

TITLE: FREEDOM OF INFORMATION COORDINATOR**CLASSIFICATION:** AO14**MINISTRY:** EDUCATION**DIVISION:** DEPUTY MINISTER'S OFFICE**SUPERVISOR TITLE:** TEAM LEAD, CORPORATE WRITING SERVICES**SUPERVISOR POSITION:** 33902

PROGRAM

The Ministry provides leadership and funding to the K-12 education system through governance, legislation, policy and standards. The Ministry's role in helping to meet the purpose of the school system involves co-governing the K-12 education system with boards of education, working closely with a network of partners, including independent school authorities, professional education organizations, public libraries, First Nations representatives, provincial ministries and agencies and the private sector. Specific roles and responsibilities are set out under the *School Act*, the *Independent School Act*, the *Teachers Act*, the *Library Act*, the *First Nations Education Act*, the *Community Care and Assisted Living Act*, the *Special Accounts Appropriation and Control Act*, and accompanying regulations.

JOB OVERVIEW

The Freedom of Information Coordinator provides leadership and guidance on the implementation of the Freedom of Information and Protection of Privacy Act and makes recommendations on the release of information and the protection of privacy for the Ministry. The position also provides writing services to facilitate the accurate and timely communication of Ministry information to internal and external audiences through a wide variety of media.

ACCOUNTABILITIES

- Reviews, analyses, recommends, develops and authorizes responses to access requests for sensitive, confidential and complex information within specified timeframes.
- Reviews and ascertains the nature and extent of information requests, making preliminary decisions, such as whether the request is within the ministry's jurisdiction or if another public body has a greater interest.
- Analyzes requested records to determine if any mandatory or discretionary exceptions specified in the FOIPP Act apply and what materials can be released ensuring risks, legal and security issues to the author, applicant, third parties and/or the client are considered.
- Reviews records provided by staff to determine if they are within the scope of the request and to ensure that all relevant records have been provided.
- Determines the need to withhold and/or release information or records ensuring risks, legal and security issues to the author, applicant, third parties and/or the ministry are considered.
- Makes determinations to involve senior management and/or executive if there are any extraordinary issues that arise during the processing of a request.
- Severs required information, in accordance with statutory requirements, prior to the release of information.
- Acts as ministry liaison with Information Access Operations (IAO) to discuss requests, negotiate required responses, time extensions, etc.

- Interprets and applies FOIPPA and regulations.
- Develops privacy impact assessments and information sharing agreements for program areas, under Part 3 of FOIPPA.
- Researches ministry programs, policy, reviewing background materials, consulting ministry briefing notes and obtaining content from ministry subject matter experts to develop written responses to ministerial correspondence for the signature of the Minister, Deputy Minister, and Assistant Deputy Ministers as required.

JOB REQUIREMENTS

- Degree/Diploma in Information Management, Public Administration or other directly-related discipline and minimum 1 years of recent experience performing FOI analytical work or; an equivalent combination of education/training and experience.
- Experience interpreting and applying information access legislation, policies and directives (examples include: policies and laws of the provincial, federal, or municipal governments).
- Preference may be given to applicants who have one or more of the following types of experience:
 - Direct experience in interpreting freedom of information /privacy or similar legislation.
 - Experience in managing caseloads.
 - Experience working in a high-volume customer-service environment.
- Knowledge of the Freedom of Information and Protection of Privacy Act, Document Disposal Act and procedures related to the collection, use and disclosure of information.

Successful completion of security screening requirements of the BC Public Service, which may include a criminal records check, and/or Criminal Records Review Act (CRRRA) check, and/or enhanced security screening checks as required by the ministry.

BEHAVIOURAL COMPETENCIES

- **Analytical Thinking** is the ability to comprehend a situation by breaking it down into its components and identifying key or underlying complex issues. It implies the ability to systematically organize and compare the various aspects of a problem or situation, and determine cause-and-effect relationships ("if...then...") to resolve problems in a sound, decisive manner. Checks to ensure the validity or accuracy of all information.
- **Information Seeking** is driven by a desire to know more about things, people or issues. It implies going beyond the questions that are routine or required in the job. It may include "digging" or pressing for exact information; resolution of discrepancies by asking a series of questions; or less-focused environmental "scanning" for potential opportunities or miscellaneous information that may be of future use.
- **Impact and Influence** is the ability to influence, persuade, or convince others to adopt a specific course of action. It involves the use of persuasive techniques, presentations or negotiation skills to achieve desired results.
- **Service Orientation** implies a desire to identify and serve customers/clients, who may include the public, co-workers, other branches/divisions, other ministries/agencies, other government organizations, and non-government organizations. It means focusing one's efforts on discovering and meeting the needs of the customer/client.
- **Teamwork and Co-operation** is the ability to work co-operatively within diverse teams, work groups and across the organization to achieve group and organizational goals. It includes the desire and ability to understand and respond effectively to other people from diverse backgrounds with diverse views.

Career Group:

Job Family:

Job Stream:

Role:

Revised Date:

Oct 2017

TITLE: TEAM LEAD OF RECORDS MANAGEMENT AND FOI**MINISTRY: EDUCATION AND CHILDCARE****SUPERVISOR: DIRECTOR, EXECUTIVE OPERATIONS****CLASSIFICATION: ADMINISTRATIVE OFFICER 21****WORK UNIT: DEPUTY MINISTER'S OFFICE****SUPERVISOR POSITION #: 00109067**

JOB OVERVIEW

Residing within the Deputy Minister's Office, the role leads a team overseeing and administering an integrated ministry-wide approach for Freedom of Information (FOI) requests and records management processes in accordance with applicable legislation, regulations, and best practices. The Team Lead acts as a primary conduit for information exchange between the minister's office, the deputy minister's office, ministry program areas and the Ministry of Citizens' Services. The manager also assists ministry executive and senior management by researching and preparing reports, briefings materials and overseeing ad hoc projects.

ACCOUNTABILITIES

- Develop and implement a Strategic Records Management Project Plan for the Ministry to meet and maintain requirements under Information Management legislation and policy.
- Develop a RACI (responsible, accountable, consulted, and informed) responsibility matrix assignment matrix to identify positions within the Ministry that perform a records management function. Defines accountabilities attached to those positions.
- Directs the development of and provides training programs, materials, and standards for ministry ORCS, ARCS, and records and information management systems.
- Provides expert advice and guidance to ministry management and staff regarding Freedom of Information and Protection of Privacy Act (FOIPPA) policy, procedures, and practices to ensure compliance with statutory requirements and government policy.
- Manages complex and contentious Ministry FOI reviews that have unclear risks or harm factors, are high-profile, often involve multiple stakeholders and are subject to critical scrutiny by media, organizations, or other public bodies.
- Works closely with staff from the ministry's Privacy and Security team on FOIPPA requirements, including privacy management accountability principles and facilitating proactive disclosures.
- Advises senior executive on any extraordinary issues arising from FOIPPA requests and identifies mitigation options
- Research legal, fiscal, operational, and other retention and disposition requirements including those in other jurisdictions.
- Identify cost saving and risk mitigation strategies through new information management initiatives and best practices and provide advice on how these could best be utilized by the Ministry.
- Maintain awareness of legislative or policy changes to recorded information management standards or practices and recommends mitigating strategies to Ministry leadership.
- Provides information regarding changes to recorded information management, identifies challenges within the Ministry and develops solutions to modernize processes. Provides guidance and templates to enable

each division to develop accurate file lists as per Government Records Services approved Information Schedules.

- Inventories all recorded information management systems inputs and outputs to prepare information systems overviews (ISOs).
- Conducts risk analyses to determine classification, retention, storage and disposition requirements or liabilities.
- Develops and delivers records management training in line with the needs of the Ministry, and to compliment existing corporate learning resources.
- Provides direction to and coordinates with records staff throughout the Ministry.
- Serves as Ministry's main point of contact to CIRMO and facilitates the recently formed Community of Practice (CoP) group.
- Leads the definition and delivery of a variety of information management projects, provides project management leadership, or contributes IM expertise to other projects as assigned.
- Provides advice to senior leadership on information management issues and systems.
- Provides periodic verbal and/or written updates to senior leadership with regards to the Ministry's status in terms of legislated records management compliance.
- Provides information management policy, advisory and review services for the Ministry.
- Provides analysis, advice and support for the implementation, expansion or enhancement of Enterprise Document and Records Management Systems (e.g., EDRMS) in the Ministry.
- Supervises staff including assignment of work, development and evaluation of performance plans and approval of leave.

JOB REQUIREMENTS

- Diploma or certificate in a field related to information management (i.e. archives, library studies), or an equivalent combination of education and experience may be considered.
- A minimum of two years experience in classification and management of recorded information in a large organization.
- Minimum two years of experience leading, coaching and supervising professional staff and/or project teams.
- A minimum of two years of experience interpreting and applying legislation, policies and procedures related to the collection, use and disclosure of information.
- Experience interpreting and administering Freedom of Information, BC, and policy related legislation and providing advice on policy, procedures and guidelines related to freedom of information and records management.

KNOWLEDGE, SKILLS, AND ABILITIES

- Knowledge of legislation, policies and procedures related to the collection, use and disclosure of information.
- Ability to organize workload, set priorities, meet deadlines and performance targets.
- Excellent written and verbal communication skills.

PROVISOS

- Successful completion of security screening requirements of the BC Public Service, which may include a criminal records check, and/or Criminal Records Review Act (CRRRA) check, and/or enhanced security screening checks as required by the ministry (**Note: It is important that you read the job posting carefully to understand the specific security screening requirements pertaining to the position**).

WILLINGNESS STATEMENT

- Travel may be required.

BEHAVIOURAL COMPETENCIES

- **Concern for Order** reflects an underlying drive to reduce uncertainty in the surrounding environment. It is expressed as monitoring and checking work or information, insisting on clarity of roles and functions, etc.
- **Analytical Thinking** is the ability to comprehend a situation by breaking it down into its components and identifying key or underlying complex issues. It implies the ability to systematically organize and compare the various aspects of a problem or situation and determine cause-and-effect relationships ("if...then...") to resolve problems in a sound, decisive manner. Checks to ensure the validity or accuracy of all information.
- **Decisive Insight** combines the ability to draw on one's own experience, knowledge and training and effectively problem-solve increasingly difficult and complex situations. It involves breaking down problems, tracing implications and recognizing patterns and connections that are not obviously related. It translates into identifying underlying issues and making the best decisions at the most appropriate time. At higher levels, the parameters upon which to base the decision become increasingly complex and ambiguous and call upon novel ways to think through issues.
- **Teamwork and Cooperation** is the ability to work co-operatively within diverse teams, work groups and across the organization to achieve group and organizational goals. It includes the desire and ability to understand and respond effectively to other people from diverse backgrounds with diverse views.
- **Service Orientation** implies a desire to identify and serve customers/clients, who may include the public, coworkers, other branches/divisions, other ministries/agencies, other government organizations, and nongovernment organizations. It means focusing one's efforts on discovering and meeting the needs of the customer/client.
- **Planning Organizing and Co-ordinating** involves proactively planning, establishing priorities and allocating resources. It is expressed by developing and implementing increasingly complex plans. It also involves monitoring and adjusting work to accomplish goals and deliver to the organization's mandate.

INDIGENOUS RELATIONS BEHAVIOURAL COMPETENCIES

- **Self-discovery and awareness** are understanding one's thoughts, feelings, values, and background and how they impact the success of the interaction and relationship, or how they may influence one's work.