

Working Title:	Professional Conduct Intake and Resolution Coordinator	Department	Professional Conduct
Reports to:	Director, Professional Conduct	Position Type:	Full-Time, Permanent
Direct Reports:	0	Revised:	September 2026

Job Description

Position Summary:

The Professional Conduct Intake and Resolution Coordinator (Coordinator) works as the first point of contact responding to complaints of unprofessional conduct and concerns from the public. Delegated by the Complaints Director, the Coordinator is responsible for managing the preliminary intake process of complaints. This process includes: reviewing a complaint to determine jurisdiction; providing education on the complaints process; assessing the nature of the complaint and implementing early complaint resolution in accordance with Part 4 of the *Health Professions Act*. The Coordinator facilitates triage of inquiries to the Complaints email and voicemail inbox, provides timely responses and provides assistance to members of the public when engaging in the complaints process and in the filing of complaints as necessary. The Coordinator manages all open issues of public concern and supporting the Complaints Director.

Specific Accountabilities:

Key Responsibility 1: Professional Conduct Program Support

- Promotes skilled, ethical, competent, and safe social work practice to Albertans, upholding ACSW's mandate to protect the public.
- Implement the professional conduct intake process to ensure legislative compliance, transparency, and administrative fairness, specifically as per the *Health Professions Act*, Part 4.
- Responsible for being the first contact for incoming complaints, concerns, or inquiries pertaining to the unprofessional conduct of social workers.
- Responsible for providing education pertaining to the submission of complaints and the complaints and discipline process.
- Responsible for monitoring inquiries to the complaints email inbox.
- Responsible for responding to general 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.
- Responsible for guiding complainants and respondents in navigating the complaint process and providing information about the College's standards, code of ethics, legislation, and the complaints resolution process.
- Responsible for receiving and recording complaints regarding the professional conduct or social work practice of a registered social worker. Contact registrants and complainants to explain the complaints and discipline process and possible outcomes.
- Responsible for reviewing and determining jurisdiction to address complaints of unprofessional social work conduct, applying the appropriate professional practice standards as per the ACSW Code of Ethics and Standards of Practice.
- When No Jurisdiction complaints are received, the Coordinator is responsible for contacting the 'respondent' to address any concern of title misuse or unregistered practice

including liaising with registration department.

- Ensure timely, concise, complete, and accurate documentation of all incoming inquiries, complaints, and concerns. Retain documents as per records management policy and aligned with legislative requirements.
- Prepare formal letters for the Director, Professional Conduct to review and approve as required.
- Manage oral complaint records recordings, including transcription as required.
- Triage complaint submissions and assess the nature, seriousness and severity of complaint allegations, determining risk of harm to the public.
- Independently resolve concerns and inquiries as issues of public concern and escalate concerns to the complaint process where resolution is not possible.
- Monitor the progress of intake and resolution cases to ensure completion, consistency, timely resolution, and proactive reporting to the Complaints Director.
- Implement and manage professional conduct process feedback and satisfaction survey.

Key Responsibility 2: 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.
- Collaborates and cooperates with others and values their input towards the achievement of the organization's strategic goals and objectives.

Key Responsibility 3: 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.
- Collaboratively contribute to developing and implementing short-term and long-term operational 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.
- Contribute to collaborative efforts to identify and implement process improvements that enhance the efficiency and effectiveness of the professional conduct administration functions of the College.
- Assist with special projects including but not limited to, gathering information, conducting environmental scans, and preparing reports or policies.
- Perform other related duties as assigned.

Qualifications and Education Requirements:

- 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.
- Relevant professional experience in complaints management and intake processes.
- Knowledge, interpretation and implementation of legislative and regulatory frameworks including *Health Professions Act*, *Social Workers Profession Regulation*, ACSW



Standards of Practice, Code of Ethics, ACSW bylaws, and ACSW Policy and Procedures.

- Experience and knowledge in professional conduct and resolution processes.
- 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 and collaborative relations both internally and externally that is positive, productive, innovative, and inclusive.
- 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 English.