

Ethics Coordinator Position Statement

The North Carolina Social Work Certification and Licensure Board is currently seeking an **Ethics Coordinator** for its Asheboro, NC location. The Ethics Coordinator must maintain a comprehensive understanding of the NC Social Worker Certification and Licensure Act, associated Rules, and the North Carolina Social Work Certification and Licensure Board's statutory authority. The Ethics Coordinator must remain objective and independent when addressing matters and consistently demonstrate the ability to hold information in confidence.

The Ethics Coordinator oversees investigations into reports and allegations of ethical violations and serves as a resource for individuals seeking assistance with compliance-related questions and concerns.

Salary Range: \$55,000 to 58,000 plus benefits. Commensurate with candidate's education, experience and training.

General Expectations and Qualifications:

- Master degree in social work and NC-LCSW in good standing preferred. Will consider comparable education and experience in the area of law, ethics or related behavioral health discipline.
- FTE Position.
- Reports to the Executive Director.
- Have at least five years of cumulative-experience related to clinical practice, ethical compliance, and/or behavioral health.
- Investigation experience preferred, but not required.
- Working knowledge of the social work licensure/certification process and the relevant sections of the North Carolina Administrative Code.
- Ability to maintain positive professional business relationships and effectively elicit/provide information to and from appropriate individuals (including, but not limited to, applicants, Board members, licensees, co-workers, clients) via strong communication skills.
- Possess excellent written, verbal and interpersonal skills.
- Ability to adapt to change and prioritize competing duties.
- Strong organizational and time management skills with the ability to work independently with minimal supervision.
- Experience in meeting deadlines and adhering to strict standards.
- Self-starter who takes on challenging responsibilities and holds self-accountable for results and performance.
- Strong attention to detail with commitment to accuracy and quality while meeting goals or deadlines.
- Computer proficiency, including experience with Microsoft Office (Outlook, Excel, and Word), required. As well as the ability to use technologies, such as phone, copiers, and scanners.
- Ability to accommodate "flex-time" with prior approval.
- Employed under the Board's personnel policies, which includes a probationary period of 90 days.

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Duties and Responsibilities:

- Monitors influx of complaints daily; responds to urgent issues by consulting with Executive Director and/or Board Counsel.
- Manage and prioritize a large and varied Ethics case load effectively and efficiently to achieve positive results.
- Gathers necessary information related to Complaints and send out correspondences to involved parties.
- Assists with the resolution of Ethics Complaints by conducting a preliminary review, issuing notices, assigning cases to Subcommittees for review and facilitating Subcommittee meetings.
- Coordinates and assigns investigations of complaints, concerns, and allegations to ensure proper resolution and/or action.
- Coordinates and directs complaint follow-up to ensure proper, unbiased resolutions.
- Maintains database of complaints, communications, correspondences and Board Actions which includes updating ethics activities in the Board's data systems on an ongoing basis.
- Ensures timely and consistent follow through and resolution of complaints.
- Helps with identifying trends based on current and past disciplinary actions.
- Tracks monthly and annual ethical complaints received and dispositions for reporting purposes.
- Ability to interpret and apply rules, regulations and policies to different situations.
- Ability to communicate with public to answer questions and respond to investigative issues and complaints concerning the care and services received by complainants.
- Ability to communicate (both verbally and in writing) the investigation process and outcomes clearly and concisely using various technologies.
- Fields ethical inquiry phone calls and emails to obtain statements and provide the caller with relevant information related to the NC Social Work Statutes and Rules.
- Serve as liaison with the public re: ethics matters as requested by Executive Director.
- Maintain confidentiality of information.
- Remain alert to additional or atypical circumstances that affect the course of the investigation, including the need to interview additional witnesses or obtain additional evidence.
- Reviews Investigative reports and gathers necessary information related to investigations/resolutions.
- Maintain contact with the Ethics Investigators to remain updated on the progress of ongoing investigations.
- Train, Oversee and Supervise Board Investigators and complete annual performance evaluations.
- Work with Board Investigators to establish an investigative plan, evaluate information for compliance with applicable standards, answer questions and respond to investigative issues.
- Maintains investigation files, documents evidence and case notes, and reviews the investigation summaries, providing feedback to the Investigator.
- Collaborate with subcommittees or counsel in ethics matters via meetings, teleconferences and reports.

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- Confers and coordinates with Board Counsel on a regular basis regarding case reviews, investigations and recommendations.
- Trains new Board Members on responsibilities related to Subcommittee involvement and Ethical decision making.
- Collaborates with Subcommittee Board Members to address ethical matters utilizing the Board's mission and in compliance with the Ethics Policy and Procedures.
- Works with the Subcommittees to analyze and review facts to establish next steps and/or ascertain whether violations have occurred.
- Works with the Subcommittees to evaluate evidence, data, witness statements, and documentation to formulate conclusions and recommend corrective and/or disciplinary action.
- Assists Subcommittees in making recommendations based on findings of compliance investigations.
- Utilizes and interprets data obtained from a variety of sources to support the investigation process, which may include but not be limited to Ordering Records, drafting Consent Orders and Notices of Hearing.
- Confers with Executive Director regarding Compliance Issues as necessary.

Other Related Duties:

- Have a thorough, current knowledge of the NC Social Worker Certification and Licensure Act, associated Rules, and the North Carolina Social Work Certification and Licensure Board's Statutory Authority.
- Maintain continuing education and be available for additional training as needed.
- Attend Board meetings and provide input as it relates to Ethics cases, or cases that require Subcommittee review.
- Testify at Hearings and participate in depositions as needed.
- Ability and willingness to travel within a state-wide coverage area as needed for Ethics related activity such as training, consultation, networking and/or to provide testimony as part of the Administrative Procedure Process.
- Performs other duties as assigned by the Executive Director.