



## Job Description

**Employer:** The British Columbia College of Social Workers (BCCSW)  
**Job Position:** Inquiry Assistant  
**Reports To:** Investigator – Junior Counsel      **Position:** Contract Part-Time

### General Overview:

Working under direction of the Registrar and the Investigator- Junior Counsel the Inquiry Assistant conducts the intake and initial investigation of complaints concerning Registrant conduct. The Inquiry Assistant is responsible for managing the preliminary investigation in accordance with BCCSW procedures and collating the information gathered to be presented to the Registrar. The Inquiry Assistant also provides a first point of contact for queries about potential complaints and complaints procedure. Like all BCCSW employees, the Inquiry Assistant will be expected to support BCCSW's mandate to serve and protect the public by maintaining and enhancing processes that regulate the profession of social work in British Columbia, Canada.

### Job duties and activities:

- Responding to inquiries about potential complaints and complaint procedure within the context of the *Social Workers Act* and standards of practice
- Primary responsibility for conducting preliminary inquiries in accordance with BCCSW policy and procedures, including drafting inquiry letters from templates, redacting submissions in accordance with the *Freedom of Information and Privacy Act*, and managing and maintaining timelines
- Collating gathered information into reports
- Liaising with Investigator-Junior Counsel to discuss case status and set agendas for committee meetings
- Assisting in the preparation and dissemination of committee documents
- Attending meetings of the Inquiry Committee
- Drafting correspondence giving notice of committee decisions as directed

### Educational and Work Experience Requirements:

- Completed Legal Administrative Assistant certificate (preferred)
- 3+ years of experience
- Ability to independently manage files, including monitoring deadlines and ensuring files progress at an appropriate pace
- Ability to communicate with a broad variety of people concerning legislation, regulations and BCCSW procedures
- Experience drafting correspondence

- Experience managing a bring forward system, diarising, and working under imposed deadlines
- Knowledge of Administrative Law and professional regulation
- Knowledge of privacy legislation an asset
- Experience working with boards or committees an asset

**Personal Characteristic Requirements:**

- Creative problem solver comfortable taking initiative and working unsupervised
- Analytical thinker with the ability to assess information quickly and make valid, reliable, evidence-informed decisions
- Detail oriented with strong time management skills
- Strong oral and written communication skills
- Computer literate

**Working Relationships and Contacts:**

- External stakeholders
- College registrants, Board, committee members and staff
- Internal working groups

To express interest in this position, send email with resume to [office.admin@bccsw.ca](mailto:office.admin@bccsw.ca).