



Bruce Grey Child and Family Services
Records Clerk
Posting #2021-30

RECORD CLERK
6-Month Contract

POSTING #: 2021-30
EMPLOYEE GROUP: CUPE, 6-Month Contract
OF POSITIONS: 1 position
WORK TERM: As Soon As Possible
DEPARTMENT: Information Management Services
REPORTS TO: Supervisor, Information Management
LOCATION: Owen Sound
SALARY: Classification 2, \$23.16 - \$29.92/hr.
HOURS PER WEEK: 35 hours/week

DATE POSTED: September 21, 2021
CLOSING DATE: October 1, 2021
POSTING TYPE: Internal and external

Please submit your application quoting posting number above to Human Resources at hr@bgcfs.ca on or before 4:30pm on the closing date.

As a condition of employment, all external hires will be required to submit proof of complete COVID-19 vaccination or documentation unless a valid accommodation under the Ontario Human Rights Code exists.

Purpose Statement

Reporting to the Information Management Supervisor, the Record Clerk is responsible for providing records management services to Bruce Grey Child and Family Services (BGCFS) as well as other duties as assigned related to physical case records and electronic records and information.

This position is responsible to fulfill requests for access to adoption disclosure, requests for personal information, third party records disclosures, CYFSA disclosures, other CAS CPIN upload requests of physical files, records corrections and statements of disagreement, and to manage legacy physical file and records storage and retrieval requests for BGCFS.

The Records Clerks may be required to provide occasional Reception coverage in low staffing situations.

Bruce Grey Child and Family Services

Position Description

Main Duties, Responsibilities and Competencies

Records Management Services:

- Maintain compliance with Part X Legislation requirements, CPIN Users Agreement, OACAS Business Harmonization and all other applicable legislation, policies and internal procedures that apply to Personal Information
- Maintain a working knowledge of CYFSA Part X, and act as a staff resource to answer basic questions about privacy, disclosure, consent and access to information
- Prepare and redact File Disclosure material for Part X requests and Adoption Disclosure requests
- Prepare and redact records for Requests to Access for Personal Information
- Communicate with requestors regarding the status of preparation or completion of requests, requirements for additional consent or information, verification of identity, secure release of information etc
- Arrange for secure and confidential release or transfer of completed requests for access and disclosure and verify identity as necessary
- Perform deduplication of CPIN Person Records and CPIN records correction tasks as required
- Scan and upload legacy paper file material to CPIN as needed
- Respond to Record Management Systems inquiries
- Collaborate to develop, implement, and maintain the organization's record management system in compliance with administrative, legal, quality and financial standards and requirements.
- Clearly document standards and procedures for maintaining the record management system and support and train other BGCFS staff on the record management system requirements and processes.
- Store, arrange, index, classify, destroy and retrieve records as required
- Ensure preservation and retention of organizational records in compliance with the organization's record-keeping systems and procedures for archiving and for the retention or destruction of records
- Ensure that all Records Management tasks are prioritized based on potential for child risk and organizational risk. Raise all concerns about child risk or organizational risk immediately to the Supervisor.

Concern for Safety:

- Identifying hazardous or potentially hazardous situations and taking appropriate action to maintain a safe environment for self and others.

Customer Focus:

Bruce Grey Child and Family Services

Position Description

- Providing service excellence to internal and/or external customers. Depending on role and position in the organization, customers may be service users, other departments, other CAS', other employees, community collaterals, etc.

Work Ethics and Values:

- Demonstrating and supporting the organization's ethics and values. BGCFS has identified the following values: Caring, Respect, Integrity, Collaboration and Accountability.

Valuing Cultural Diversity

- Building on one's own cultural values and knowledge to work effectively with individuals of diverse backgrounds in a variety of work contexts.

Quality Focus

- Follows applicable Ministry and Organizational Standards and Procedures, ensures high quality output, and takes action to solve quality problems or quality issues to the appropriate department or persons responsible.
- Strives to meet or exceed all accountabilities and achieve continuous quality improvement and excellence in all activities and outcomes

BGCFS Attention to Detail

- Working in a conscientious, consistent and thorough manner.

BGCFS Records Information Management

- Using appropriate procedures to collect, organize, retrieve, maintain and disseminate information.

BGCFS Using Information Technology:

- Using software and information technology to accomplish one's work.

BGCFS Analytical Thinking:

- Analyzing and synthesizing information to understand issues, identify options, and support sound decision making.

Relationship Management

- Demonstrates behaviours, actions and attitudes that are consistent with BGCFS's vision, mission and values
- Ensures effective and professional communications with all internal/external contacts
- Develops and maintains collaborative relationships at all levels of the organization in order to build trust and confidence in the services provided
- Establishes positive relationships with key stakeholders such as with Ministry or Supplier contacts; shares information according to privacy and/or confidentiality guidelines
- Ensures appropriate communication with appropriate manager at appropriate

Bruce Grey Child and Family Services Position Description

time

- Respects ethnic, spiritual, linguistic, familial and cultural differences

Team Building

- Maintains professional working relationships with team members
- Works respectfully, positively and collaboratively within a team environment sharing experiences and lessons learned
- Actively participates and engages in team and staff meetings, training sessions and other meetings/sessions as required

Other Related Activities

- Knows and adheres to all applicable BGCFS policies, procedures and relevant administrative practices
- Participates in mandatory learning/education to maintain and update skills and knowledge whenever deemed necessary
- Implements new procedures and controls deemed necessary by management
- Assists in the training and orientation of peers
- Works in compliance with the provisions of the Occupational Health and Safety Act of Ontario and the regulations
- Participates on internal and/or external committees as required
- Participates in special projects and performs other duties as required

Knowledge, Education, Experience, Skills and Attributes

Qualifications

- Post-secondary one year diploma in a business administration or computer related field preferred
- Minimum 5 years work experience in Child Welfare with strong knowledge of Child Welfare standards and recording requirements
- Solid understanding of systems
- Solid technical knowledge of Microsoft standard applications, CPIN, phone system, cell phones, computers and equipment
- Good knowledge of Ministry and legal requirements related to privacy, consent and personal information

General Skills and Attributes

- Working knowledge of CYFSA Part X and issues relating to adoption information, personal information, consent, access and disclosure
- Advanced ability to use MS Office applications (e.g., Word, Excel, Outlook, PowerPoint, etc.), CPIN, Adobe Acrobat, redacting software and to direct and guide others on usage of the applications
- Good written, oral communication and interpersonal skills providing constructive, meaningful and timely interaction with all levels of staff
- Ability to think analytically with attention to detail in the presence of frequent

Bruce Grey Child and Family Services Position Description

interruptions

- Ability to present to others and train/ coach others on systems
- Good understanding and commitment to quality service and best practice
- Detail-oriented
- Accountable for own actions and decisions, making decisions within the scope of the position and referring issues/problems/events to the manager as required
- Flexible, adaptable and responsive to change
- Ability to deal with highly sensitive and personal information in a confidential manner
- Good ability to analyze information, problem-solve and make recommendations to resolve issues
- Self-directed with a good ability to organize, plan and prioritize and manage multiple assignments
- Acts with integrity, trustworthiness, humility, transparency and compassion
- Solid customer service skills
- Ability to work with and meet prescribed timelines

Efforts and Working Conditions

- Work is primarily performed working in the filing systems and file storage areas or at a desk
- Lifting of large files up to 15 kg (37 lbs) required
- Long periods of sitting and computer/phone use
- The incumbent has the freedom to move about or change position at will
- Multi-tasks within a fast-paced, high-volume and demanding environment
- Frequent interruptions
- Occasional lifting of portable equipment may be required

Disclaimer

The preceding position description has been designed to indicate the general nature, level and scope of the work performed by this position. It is not designed to contain or be interpreted as a comprehensive inventory of all duties, responsibilities and qualifications required of employees assigned to this position.

Anti-Oppression/Anti-Racism at BGCFS

BGCFS is committed to having a workforce that is reflective of the diversity of the community and strongly encourages application from all qualified individuals, especially those who can provide different perspectives and contribute to a further diversification of ideas.

Accommodation at BGCFS

We are committed to a selection process and work environment that is inclusive and barrier free. Accommodation will be provided in accordance with the Ontario Human Rights Code. Applicants need to make any accommodation requests for the interview or selection process known in

Bruce Grey Child and Family Services Position Description

advance by contacting the Human Resources Department at hr@bgcfs.ca . Human Resources will work together with the hiring committee to arrange reasonable and appropriate accommodation for the selection process which will enable you to be assessed in a fair and equitable manner.