

JOB POSTING

Position:	Records Management Coordinator
Position Type:	Contract (9 Month)
Duration:	37.5 hours per week
Department:	Organizational Effectiveness
Program:	Client Services
Closing Date:	March 15, 2019

PURPOSE:

To role model the mission: “DDRC promotes awareness and supports communities to include persons with developmental disabilities, thereby strengthening communities for all citizens.” To ensure all client supports are in compliance with DDRC practices and policies and to uphold FOIP practices for client records management processes and to implement record-keeping procedures and maintain accurate client files for the Agency and to act as an service support within the Organizational Effectiveness Team

Leadership:

- Provide mentoring, coaching, direction and support the agency leaders on client compliance services
- Ensure compliance with Agency policies, procedures, mission and values
- Support program managers to develop objectives and outcomes that align with strategic priorities established by the Organizational Effectiveness Director and/or CEO
- Demonstrates a commitment to excellence
- Acts as a customer service champion
- Maintains confidentiality when communicating with staff, clients and other Agency stakeholders
- Employs common sense and good judgment
- Has the ability to work independently and as part of a team

Service Delivery:

- Implements and maintains efficient processes for the organization, storage, protection and retrieval of client compliance information
- Creates, updates and maintains accurate, organized record management and related systems
- Ensure client meetings are conducted from intake to annual reviews and appropriate documentation is completed and received
- Participate in the incident reporting process adhering to Quality and Standard processes
- Provides analytical reports for internal and external reporting purposes
- Locate and retrieve information in response to requests from authorized users
- Perform periodic compliance inspections of materials in order to ensure correct placement, legibility, and proper condition

JOB POSTING

- Provides liaison, orientation and guidance regarding records management policies and processes to staff
- Track materials submitted or removed from records in order to ensure compliance with expected procedures
- Perform inactive processes and adhere to contract storage and maintenance guidelines and/or legal requirements
- Perform all other duties as required by the DOE

Professional Development and Training:

- Takes accountability for keeping all mandatory certifications and training current

Education/Professional Certifications:

- Grade 12
- 1-2 years of direct work experience in a file maintenance capacity

Experience:

- Data entry experience
- Knowledge of human services field
- Knowledge of applicable federal and provincial legislation as well as professional standards (e.g. Freedom of Information and Protection of Privacy Act, Protection of Persons in Care Act, Core Standards) an asset
- Demonstrated proficiency in MS Office, with particular emphasis on Microsoft Word, Excel and Outlook
- Excellent spelling, grammar and punctuation skills
- Superior time management skills, multitasking skills and the ability to prioritize tasks with minimal supervision

Mandatory Competencies:

- Critical thinking
- Excellent organization
- Ethics and integrity
- Attention to detail
- Excellent written and verbal communication skills
- Accountability and dependability
- Results orientated
- Effective time management



JOB POSTING

Personal Qualities:

- Demonstrated values consistent with the DDRC mission
- Commitment to professional development and continuous learning

Please submit your resume and cover letter to: employment@ddrc.ca citing "DDRC-19-12W- Records Management Coordinator" in the subject line.

DDRC is an equal opportunity employer. We thank all candidates for their interest. Only those selected for an interview will be contacted. We regret that we are unable to accept telephone inquiries.