



Title: Associate Complaints Director

Reports To: Director, Professional Conduct

Term: Regular, Full-Time, Permanent

The Organization

The Alberta College of Social Workers (ACSW) mandate and purpose as legislated by the *Health Professions Act (HPA)*, is to serve and protect the public interest by working to ensure that social workers provide safe, ethical, and competent services to Albertans. Through governance of the profession, comprised of over 10,000 registrants, ACSW's regulatory mandate is to regulate the practice of social work by setting and maintaining standards for education, mandatory registration, continuing competence, the practice of restricted activities and the clinical practice specialization and professional conduct. The *HPA* provides for protection of title and a broadly defined scope of practice. ACSW has established and enforces Standards of Practice and a Code of Ethics to govern the practice of social work in Alberta.

Mission

The Alberta College of Social Workers serves Alberta's diverse population by regulating the practice of social work. We set standards and administer fair and reliable processes for registration, continuing competence, and discipline.

Vision

Albertans trust that social workers are competent and accountable for providing safe and ethical social work services.

Position Function

Reporting to the Director, Professional Conduct, the Associate Complaints Director is delegated to perform the responsibilities of Complaints Director as defined by and in accordance with the *Health Professions Act (HPA)*, Part 4. Supporting the strategic direction of the professional conduct department, the Associate Complaints Director primary responsibility is to ensure safe, competent, and ethical social work practice is carried out by registered social workers in Alberta. The Associate Complaints Director is a key role in ensuring public protection by addressing public inquiries, facilitating the complaints and discipline process, responding to complaints about the professional conduct of registered social workers, ensuring that the legislative requirements set out in the *HPA, part 4* are met.





Responsibilities:

Complaints and Discipline Program Support

- Provide leadership in the promotion of skilled, ethical, competent, and safe social work practice to Albertans, upholding ACSW's mandate to protect the public
- Facilitate and implement the complaints and discipline process to ensure legislative compliance, transparency, and administrative fairness, specifically as per the *Health Professions Act*, Part 4
- Be familiar with, interpret and implement the legislative and regulatory framework including *Health Professions Act*, Social Work Profession Regulation, ACSW Standards of Practice, Code of Ethics, ACSW Bylaws, and ACSW Policy and Procedures
- Respond to inquiries from the public, registrants, and employers regarding the professional conduct of registered social workers in a timely, professional, and educationally responsive manner, providing guidance on the complaints and discipline process
- Receive complaints regarding the professional conduct of a registered social worker pertaining to social work practice and/or the delivery of social work services to members of the public.
- Draft written decisions ensuring rationale is clear, concise, articulate and in accordance with all applicable legislation
- Review and assess complaints of professional social work conduct, applying the appropriate professional practice standard as per the ACSW Code of Ethics and Standards of Practice
- Review and determine whether complaints will be investigated, dismissed, or referred for other resolution processes in accordance with all applicable legislation
- Engage and contract with investigators to conduct investigations in accordance with the Disciplinary Policy and Procedures Manual and the *Health Professions Act*
- Review investigation reports to determine if the investigation process is complete; and determine if professional conduct is in breach of the ACSW Code of Ethics and Standards of Practice
- Engage in consultation with legal counsel regarding matters that require a referral to hearing
- In collaboration with ACSW legal counsel, act as ACSW's representative during disciplinary proceedings and hearings
- In collaboration with the Director, Professional Conduct, and the Hearing's Director, provide follow-up to action the publication of disciplinary findings
- In collaboration with the Director, Professional Conduct, Hearing's Director, and the Director of Registration, provide follow up to action ordered disciplinary sanctions,





complaint resolution agreements, and monitor the status of disciplinary sanctions on an on-going basis to ensure compliance

- Monitor registrant's adherence to disciplinary and non-disciplinary resolution agreements to ensure compliance
- Maintain records and documentation that is articulate, clear, and concise and in compliance with all applicable legislation

Building Relationships

- Represent the College in a manner that is professional, accurate, fair, and positive, upholding public trust in the profession and enhancing the public reputation of the College
- Engage with registrants, members of the public, external and internal stakeholders in a timely, professional, and educationally responsive manner
- Engage and support contracted service providers as required, including specialized investigation services to support the complaints and discipline process
- As a member of the Alberta Federation of Regulated Health Professions (AFRHP), participate in Federation interest groups, meetings, and events as required

Team Collaboration

- Provide leadership in the interpretation and practical application of the ACSW Code of Ethics and Standards of Practice
- Contributes to the ongoing development of the Code of Ethics, Standards of Practice, and practice guidance
- Provide support in setting short-term and long-term strategic goals for the professional conduct department, aiming to advance regulatory excellence in the public interest
- Provide collaborative support to the Director, Professional Conduct and engage in collaboration with the Registration, Education and Professional Practice teams
- Participate in College and staff initiatives and events
- Lead and manage special projects as assigned

Competencies

- Knowledge and familiarity with the regulatory framework established in the *Health Professions Act (HPA)* and other relevant legislation, regulations, College by-laws and policies
- Knowledge and understanding of the College's governance structure and accountability framework
- Demonstrates knowledge with the principles of administrative justice





- Demonstrates an ability to apply critical thinking and creative problem-solving skills using professional judgement and social work best practices
- Proven ability to drive for results by exercising a high degree of independent initiative and decision-making to manage a dynamic caseload, achieve strategic goals and complete deliverables on time
- Values a team environment that is positive, productive, innovative, and inclusive
- Values collaborative relationships with the Director, Professional Conduct, leadership team, staff, and other stakeholders, sharing expertise and knowledge
- Demonstrates a high degree of professional integrity, accountability, confidentiality, and professionalism
- Demonstrates excellent communication skills, proficient in variety of written communications and oral presentation
- Demonstrates attention to detail and committed to producing completed work that is high-quality, accurate, and articulate
- Ability to be flexible, adjust and respond to a dynamic, changing environment with shifting priorities and requirements
- Fluent in the application and use of Microsoft 365 Suite of programs, including Outlook and Teams
- Fluent in speaking, writing, and reading in English

Qualifications and Experience

- A baccalaureate or master's degree in social work or related health discipline is preferred
- Registration with the Alberta College of Social Workers or respective regulatory College
- 5-10+ years of progressively relevant professional experience in complaints management
- Experience and knowledge in working in a legislative and regulatory environment. Specific knowledge of the *Health Professions Act* and relevant regulations is an asset
- Experience and knowledge in professional conduct and quasi-judicial complaint resolution processes
- Experience and knowledge of social work practice, including practice standards and competencies

Disclaimer

This job description outlines a representation of the responsibilities and specifications of the position and should not be considered to represent all requirements of the position. The incumbent may perform other duties as assigned, which are not specified in this description. A review and update of this job description will take place at the yearly performance review.

