



Employment Opportunity

Employer:	The British Columbia College of Social Workers (BCCSW)
Position Title:	Complaints Administrator
Reports To:	Investigative Counsel
Status:	Full-Time One Year Term
Closing Date:	Open until filled

Qualified applicants from equity seeking groups are strongly encouraged to apply.

As a regulatory body for Social Workers in British Columbia, BCCSW acts within its statutory authority to develop and administer policies, procedures and practices that reflect the mandate of the College, which is to serve and protect the public by superintending the practice of social work in British Columbia (BC.) Founded in 2008, BCCSW is governed by a 12-member Board comprised of 4 public members and 8 elected members from over 5,000 province wide registered social workers.

General Overview:

Working under direction of the Registrar and the Investigative Counsel the Complaints Administrator conducts the intake and initial investigation of complaints concerning Registrant conduct. The Complaints Administrator is responsible for managing the preliminary investigation in accordance with BCCSW procedures and collating the information gathered to be presented to the Registrar. The Complaints Administrator also provides a first point of contact for queries about potential complaints and complaints procedure. Like all BCCSW employees, the Complaints Administrator 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 BC, 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 Investigative 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

- Taking minutes of Inquiry Committee meetings
- Drafting correspondence giving notice of committee decisions as directed

Indigenous Relations Behavioural Competencies:

BCCSW staff are supported to learn and demonstrate the following Indigenous Relations Behavioural Competencies commensurate with their experience and role at the College.

1. Understanding one's thoughts, feelings, values and background through *self-discovery and awareness* including how one's thoughts, feelings, values and background impact the success of their interactions and relationships with Indigenous peoples.
2. Increasing one's ability to build and maintain respectful and effective relationships with Indigenous peoples through *sustained learning and development* including direct exposure to cultural and community ways and being willing to learn how diverse ways of thinking and acting can ensure the success of the College.
3. The ability to work respectfully, knowledgeably, and effectively with Indigenous peoples through *cultural agility* including creating a sense of safety and by transforming feelings of nervousness or anxiety into curiosity and appreciation.

Qualifications:

- Completed Legal Administrative Assistant certificate (preferred)
- 2+ years of administrative experience in a legal or regulatory setting
- 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 imposing deadlines
- Knowledge of Administrative Law and professional regulation an asset
- Knowledge of privacy legislation an asset
- Experience working with boards or committees an asset

Skills and Abilities:

- 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

How to apply:

To express interest in this position, send email with resume and cover letter to office.coordinator@bccsw.ca

While the BCCSW sincerely appreciates all applications, only those candidates selected for interview will be contacted.