



IDENTIFICATION

Department	Position Title	
Northwest Territories Health and Social Services Authority	Territorial Records Technician	
Position Number	Community	Division/Region
48-15982	Yellowknife	Corporate and Support Services

PURPOSE OF THE POSITION

The Territorial Records Technician is responsible to support the management of records for the Northwest Territories Health and Social Services Authority and its Regions consistent with Government of the Northwest Territories legislation, regulations and policies.

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 Technician (Technician) reports to the Territorial Manager, Information Management (Manager), and will assist the Manager to develop, promote, implement and maintain NTHSSA's records management programs, which includes the creation, maintenance, transfer, retrieval, storage and disposition of all records both electronic and hard copy.

Records management is required by legislation and will be critical in the development, promotion, implementation, and maintenance of the NTHSSA's recorded information management program. The effectiveness of NTHSSA's information management framework will ensure compliance with established Government of the Northwest Territories (GNWT) policies, legislation and regulations. This will ensure access to the NTHSSA's recorded information is available for legal, audit, operational and administrative purposes.

This position assists the Manager with the implementation of the Administrative Records Classification System (ARCS) and NTHSSA's Operational Records Classification Systems (ORCS) in all Divisions and Regions of NTHSSA and is responsible for reviewing NTHSSA records transfers and dispositions to ensure they have been completed accurately, according to GNWT records management procedures and guidelines.

The Technician provides advice and assistance on the GNWT's records management database, Digital Integrated Information Management System (DIIMS), and assists with monitoring NTHSSA staff records management training requirements.

The Technician provides frequent records assistance requests that may be general in nature and easily processed, or may be more complicated and necessitate one or more on-site visits to program areas or regions. The incumbent is expected to handle-day-to-day issues independently, while referring more complicated records issues to the Manager. A variety of duties are assigned to the Technician and the Technician must effectively assess and prioritize projects in order to achieve a successful outcome.

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. 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.

In providing advice and assistance to NTHSSA staff, the incumbent must ensure that all relevant legislation, procedures and guidelines are adhered to. Failure to manage records efficiently may result in breaches of records confidentiality and security, information disposed of prior to its legal disposition date, information not readily available and semi-active records stored in high cost office space rather than in a records centre. This position will also ensure that all requirements under the *NWT Archives Act* and the *Health Information Act* (HIA), and *Access to Information and Protection of Privacy Act* (ATIPP) are adhered to.

RESPONSIBILITIES

1. Assists divisions, regional offices and health centres in the development, promotion, implementation and maintenance of their records management programs.

- Provides guidance and assistance to divisions, regional offices, health centres with the implementation and use of the GNWT ARCS and NTHSSA's ORCS.
- Provides assistance implementing GNWT's records management policies, guidelines and procedures to managing information.
- Provides records management advice and support to staff on the quality assurance and control of patient health information.
- Assists in the development of NTHSSA's records management processes, procedures and guidelines.
- Assists in the development of a records management communication strategy to promote awareness of good records management practices.
- Assists with the implementation of the GNWT's DIIMS system.
- Assists with the development and implementation of structuring shared network drives into ARCS and ORCS folders.
- Assists with locating and retrieving files from semi-active storage.
- Performs electronic and physical searches of NTHSSA records for formal Access to Information and Protection of Privacy Act (ATIPP) requests, as well as legal proceedings.

2. Provides assistance with records management projects.

- Assists with coordinating and implementing plans for records management projects.
- Assists with ordering records management supplies and coordinating the shipment of supplies to program areas, regional offices and health centres.
- Assists with training program and regional staff with records management activities.
- Assists with coordinating outside vendors to ship or move records boxes from program areas, regional offices and health centre to secure records storages.
- Acts as the liaison between the Territorial Manager, Information Management and program areas, regional office and health centres on project activities.
- When required, reviews, sorts, inventories files for transfer and disposition.
- When required, enters box information into the DIIMS system for program areas that do not have dedicated records staff.

3. Reviews, authorizes and processes transfer and dispositions to the GNWT Records Centres.

- Reviews records transfers and dispositions from staff, ensuring that records are scheduled correctly to ARCS and ORCS, and ensures the paperwork has been accurately completed.
- Provides assistance to staff in the preparation of authorization letters for records that will be transferred for disposition.
- Liaises with the Corporate Information Management (CIM) Division, Department of Infrastructure (INF) to process transfers and dispositions for approval.
- Maintains all NTHSSA transfer and disposition documentation as the master/original.

4. Processes Annual Disposition Recommendations from the GNWT Records Centres.

- Prepares and gathers all box inventory forms for boxes that have been recommended for disposition.
- Prepares disposition letters for NTHSSA Directors and Chief Executive Officers authorizations.
- Liaises with CIM, INF for the approval of the recommended dispositions from storage.
- Updates all box inventory forms once boxes have been disposed of.
- Maintains NTHSSA's official disposition files on shared network drive.

WORKING CONDITIONS

Physical Demands

Physical activities are within normal range, duration and frequency.

Environmental Conditions

Position involves occasional exposure to unpleasant or disagreeable conditions.

Sensory Demands

No unusual demands.

Mental Demands

No unusual demands.

KNOWLEDGE, SKILLS AND ABILITIES

- Knowledge of records management theories and practices.
- Knowledge of government organization, procedures and protocol.
- Knowledge of health and social services programs and services.
- Organization and time management skills.
- Oral and written communication skills.
- Analytical skills.
- Ability to exercise sound judgment.
- Ability to interpret and apply privacy and confidentiality legislation and policies.
- Ability to provide high attention to detail.
- Ability to schedule and complete combinations of tasks and conflicting priorities or deadlines.
- Ability to interpret written and verbal instructions.
- Ability to work independently.
- Ability to problem solve by gathering and assessing relevant information and formulating well-reasoned conclusions.
- Ability to think strategically and innovatively including proactively identifying and responding to relevant issues both long-term and immediate importance to Authority.
- Ability to develop effective relationships with staff and external stakeholders.

Typically, the above qualifications would be attained by:

Completion of Grade 12 with two (2) years related experience in an office setting including filing and records tracking, retrieval and storage, supplemented by course work in records management.

ADDITIONAL REQUIREMENTS

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