



ALBERTA COLLEGE OF  
SOCIAL WORKERS

**ALBERTA COLLEGE OF SOCIAL WORKERS**  
**Complaints and Discipline Officer**  
**Edmonton, Alberta**

### **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 9,300 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.

### **The Position**

Reporting to the Director, Professional Conduct, the Complaints and Discipline Officer 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 Complaints and Discipline Officer's primary responsibility is to ensure safe, competent, and ethical social work practice is carried out by registered social workers in Alberta. The Complaints and Discipline Officer 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.

### **Knowledge and Skill 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
- 5-10+ years of progressively relevant professional experience in complaints management
- Experience and knowledge of 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





- Experience and knowledge of working in a co-governance model including with a voluntary board and statutory committees

**Compensation and Benefits:**

- Competitive salary compensation package commensurate with experience
- Pension supplement of 7%
- Comprehensive health benefits package, including medical, dental and vision
- Generous vacation benefit
- Professional development opportunities
- Flexible work environment

This is a great opportunity for a goal-oriented and driven individual to join a dedicated team who is guided by the values of public protection, professionalism and competence, reconciliation and equity, fairness, and transparency.

Interested individuals are asked to submit a resume, letter of interest and references via email to the Executive Director & Registrar: [executivedirector@acsw.ab.ca](mailto:executivedirector@acsw.ab.ca)

**Equal Employment Opportunity**

The ACSW welcomes diversity and embraces inclusion. ACSW is committed to cultivating a culture where every member of our community shares a feeling of safety and belonging, and where diversity of perspectives, backgrounds, and life experiences is essential to their success. The ACSW strongly encourages qualified applications that represent the diversity of our community.

ACSW thanks all applicants for their interest. However, only those candidates selected for an interview will be contacted.

**CLOSING DATE: June 2, 2024**

[Click here to view the Complaints and Discipline Officer job description.](#)

