



## Employment Opportunity

**Employer:** The British Columbia College of Social Workers (BCCSW)  
**Position Title:** Registration Assistant  
**Reports To:** Assistant Manager, Registration  
**Position:** Full-Time

*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. Founded in 2008, BCCSW is governed by a 12-member Board comprised of four public members and eight elected members from over 5,000 province wide registered social workers.

### **General Overview:**

The Registration Assistant is responsible for providing administrative support for registration, and organization as appropriate, related activities of the BCCSW. This position primarily carries out day-to-day administrative tasks, assists other staff members in the Registration Department, and responds to inquiries from prospective and existing registrants. This position requires multiple onsite days per week.

### **Primary Job Duties and Activities:**

- Performs general reception duties and provides accurate information to various stakeholders including prospective and existing registrants
- Screens incoming calls, emails and other types of correspondence and responds independently when appropriate
- Receives and distributes mail as directed
- Scans incoming documents and saves them in the electronic filing system accordingly
- Coordinates printing and mailing, including, but not limited to, preparing and sending out registration packages to new registrants in a timely manner
- Assists with processing of applications for prospective registrants according to BCCSW bylaws and policies
- Coordinates BCCSW's social media presence, providing information to target audiences (existing and prospective registrants, public and other stakeholders)

on various topics such as registration process, renewals, Continuing Professional Development (CPD) program, and other social work-related matters

- Provides administrative support to other staff members in the Registration Department and organization as appropriate.
- Provides organizational support to BCCSW, including, but not limited to, ordering supplies and managing inventory
- Performs other related duties as assigned

### **BCCSW 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.
4. Championing the achievement of intended, real change that meets the enduring vision of Indigenous self-determination in British Columbia through *change leadership* including learning from elders and leaders, routinely energizing the change process, and removing barriers to change.

### **Education and Work Experience:**

- Previous experience working in an office-based environment, providing administrative support relevant to duties of this position
- Proficient with Microsoft Office products, database management systems and social media platforms
- Experience in clearly communicating with various stakeholders
- Preference for candidates with relevant experience in registering individuals into a regulatory body or like entity
- Experience interpreting laws, bylaws, and policies (preferred)
- Understanding of professional regulatory functions is an asset



**Personal Characteristics:**

- Detail oriented with strong organizational skills
- Strong oral and written communication skills
- Client-focused personality with the ability to solve problems for clients within legal boundaries
- Ability to manage multiple tasks in a timely manner
- Team player who can also work independently and take initiatives

**Working Relationships and Contacts:**

- BCCSW prospective and existing registrants
- External stakeholders
- BCCSW board, committee members and staff

**How to apply:**

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

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