French

OTHER INFORMATION

Accommodation at CAST

We are committed to a selection process and work environment that is inclusive and barrier free. Accommodation will be provided in accordance with the Ontario Human Rights Code. Applicants need to make any accommodation requests for the interview or selection process known in advance by contacting the Human Resources Department at 416-924-4640 x2030. Human Resources will work together with the hiring committee to arrange reasonable and appropriate accommodation for the selection process which will enable you to be assessed in a fair and equitable manner.

Equity Hiring Strategy and Application Process

The Children's Aid Society of Toronto (CAS of Toronto) is committed to building a skilled workforce that reflects the population of Toronto as well as the diverse communities we serve. Our Equity Hiring Strategy is deemed to be a **Special Program** under the ***Ontario Human Rights Code***.

For this specific career opportunity, CAS of Toronto is inviting applications from qualified individuals who self-identify as being part of one or more of the following under-represented groups:

- There are no designated under-represented groups at this time for this posting. All qualified applicants are welcome to apply.

During the online application process, applicants will have the opportunity to complete the Employment Equity questionnaire, to indicate if they self-identify as being part of one or more of the above under-represented groups. Answering the questionnaire is voluntary and all responses will be kept confidential and used only for the purposes outlined in this program. If the questionnaire is not completed by an applicant, they will not be considered as being from an equity seeking group.

The information collected will help us identify qualified applicants from the listed under-represented groups as part of our Equity Hiring Strategy. In addition, information provided will be used to understand the diversity of candidates that apply to roles within CAS of Toronto. A summary of the responses to this questionnaire will be used to help assess application trends and inform the further development, accessibility and enrichment of our recruitment programs.

Qualified applicants who are interested in this opportunity can apply for position by submitting their application consisting of a cover letter and resume by **clicking the Apply button below** (at www.torontocas.ca/careers), by fax (416-324-2400), or mail (30 Isabella Street, 5th Floor) to the attention of Human Resources.

Applications for this position must be received in the Human Resources Department, **NO LATER THAN 11:59 PM on FRIDAY NOVEMBER 6, 2026.**

Please note: Applications will be reviewed on an ongoing basis throughout the posting period. Early submission is recommended. We thank all applicants for their interest; please note that only those who are under consideration will be contacted.

****The Children's Aid Society uses AI in the evaluation of questionnaire answers only****