



IDENTIFICATION

Department	Position Title	
Health and Social Services	Records Administrator	
Position Number	Community	Division/Region
49-15478	Yellowknife	Child and Family Services / HQ

PURPOSE OF THE POSITION

The Records Administrator supports the planning, and implementation of the records classification systems for the Northwest Territories Child and Family Services (CFS) records in a manner that is compliant with all relevant Government of the Northwest Territories (GNWT) legislative acts and regulations, and all established procedures and guidelines.

SCOPE

Located in Yellowknife, the Records Administrator reports directly to the Manager, Child, and Family Services Programs, also referred to as a “Deputy Director” for Child and Family Services and Adoptions and the Adoption Registrar under the Northwest Territories (NWT) *Adoption Act* and Regulations. The Manager, Child and Family Services Programs reports directly to the Territorial Executive Director, also referred to as the “Statutory Director”.

The Statutory Director is responsible for the delivery of the Child and Family Services Program, and the Adoptions Program under two separate pieces of NWT legislation (the NWT *Child and Family Services Act*, and the NWT *Adoptions Act*). Under the Child and Family Services Program, the Statutory Director is accountable for the care and support of approximately 984 children and youth per year (ten-year average, 2017-18 Directors’ Report).

The Statutory Director (Territorial Executive Director) is the permanent custodian of approximately 150 children (2017-18 Directors’ Report). Between October 2017 and March 31, 2018, CFS conducted 315 investigations on 728 children in the NWT. In 2017-18, 98% of children, youth, and families served were indigenous. The 2014 and 2018 audits completed by the Office of the Auditor General of Canada, as well as the Statutory Director’s Audit (completed for the 2016 – 17 fiscal year), indicate a number of significant quality and risk issues in for Child and Family Services, and point to the urgent need to implement significant



and far-reaching improvements in the NWT CFS system, and at all levels within the system, including but not limited to the leadership, direction and support provided by the Statutory Director, the Department, and the leadership and frontline operations of the Health and Social Services Authorities (HSSAs).

In this context, the Records Administrator is responsible for the retrieving and coordination of the CFS program's records and ensuring compliance to Government of the Northwest Territories (GNWT) Administrative and Operational Records Classification Systems (ARCS and ORCS) policies. This position also interfaces with all CFS records managers and frontline staff, and program staff to ensure the integrity of records, and that records are documented and stored effectively in the regions. The position is responsible to ensure the effective and efficient coordination of all CFS records across the Northwest Territories Child and Family Services system.

The Records Administrator assists and supports the regions in creating, reviewing, and scheduling active and semi-active records according to the GNWT standard records classification system and in preparing the records for storage and/or disposition. The position also assists all CFS Division staff in planning for and creating and entering active records into the Digital Integrated Information Management System (DIIMS), preparing records for storage, and identifying records for destruction, in accordance with retention and disposition schedules.

This position provides assistance in responding to and processing all CFS program *Access to Information and Protection of Privacy Act* requests for the Department, and assists the Department's Access to Information and Protection of Privacy (ATIPP) Coordinator to locate, review, and process records, and information requests, including assisting in the redaction of information. The CFS program receives a significant number of information requests from clients and former clients, as well as other stakeholders, and the incumbent will review and coordinate the response to all these requests.

One significant challenge faced by governments is that mainstream organizations, like health and social services, cannot be separated from the legacy of colonialism and anti-Indigenous racism in Canada. In health and social services settings, present day anti-Indigenous racism or systemic racism, impacts access to services, quality of care and health outcomes for Indigenous peoples. This also results in a system that inherently privileges the ideas, needs and norms of the dominant white settler population, including the privileging of western knowledge over Indigenous approaches and ways of knowing.

The HSS system is committed to addressing anti-Indigenous racism and promoting cultural safety and anti-racism. DHSS staff are expected to honour and promote a culturally safe and anti-racist environment at all times and to interact with clients, families, community members, partners and colleagues in a relationship-based approach. This involves being



tactful, respectful, self-aware, and humble in order to develop and maintain ongoing and trusting relationships.

RESPONSIBILITIES

- 1. Supports all Records Management functions for the Child and Family Services System and supports the implementation of standardized records management practices, including implementing automated records information management systems.**
 - Assists division/regions with the implementation of GNWT Administrative Records Classification System (ARCS).
 - Works with division/regions to create and implement Operational Records Classification Systems (ORCS) for program delivery records.
 - Organizes and collates child and family services records transfers into storage, retrievals, and dispositions.
 - Uses the GNWT Digital Integrated Information Management System (DIIMS) to track records.
 - Supports the implementation of records change from paper to the DIIMS as it relates to records management.
- 2. Uses the GNWT Digital Integrated Information Management System (DIIMS) to maintain appropriate storage and retrieval systems of records on behalf of CFS.**
 - Ensures that records for storage are properly identified and boxed and that accurate "Records Transfer to Records Centre" forms are prepared appropriately.
 - Supports the tracking and record of accuracy of an up-to-date list of all CFS records located at the Division and other storage facilities.
 - Ensures accuracy of all data entry in DIIMS.
 - Ensures correct information is entered, accessed, and maintained as per DIIMS procedures.
 - Identifies records ready for disposition, ensuring that they are boxed according to their final disposition status and obtaining the appropriate level of consent.
 - Liaises with relevant records personnel to process record transfers and dispositions.
 - Ensures all records are located on shelves and that accurate records of box locator codes are maintained.
 - Manually sorts and organizes files to be listed on the box inventory forms.
 - Retrieves files in response to requests.
- 3. Adheres to the classification of a centralized electronic records management.**
 - Assists in the implementation of departmental policies and procedures for the management of electronic records including the retention, destruction and archival storage requirements of the records.



- Supports the planning of future implementation of a divisional electronic records management structure to encompass all electronic records (scanned, emailed, etc.).
 - Uses the GNWT Digital Integrated Information Management System (DIIMS) to track records.
- 4. Supports the Child and Family Services Division with *Access to Information and Protection of Privacy Act (ATIPP)* matters.**
- Supports the administrative records requirements associated with processing Access to Information Requests within the time frame established.
 - Assists with the development of administrative procedures for the administration of the *ATIPP Act*, such as tracking of requests.
- 5. Ensures records management processes, including the redaction and processing of files and information requests, meet GNWT privacy and confidentiality requirements, and that they are responsive to information requests.**
- Ensures records are safely transferred and/or returned to storage in accordance with required processes.
 - Assists with file/folder searches and retrievals of records.
 - Reviews and redacts information in response to information requests.
 - Prepares information for Statutory Director release of information.
 - Identifies records that are ready for distribution or transfer to the GNWT Archives.
- 6. Provides Administrative duties for the CFS Division and the Statutory Director.**
- Provides support to Regional Records Management, Coordinators, Administrative staff in the HSSAs to ensure the effective coordination of CFS records territorially.
 - Ensures access control to records/filing rooms to ensure records are safe, appropriately accessed, with the necessary approval.
 - Arranges with movers to move large amounts of files from one location to another.

WORKING CONDITIONS

Physical Demands

The physical effort required for this position involves lifting and carrying boxes of records up to 35 pounds, on a frequent basis.

Environmental Conditions

No unusual conditions.

Sensory Demands

No unusual demands.



Mental Demands

The incumbent may be exposed to documentation that identifies challenging situations involving children, families, foster families, including significant incidents, investigations, and cases in which children, youth, families, and foster families have been negatively impacted.

KNOWLEDGE, SKILLS, AND ABILITIES

- Knowledge of administrative/organizational records classification systems.
- Knowledge and ability to use, and support other staff, in the use of file management procedures, policies, processes.
- Knowledge and/or the ability to acquire knowledge to use electronic information systems i.e., CFS Matrix, for the purpose of electronic information management/processing; DIIMS.
- Ability to acquire knowledge relating to GNWT policies/systems/ processes.
- Ability to apply policies with respect to privacy, confidentiality.
- Ability to apply file management knowledge to CFS information and file management requirements.
- Knowledge, and the ability to use Microsoft (MS) Operating Software, MS Office applications, Internet, and Email programs
- Skilled in organizing, prioritizing, and oral and written communication skills.
- Ability to apply customer relationship skills in order to respond to requests for information.
- Ability to apply relationship, engagement skills, to assist/support DHSS and HSSA staff.
- Ability to review/redact information in response to information requests from public.
- Ability to estimate, plan, and report on project timelines.
- Organizational skills and the ability to recognize and prioritize tasks when there are deadlines.
- Ability to work independently.
- Ability to pay close attention to detail.
- Ability to commit to actively upholding and consistently practicing personal diversity, inclusion, and cultural awareness, as well as safety and sensitivity approaches in the workplace.

Typically, the above qualifications would be attained by:

Completion of Grade 12 with one (1) year related experience in an office setting including filing and records tracking, retrieval, and storage.

Equivalent combinations of education and experience will be considered

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