



Working Title:	Director, Registration	Department	Registration
Reports to:	Executive Director & Registrar	Position Type:	Full-Time Permanent
Direct Reports:	3	Revised:	

### Job Description

#### **Position Summary:**

The Director, Registration is responsible for leading the strategic direction of the registration department. The Director, Registration's primary responsibility is to lead and oversee the registration process which is aimed to ensure safe, competent and ethical social work practice is carried out by qualified, registered social workers in Alberta. This role provides oversight to the administration of the registration process, including the clinical and restricted psychosocial intervention (RAPI) practice enhancements. The Director, Registration oversees the Registration Team, and ensures all legislated duties as set out in the *Health Professions Act*, the *Fair Registration Practices Act* and the *Alberta Labour Mobility Act* are fully met, protecting the interests of the public. The Director, Registration is a delegated officer of the College and a member of the senior leadership team.

#### **Specific Accountabilities:**

##### **Key Responsibility 1: Strategic Employee Leadership**

- Responsible for leading, mentoring a team of employees.
- Oversee new and existing staff to ensure they have sufficient training and resources to provide professional and competent delivery of service.
- Lead the recruitment and hiring process for department positions in collaboration with the senior leadership.
- Completes annual performance reviews of direct reports providing regular feedback to support growth and development of employees.
- Manage employee conduct in the workplace through coaching and mentoring, discipline, dismissal, etc.
- Ensure orientation and appropriate training in organization policies, processes, procedures, etc.
- Ensures the implementation of best practices to maximize employee engagement and manage employee relation issues in accordance with accepted HR practices and policies.
- Complete the final sign-off of employees' time on a weekly basis and manage scheduling.
- Maintain a positive employee relations environment and building strong relationships and rapport with employees.
- Promote inclusivity, respect and diversity through ACSW initiatives, programs and processes that align with organizational values and best practices.

##### **Key Responsibility 2: Regulating the Profession to Ensure Public Protection**

- Oversee the implementation of the registration process to ensure legislative compliance, transparency of required qualifications and pathways and administrative fairness of the application processes.
- Oversee the implementation of the clinical and restricted psychosocial interventions (RAPI) practice enhancements to ensure legislative compliance, transparency of required qualifying criteria and administrative fairness of the application processes.



- Using professional judgement, makes decisions to authorize approval of registration, registration reinstatement and practice enhancements.
- Receive and review requests to appeal registration, registration reinstatement and practice enhancements application decisions.
- Receive and review concerns of unregistered social work practice or practicing without a permit, including concerns of fraudulent practice.
- Consultation with the Registrar on high-risk registration decisions including registration restrictions and conditions including suspension.
- Oversee and issue timely written decisions to ensure clear and articulate rationale meeting high degree of regulatory standard.
- Consult with legal counsel when appropriate on registration and practice enhancement decisions.
- Oversee the design, development and implementation of performance measurement and program evaluation of registration processes.
- Lead the review, development and implementation of registration, clinical and RAPI policy and procedures, ensuring legislative compliance and current social work standards and best practices.
- Collaborate and consult with other regulatory colleges on issues of mutual concern and interest.
- Collaborate and consult with the Executive Director and Registrar on the development of and amendments to legislation, regulations, by-laws, standards of practice, code of ethics, policies and procedures.
- Respond to any complaints received from the Alberta Fair Registration Practices and Labour Mobility Office and ensure communication with Executive Director and Registrar.

#### **Key Responsibility 3: Governance Accountability**

- Provide collaborative support to the Executive Director & Registrar in their oversight of governance accountability as required
- Contribute to the ACSW Annual Report.
- Participate in Council meetings as required and provide reports to Council on the policy direction, program status and emerging regulatory issues impacting registration, clinical and RAPI practice enhancement.
- Provide leadership, support and direction to the Registration Committee, legislative committees and advisory panels ensuring the governance and legislative functions are fully met.
- Oversee the ongoing recruitment, retention, training and onboarding for volunteer committee members.
- Collaborate and contribute to the ongoing development of the Code of Ethics, Standards of Practice and Practice Guidelines.
- Collaborate and contribute to legislative, regulatory and governance consultation processes.

#### **Key Responsibility 4: 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, external and internal stakeholders in a timely, professional and educationally responsive manner.
- Engage in a collaborative and professional relationship with College legal counsel.
- Participate in College and staff initiatives and events.
- As a member of the Alberta Federation of Regulated Health Professions (AFRHP), participate in Federation interest groups, meetings and events.
- Engage, consult and collaborate with other social work and health professions colleges, including at the provincial, national and international level.
- Engage, consult and collaborate with Government of Canada and Government of Alberta officials and partners across several government departments.

**Qualifications and Education Requirements:**

- A baccalaureate or master's degree in social work or related health discipline.
- Registration with the Alberta College of Social Workers or respective regulatory College.
- 10+ years of progressively relevant professional experience in leadership and people management
- Experience and knowledge in working in a legislative and regulatory environment. Specific knowledge of the *Health Professions Act* and relevant regulations is an asset.
- Knowledge of social work practice, including practice standards, ethics and competencies.
- Experience and knowledge of working in a co-governance model including with a voluntary board and statutory committees.
- Experience and knowledge of budget management and financial stewardship.
- Demonstrate an ability to apply critical thinking and creative problem-solving skills using professional judgement and best practices.
- Values a team environment that is positive, productive, innovative and inclusive
- Values collaborative relationships with the leadership team, staff, and other stakeholders, sharing expertise and knowledge.
- Demonstrates a high degree of professional integrity, accountability, confidentiality and professionalism
- Demonstrates excellent communication skills, proficient in a variety of written communications and oral presentation.
- Demonstrates knowledge, skills and abilities in group facilitation and coordination
- Demonstrates proven ability in project management, including planning and timelines to deliver project deliverables on time to achieve goals.
- Demonstrates attention to detail and committed to producing completed work that is high-quality, accurate, and articulate.
- Ability to be flexible, adjust and respond to a dynamic, changing environment with shifting priorities and requirements.
- Fluent in the application and use of Microsoft 365 suite of programs.
- Fluent in speaking, writing and reading in English.
- Experience with regulatory management system would be an asset.