

# Newfoundland & Labrador College of Social Workers

**Employment Opportunity**  
**Associate Director Quality and Practice**  
**Permanent Full-Time**  
**Location: St. John's, NL**

## ABOUT US

The Newfoundland and Labrador College of Social Workers (NLCSW) is the regulatory body for social workers in NL. The College was created on Sept 1, 1993, initially as the NL Association of Social Workers, then transitioned to the College on September 30, 2020. Governed by a Board of Directors, NLCSW is a progressive organization with over 1900 social workers.

## POSITION OVERVIEW

Reporting to the Executive Director and Registrar, the primary responsibility of the Associate Director of Quality and Practice position is to provide responsible, professional work to ensure the goals and objectives of the organization are achieved. The position focusses on advancing the quality of professional social work practice by engaging in quality assurance activities such as the development of practice resources, facilitating continuing education, providing ethical guidance and public education/engagement. Work involves partner engagement and consultation, researching issues and best practices including issues related to professional conduct review and monitoring trends in social work practice and regulation. Work is performed with considerable independent judgment and initiative within the scope of professional practice, regulations and legislative authority. Work is reviewed by the observation of results, periodic meetings to discuss the work plan and formal performance evaluations.

The Associate Director of Quality and Practice ensures the College achieves its goals and objectives. The position leads and advises on key policies, procedures and practices to make informed timely decisions on quality and practice issues and where required, professional conduct review. The position supports the College, the Quality Assurance Committee, Ethics Committee, Editorial Committee, Engagement Committee and other committees as necessary while ensuring alignment with the College's strategic drivers.

The position is an advisory role to the Executive Director & Registrar for all quality assurance processes, practice and engagement initiatives. Under the general direction and guidance of the Executive Director & Registrar, the position is accountable for the development of quality assurance practices, recommending revisions, developing policy and procedures, increasing the knowledge and skill of social workers, promoting public awareness, and enhancing public protection through the operations of the College by the *Act Respecting the Practice of Social Work (2010)* and guided by the College's vision, strategic plan, by-laws, and policies. The work directly and significantly

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impacts the sustainability of professional social workers in service delivery in the province. These outcomes impact the public, employers, private and public social work services, community engagement, and national and international support and collaboration.

The position advances the social work profession, initiatives, research, and recommendations regarding complex regulatory problems. This position has a high degree of accountability and operates with great independence. Many of the recommendations from the College have a provincial, national, or international impact.

## KEY RESPONSIBILITIES

- Oversee all Quality Assurance processes.
- Provide ethical consultations to social workers in keeping with the Canadian Association of Social Workers (CASW) Code of Ethics and the NLCSW Standards of Practice.
- Identify issues impacting the social work profession, conduct research, liaise with internal and external partners, use professional judgment in reviewing literature and reference material, analyze and interpret findings, research and develop best practices and develop or revise professional social work standards.
- Ensure the continuing education of social workers and the importance of lifelong learning, enhance partnerships provincially and federally in the delivery of continuing education.
- Research and develop practice resources.
- Inform and advance the NLCSW's strategic direction and strategic plan towards reframing governance post truth and reconciliation, including cultural consultations and continuing education considerations for registrants.
- Oversee NLCSW's Embracing Excellence Educational Series including the planning and delivery of continuing professional education events.
- Lead the NLCSW's social policy initiatives including annual pre-budget report and social workers in schools.
- Work with the Deputy Registrar in researching and developing policy and best practices related to professional conduct review.
- Work with the BSW Student Liaison to strengthen connections with BSW students at the MUN School of Social Work and raise awareness of the NLCSW as the regulatory body.
- Work with the CASW on national projects and initiatives including the CASW Advisory Committee and the Communications Advisory Committee.
- Lead the NLCSW's engagement initiatives including research, data collection, promoting the diversity of social work practice, and public education/engagement regarding the importance of regulation of social workers in the public interest.
- Act within the laws of the Province of Newfoundland and Labrador as they relate to professional regulation and specifically the regulation of social workers under the *Social Workers Act*, *Social Workers Regulations*, and bylaws of the NLCSW.

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- Represent the College in a professional manner to external parties including, but not limited to, government, ministerial staff, social work bodies, registrants, agencies and organizations.
- Promote social work issues provincially and nationally; respond to current trends and issues facing the profession; engage social workers and other key stakeholders using strategic communications.
- Contribute to and implement initiatives that enhance and maintain a positive and engaging workplace culture that embraces diversity and inclusion and promotes a positive and engaging workplace environment focused on service and continuous improvement.
- Perform other related duties as required.

## EDUCATION

- Master of Social Work degree preferred.

## WORK EXPERIENCE

- Extensive experience (5-7 years) in progressively responsible social work positions.
- Demonstrated leadership experience.
- Experience and knowledge of working in a legislative and regulatory environment.
- Experience and knowledge of social work practice, including practice standards, ethics, and competencies.
- Thorough knowledge of issues affecting social workers in all fields of practice.
- Experience in researching topics, analyzing information, and writing reports.

## LEADERSHIP SKILLS/ABILITIES/COMPETENCIES

- Extensive knowledge and understanding of the *Act Respecting the Practice of Social Work (2010)*, relevant legislation, and social work issues and practices.
- Ability to apply knowledge across all social work practice fields and provide ethical and advisory consultations to members and other stakeholders.
- Demonstrated strong interpersonal, negotiation, collaboration, and networking skills to establish and maintain positive working relationships with the members, public, employees, volunteers, contractors, groups, and government.
- Demonstrated ability to facilitate stakeholder groups, resolve conflicts, and build a consensus and collaboration with committees both provincially and nationally.
- Ability to exhibit strong oral and written communication skills as demonstrated through presentations, facilitation of the stakeholder groups, and written correspondence and reports.
- Creative, analytical person with a strong focus on developing fair and effective solutions.

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- Innovative thinker with strong abilities to assess information quickly and make valid, reliable, evidence-informed decisions.
- Strong project management, multitasking, and decision-making skills.
- Outstanding critical thinking and problem-solving skills with a continuous improvement mindset.
- Experience leading and motivating successful teams and demonstrating strong people skills.
- Ability to exercise sound judgment, discretion, tact, and diplomacy, and maintain confidentiality.
- Ability to maintain effective working relationships with groups and individuals with diverse or competing interests.

## WORKING CONDITIONS

- A fast-paced professional office environment with the latest technology and tools used to aid in decision-making and communication.
- Considerable verbal and electronic interaction with partners, with mostly positive and occasional unpleasant interactions.
- May exhibit increased pressure to meet tight deadlines, make critical decisions and manage a team of professionals.
- Intense exposure to glare from computer monitors requires manipulating documents and reports.
- Work involves the average work week; however, flexible work arrangements may be required depending on the initiatives.
- Occasional travel will be required.

## WHAT WE OFFER

- Salary commensurate with education and experience.
- Vacation and leave entitlements.
- Health, dental and wellness benefits, including an employee and family assistance program.
- RRSP premium.
- Professional development support.
- Hybrid working environment (onsite at St. John's office and remote work).

## HOW TO APPLY

Interested candidates should submit a cover letter, resume, and writing sample to [wskinner@nlcsw.ca](mailto:wskinner@nlcsw.ca). In most cases, your writing sample should be based on your previous work history and relevant to this position. The sample should be around 750 words or between one and two pages.

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The NLCSW is an equal opportunity employer and embraces a culture committed to workplace diversity and an inclusive work environment. All applications are welcome. Diversity is appreciated, and there is an understanding that we all come from different backgrounds and different walks of life, bringing in unique perspectives and experiences. We welcome applications from 2SLGBTQ+, Black, Indigenous, and People of Colour (BIPOC), women, newcomers to Canada, and people with disabilities. Please let us know if you require any accommodation in the application and interview process.

We sincerely thank all applicants for their interest. However, we will only contact those under consideration. For inquiries, please email [wskinner@nlcsw.ca](mailto:wskinner@nlcsw.ca).

## APPLICATION DEADLINE

March 27, 2026