

Associate Complaints Director

Full-time 35 Hours per week

The Organization

The Alberta College of Social Workers (ACSW) mandate 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 10,000 registrants, ACSW's 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, 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.

What will I be doing?

The Associate Complaints Director is a full-time, permanent position, reporting to the Director, Professional Conduct, and is part of the professional conduct team. The Associate Complaints Director is delegated to perform the responsibilities and duties of Complaints Director as defined by and in accordance with the *Health Professions Act (HPA)*, Part 4, specific to carrying out response to concerns and complaints about the professional conduct of registered social workers. The Associate Complaints Director's primary responsibility is to ensure safe, competent, and ethical social work practice is carried out by registered social workers in Alberta. One key role is to ensure public protection by facilitating the complaints and discipline process in a fair, transparent and consistent manner. You will use professional judgement, critical thinking and consultation with the Director, Professional Conduct and the team in complaint response and decision-making to implement an administratively fair complaints and discipline process.

Complaints and Discipline Support

- 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 and all other applicable legislation
- 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.
- Review and assess, complaints and allegations of professional social work conduct, applying the appropriate professional practice standard as per the ACSW Code of Ethics and Standards of Practice
- Using professional judgement, review and determine whether complaints will be investigated, dismissed, or referred for other resolution processes in accordance with all applicable legislation

Team Collaboration

- Consults with the Director, Professional Conduct and is a collaborative member of the professional conduct team, contributing to a highly effective team fostering an environment that is positive, innovative, efficient and inclusive.

- 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 collaborative support to the Director, Professional Conduct and engage in consultation with the Registration, Education and Professional Practice teams

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, employers, 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

What do I need to succeed?

- 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 and complaints resolution processes
- Experience and knowledge in working in a legislative and regulatory environment. Specific knowledge of the *Health Professions Act* and relevant regulations is an asset

This is a great opportunity for a goal-oriented and driven professional to join a dynamic team striving to regulate the social work profession ensuring that social workers are accountable for providing safe, competent and ethical services to Albertans.

Interested professionals are asked to submit a resume, letter of interest and references via email to the Director, Professional Conduct at acsw@acsw.ab.ca

Equal Employment Opportunity

The ACSW welcomes diversity and embraces inclusion. ACSW is committed to cultivating an organizational culture where every member of the community shares a feeling of safety and belonging, and where diversity of perspectives, backgrounds, and life experiences is essential to 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: April 12, 2026

[Click here to view the Associate Complaints Director job description.](#)