



ALBERTA COLLEGE OF
SOCIAL WORKERS

Intake and Resolution Coordinator
Full-time 35 Hours per week, Permanent

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 Professional Conduct Intake and Resolution Coordinator (Coordinator) is a full-time, permanent position, reporting to the Director, Professional Conduct, and is part of the professional conduct team. The 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*. You will use professional judgement, critical thinking, in consultation with the Director, Professional Conduct and the team in responding to the public and registrants about the complaints and discipline process.

Professional Conduct Program Support

- Implement the professional conduct intake 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 Workers 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





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members of the public

- Review and assess, complaints and allegations of unprofessional social work conduct, applying the appropriate professional practice standard as per the ACSW Code of Ethics and Standards of Practice

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

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
- Contribute to collaborative efforts to identify and implement process improvements that enhance the efficiency and effectiveness of the complaints administration functions of the College.

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
- Relevant professional experience in complaints management and intake processes

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.





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

CLOSING DATE: October 20, 2026

[Click here to view the Intake and Resolution Coordinator job description.](#)

