



Position:	Professional Conduct Advisor/Complaints Director
Job Classification:	Part Time – Casual (approximately 15 hours/week but number of hours may vary)
Location:	Edmonton or work remotely from anywhere in Alberta with willingness and ability to travel to Edmonton as required for meetings and hearings.
Closing Date:	Monday, December 6 th
Reports To:	Director of Finance and Operations Registrar and CEO in absence of Director of Finance and Operations
Direct Reports:	None
Responsible for Committees:	None
Supports Committees:	None

Acceptable Position Titles*: Complaints Director

* This title can be used by the Professional Conduct Advisor in their proper context, depending on the purpose of the communication and the audience.

About Us

The Alberta College of Speech-Language Pathologists and Audiologists (ACSLPA) exists to serve the public interest through the regulation of professional speech-language pathologists and audiologists in Alberta. ACSLPA's regulatory work includes setting admission standards, considering applications for regulated membership and issuing practice permits, creating and enforcing a Code of Ethics and Standards of Practice, investigating complaints of unprofessional conduct, creating guidelines and practice documents, enforcing continuing competence standards, and more.

General Description

Reporting to Director of Finance and Operations, the Professional Conduct Advisor is responsible for administration of the professional conduct process assigned to the Complaints Director in accordance with Part 4 of the *Health Professions Act* (HPA/the Act).



Duties & Responsibilities

- Ensures a fair, consistent management of complaint and discipline processes in compliance with applicable legislation.
- Receives complaints and concerns and determines actions to be taken.
- Conducts investigations or directs the work of external investigators.
- Prepares recommendations to impose conditions or suspensions on an investigated person's practice permit until the proceedings are complete when appropriate to do so.
- Reviews and receives the investigation report and decides if the matter should be referred for a hearing.
- Refers matters to a hearing where a person has not complied with a disciplinary order.
- Works with ACSLPA legal counsel in preparation for professional conduct hearings.
- Attends professional conduct hearings with ACSLPA legal counsel.
- Liaises with ACSLPA legal counsel regarding complaint/discipline processes, as required.
- Ensures that investigators have necessary training to comply with HPA and ACSLPA policies.
- Supports the development and management of procedures for the recruitment and selection of external investigators.
- Supports the development and management of policies and procedures for complaint processes, including preparation of documents and templates which are consistent with the requirements of legislation and ACSLPA's focus on equity, diversity, and inclusion.

Reporting Requirements

- Provides updates about all conduct complaints and activities to the Director of Finance and Operations.
- Provides statistical data and trending on type, number of complaints and outcomes.
- Provides content for the preparation of the College's Annual Report, Council reporting, and member communications.
- Presents information to Council if requested to do so by the Registrar/CEO or Director of Finance and Operations.

Education & Experience

- Degree in Bachelor of Laws, Business Administration, or Human Resources is required.
- Minimum of five years of progressive experience, preferably within a regulatory, investigative, or legislative environment.
- Awareness of current perspectives on anti-racism, anti-discrimination, cultural safety, cultural humility, trauma-informed practice, and just culture.
- Understanding of the *HPA*, *Alberta Human Rights Act*, *Personal Information Protection Act (PIPA)*, *Speech-Language Pathologists and Audiologists Profession Regulation*, and their application to the practice of the profession.
- Understanding of complaint processes as well as knowledge and experience with quasi-judicial processes.
- Previous experience working in a Regulatory College environment would be an asset.
- Intermediate to advanced knowledge of Microsoft Office 365 and policy administration.
- Must speak, read, and write English fluently.



Skills & Abilities

- Excellent analytical, organizational, and interpersonal skills.
- Ability to prioritize work and meet deadlines with a high degree of personal initiative.
- Demonstrates exceptional presentation and communications skills.
- Excellent writing and editing skills, including proper spelling, grammar, and punctuation.
- Exhibits attention to detail and is committed to producing accurate, high-quality, and objective work.
- Adjusts to College's evolving needs and directions with a high degree of personal initiative and skill in project management.
- Strong critical thinking skill sets.
- Creative problem solving and judgement skills.
- Ability to use an anti-racism and equity framework when assessing and analyzing complaints and making decisions.
- Ability to use trauma-informed principles in communication and decision-making.
- Effective conflict resolution and negotiation/mediation skills.
- High level of professionalism, integrity, confidentiality and accountability.
- Ability to plan, organize and make independent decisions when required.

To Apply:

Submit a cover letter and resume to headoffice@acslpa.ca. In the subject line, please state 'Professional Conduct Advisor/Complaints Director' and your availability of hours in your cover letter.

The Alberta College of Speech-Language Pathologists and Audiologists (ACSLPA) is committed to achieving a diverse and inclusive workforce and strongly encourages applications from diverse candidates.

ACSLPA welcomes and encourages applications from people with disabilities. Accommodations are available on request for candidates taking part in all aspects of the selection process.