



## IDENTIFICATION

Department	Position Title	
Northwest Territories Health and Social Services Authority	Territorial Records Coordinator	
Position Number	Community	Division/Region
48-15981	Yellowknife	Corporate and Support Services

## PURPOSE OF THE POSITION

The Territorial Records Coordinator is responsible for the effective management of the full life cycle of recorded information for the Northwest Territories Health and Social Services Authority and its Regions in a manner that is compliant with all relevant Federal and Government of the Northwest Territories legislation, regulations and all established policies, procedures and guidelines.

## SCOPE

The Northwest Territories Health and Social Services Authority NTHSSA is the single provider of all health and social services in the Northwest Territories (NWT), with the exception of Hay River and Tłı̄ch̄o regions, covering 1.2 million square kilometers and serving approximately 43,000 people, including First Nations, Inuit, Metis, and non-aboriginals. Health and social services includes the full range of primary, secondary and tertiary health services and social services including family services, protection services, care placements, mental health, addictions, and developmental activities, delivered by more than 1,400 health and social services staff.

While the Tłı̄ch̄o Community Services Agency (TCSA) will operate under a separate board and Hay River Health and Social Services Agency (HRHSSA) will in the interim, the NTHSSA will set clinical standards, procedures, guidelines and monitoring for the entire NWT. Service Agreements will be established with these boards to identify performance requirements and adherence to clinical standards, procedures, guidelines and policies as established by the NTHSSA.

Under the direction of the Minister of Health and Social Services, the NTHSSA is established to move toward one integrated delivery system as part of the Government of the Northwest Territories' (GNWT's) transformation strategy.

Located in Yellowknife, the Territorial Records Coordinator reports to the Territorial Manager, Information Management, and is responsible for managing and implementing records management policies, procedures in accordance with the Government of the Northwest Territories (GNWT) legislation, policies and procedures to improve the efficient and cost effective management and control of records in all forms, including all types of media (paper records, electronic documents, photographs, etc.) from conception to disposition. This position develops, promotes, implements, and maintains the records management program for NTHSSA.

This position is required to understand how and why information is created, who should have access to it, how long it should be retained and when it should be eligible for disposition in the delivery of information management services. This involves the development of a wide range of effective Operational Records Classification (ORCS) policies, program and procedural recommendations to middle and senior management, to ensure compliance with established legislation and access to information is available for legal, audit, operational and administrative purposes. The Records Coordinator monitors the system-wide implementation of the GNWT's Administrative Records Classification System (ARCS) to ensure a standardized, compliant approach.

The Records Coordinator provides leadership, guidance and assistance on the development and use of established information management policies and procedures, including the establishment of records classification and retention systems. The Records Coordinator delivers training programs in the creation, maintenance, retrieval, storage and disposition of information, and provides expertise for the implementation and use of GNWT standard records management software.

The incumbent will be required to lift boxes weighing as much as 35 pounds each, and as high as seven feet onto shelves anywhere from one hour minimum up to 20 hours maximum per week. Work is undertaken in areas away from normal office environments such as basements, storage rooms, and other maintenance facilities at least three (3) to five (5) days per month. These areas may be deemed unpleasant to the incumbent. The job holder will experience frequent interruptions during the day, including provision of support and direction to subordinates, as well as handling queries for access to various types of records from program managers and staff throughout the organization. Travel to regional offices and health centers for training and assisting with records management occurs one (1) to two (2) times per quarter throughout the year and typically for one (1) to two (2) days.

The incumbent is responsible for regularly supporting and providing assistance to employees within NTHSSA who are responsible for managing information. The Records Coordinator also liaisons with the Department of Health and Social Services' Records Coordinator and Corporate Information Management, Department of Infrastructure.

The personal and confidential nature of much of the information contained within records, and within the scope of the position, has significant impacts in terms of risk management and quality assurance of client and patient information. The incumbent is required to follow the GNWT Code of Conduct and Oath of Office and Secrecy, the *Health Information Act* (HIA), and the *Access to Information and Protection of Privacy Act* (ATIPP).

## **RESPONSIBILITIES**

### **1. Serves as the Senior Records position responsible for providing oversight and guidance to NTHSSA staff for implementing and managing information.**

- Standardizes records management practices, including implementing automated records information management systems.
- Coordinates with NTHSSA Program Managers to ensure records creation, maintenance, use and disposition are in accordance with GNWT records management policies, guidelines and procedures.
- Develops guidelines and implements procedures for the proper identification and handling of active and inactive records, including implementation of administrative and operational records classification systems.
- Coordinates and plans records management implementation projects for NTHSSA.
- Conducts periodic audits of program areas to ensure that records management systems are maintained.
- Provides on-going guidance and support to employees within NTHSSA that have records management duties. Acts as the first point of contact for records management advice and assistance.
- Leads the coordination of the NTHSSA Records Management Committee.
- Develops and manages the Terms of Reference for the Committee.
- Provides on-going orientation and support to new employees and casuals, summer students assigned to records management projects within NTHSSA.

### **2. Develops and maintains Operational Records Classification Systems (ORCS).**

- Develops Operational Records Classification Systems (ORCS) for the management of the full life-cycle of specific program/mandated information, from conception to final disposition.
- Interprets pertinent legislation, regulations, and policies while developing ORCS to determine the legal and regulatory requirements of information that must be kept, and to determine retention periods.
- Interviews and surveys staff on the functions and activities of their programs for the purpose of collecting information for developing ORCS.
- Interprets organization structures to identify information work-flows.
- Researches and analyzes information from other jurisdictions with similar program information to develop ORCS.
- Reviews and amends ORCS when program structures change or re-organize.
- Liaise with Corporate Information Management, Public Works and Services to develop and obtain approval of ORCS.

### **3. Develops and Coordinates Records Management and DIIMS training for all NTHSSA employees.**

- Develops records management training presentations, workshops, and training materials for all staff to implement and use policies, procedures and systems.
- Manages the training calendar, registration and attendance lists.
- Collects and maintains records training statistics.
- Works independently and collaboratively to develop regularly scheduled and on-demand records management training sessions for groups and individuals.
- Provides in-person and remote training and coaching for NTHSSA employees on records management procedures and best practices.

### **WORKING CONDITIONS**

#### **Physical Demands**

Physical activities are within normal range, duration and frequency.

#### **Environmental Conditions**

No unusual conditions.

#### **Sensory Demands**

No unusual demands.

#### **Mental Demands**

No unusual demands.

### **KNOWLEDGE, SKILLS AND ABILITIES**

- Knowledge of records management theory and practice.
- Knowledge of best practice standards, guidelines, and relevant legislation on records management.
- Oral and written communication skills to be able to communicate effectively in meetings and throughout presentations and training.
- Ability to conceptualize, plan, implement and manage projects.
- Strong sense of organizational awareness.
- Ability to operate effectively in cross-cultural environments.
- Ability to conduct thorough research and keep up with new information management standards.
- Skills and problem solving relating to information technology issues as they relate to information management.
- Ability to schedule and complete combinations of tasks with conflicting priorities and/or deadlines.
- Computer skills and ability to maximize utilization of information and records management software.
- Ability to provide subject specific training to a wide and diverse audience.

- Ability to maintain high standards of data integrity, confidentiality and security of personal and private information.
- Ability to motivate and manage staff.
- Critical and analytical thinking skills and the ability to exercise sound judgment.

**Typically, the above qualifications would be attained by:**

A Degree in Information Management of related field (Archival Science, Library and Information Science), plus 3-5 years directly related experience including at least one (1) year experience in course development and delivery.

Equivalent combinations of educational qualifications and experience will be considered on an individual basis.

**ADDITIONAL REQUIREMENTS**

Assets include:

- Experience working at the hospital and/or regional level within the NWT or experience in the Canadian healthcare environment.
- Management or supervisory experience in an isolated or Northern type environment.
- Experience in a cross-cultural setting.

**Position Security**

- No criminal records check required
- Position of Trust – criminal records check required
- Highly sensitive position – requires verification of identity and a criminal records check

**French language** (check one if applicable)

- French required (must identify required level below)
  - Level required for this Designated Position is:
  - ORAL EXPRESSION AND COMPREHENSION
    - Basic (B)  Intermediate (I)  Advanced (A)
  - READING COMPREHENSION:
    - Basic (B)  Intermediate (I)  Advanced (A)
  - WRITING SKILLS:
    - Basic (B)  Intermediate (I)  Advanced (A)
- French preferred

**Indigenous language:** Select language

- Required
- Preferred