

**TITLE: DIVISION ENGAGEMENT AND RECORDS COORDINATOR**

**CLASSIFICATION: CLERK 12**

**MINISTRY: HOUSING**

**WORK UNIT: GOVERNANCE AND ACCOUNTABILITY BRANCH**

**SUPERVISOR TITLE: TEAM LEAD, CORRESPONDENCE AND FOI**

**SUPERVISOR POSITION #: 00127621**

## JOB OVERVIEW

*This position provides records management coordination support to the division, which includes ensuring the effective implementation of Administrative Records Classification Systems (ARCS) and Operating Records Classification Systems (ORCS), TRIM, coordinating responses for Freedom of Information and Protection of Privacy Act (FOIPPA), and providing records management advice, system services and training as required.*

*In addition, this position is responsible for coordinating events, activities and initiatives for the division that are designed to encourage staff engagement and promote a positive workplace culture. This includes being the division contact for corporately-supported initiatives and those developed independently. As well, this position will occasionally be required to fill in for the Executive Administrative Assistant to the Assistant Deputy Minister and other division Office Managers, which includes maintaining calendars, preparing meeting materials and briefing notes, and other administrative responsibilities.*

## ACCOUNTABILITIES

### Required:

- Coordinates and/or oversees the management of all records and documentation for the division, and sets up and maintains the ARCS / ORCS records management system including the storage, retrieval and destruction of records for the division.
- Provides recommendations on ARCS/ORCS changes or file structure best practices to staff in response to business process changes and new initiatives, including making adjustments to LAN and TRIM structure, retention schedules and adding or deleting both primary and secondary numbers.
- Provides regular, ongoing support to branches to ensure up to date, effective and consistent data management strategies are implemented across the division.
- Maintains inventory lists and related access authorization documentation for semi-active records in offsite storage facilities.
- Searches, retrieves and delivers information and files from manual and electronic storage.
- Provides advice, assistance and formal/informal training to staff on establishing and maintaining records management systems.
- Explains governing records management policies and regulations and resolves filing problems.

- Prepares and/or oversees the preparation of Freedom of Information requests for the Division; and ensures records are gathered and submitted in the correct format and in the legislated time frame.
- Prepares reports on FOI request and records management statistics.
- Develops and coordinates events, activities and initiatives designed to increase staff engagement and contribute to a positive working environment.
- Acts as primary contact for corporately supported initiatives and events (e.g. annual PECSF campaign).
- Required to fill in for the Executive Administrative Assistant as needed to aid in maintaining the Assistant Deputy Minister's calendar, travel arrangements, and associated administrative roles.
- Provides administrative support to other division branches when necessary.

## JOB REQUIREMENTS

- Secondary school graduation or equivalent.
- Experience providing administrative and financial support services
- Knowledge of standard office procedures
- Knowledge of accounting principles, procedures, and financial policies
- Successful completion of security screening requirements of the BC Public Service, which may include a criminal records check, and/or Criminal Records Review Act (CRRA) 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).**

## 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.
- **Planning, Organizing and Coordinating** 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.
- **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.



**TITLE: TEAM LEAD, CORRESPONDENCE & FREEDOM OF INFORMATION**

**CLASSIFICATION: ADMINISTRATIVE OFFICER 21**

**MINISTRY: HOUSING**

**WORK UNIT: GOVERNANCE AND ACCOUNTABILITY BRANCH**

**SUPERVISOR'S TITLE: DIRECTOR, PARTNER RELATIONS & ISSUES MANAGEMENT SUPERVISOR'S POSITION #: 00035456**

## CONTEXT

The Ministry of Housing was formed in December 2022 to focus on the creation of attainable and affordable housing for people in British Columbia. The Ministry works collaboratively with partners within the B.C. government and across the housing sector to ensure consumers and providers in the housing marketplace are supported by efficient and fair regulations, that local governments are enabled to advance the housing their communities need, and that the supply of housing options offer attainable choices for British Columbians. As well, a key responsibility of the ministry is to lead government's focused efforts on addressing the needs of unhoused people to support safe and healthy communities for all. The Ministry provides direction and funding to BC Housing, who has a mandate to develop, manage and administer housing options and supports on behalf of the Government across the housing ecosystem.

## DIVISIONAL OVERVIEW

The Strategy, Governance and Accountability (SGA) Division supports strategic and mandated housing initiatives with key ministry and cross-ministry partners. SGA provides strategic project leadership, planning and performance reporting, as well as engagement and internal communications for key initiatives. SGA provides ministry support for risk and issues management, information management and correspondence, project board and strategic initiatives, and reporting and results management. SGA also leads governance and oversight for BC Housing as well as BC Housing performance monitoring/reporting. SGA is responsible for developing strong partnerships to support the work of BC Housing.

## JOB OVERVIEW

*This position is responsible for planning, organizing and managing the Ministry of Housing's large volume of Executive correspondence and Freedom of Information (FOI) requests. The position manages the ministry correspondence and FOI team and provides guidance and advice to program staff to ensure that incoming correspondence and FOI requests are met within prescribed completion timelines. In providing leadership for the Ministry of Housing regarding correspondence and FOI requests, this position serves as the subject matter expert regarding the interpretation and application of FOIPPA, and the development and maintenance of correspondence policies and procedures.*

## ACCOUNTABILITIES

Required:

Career Group:

Administrative Services

Job Family:

Office Management

Job Stream:

Role:

Admin/Operational

Revised Date:

July 2023



- Supervises multiple staff including assignment of work, development and evaluation of performance plans and approval of leave, assisting staff with the development of work plans and prioritization of assignments.
- Develops, implements and maintains the policies, procedures and operational frameworks for correspondence and FOI requests for the ministry, ensuring both executive and program staff are aware of and adhering to process requirements.
- Develops and delivers training and orientation materials for executive and staff regarding correspondence and FOI policies and procedures.
- Serves as a key point of contact with the Information Systems Branch, Ministry of Attorney General, regarding FOI requests, liaising with the IAO to clarify the scope and intent of requests, clarify timelines, develop fee estimates, resolve outstanding issues and/or manage appeals, and request extensions where appropriate.
- Provides policy guidance and advice to team members and program staff regarding harms review process, making recommendations to executive and IAO regarding severing information in accordance with legislative requirements.
- Manages complex and contentious reviews that have unclear risks or harm factors, are high-profile, are cross-ministry, involve multiple stake holders and are subject to critical scrutiny by media, stakeholder organizations, or other public bodies.
- Manages the flow of correspondence for the Deputy Minister's and Minister's Offices, seeking advice or clarification from various program staff as required, making recommendations to executive regarding the strategic approach to responses and appropriate messaging tailored to suit a diverse array of audiences.
- Implements best practices, operational program policies and procedures by anticipating and responding to new and emerging issues and proactively developing policies and procedures which address those issues.
- Frequently reviews correspondence and FOI policies, procedures, and workflows to identify areas for improvement over time, recommending changes to executive and ensuring timely implementation of changes when direction is confirmed.
- Monitors correspondence and FOI caseload for potentially contentious, sensitive or high-profile requests, proactively briefing the Deputy Minister and other members of the executive leadership.
- Oversees the flow of correspondence between the Ministry and BC Housing and is the correspondence point of contact for the Crown.
- Works with other ministries and Crowns to coordinate policies, procedures and workflows and ensure collaborative responses to correspondence.

## JOB REQUIREMENTS

<b>Career Group:</b>	<b>Job Family:</b>	<b>Job Stream:</b>	<b>Role:</b>	<b>Revised Date:</b>
Administrative Services	Office Management		Admin/Operational	July 2023

- Secondary school graduation or equivalent and some post-secondary education or coursework in English, business English or technical and professional correspondence; **OR**, an equivalent combination of education and experience may be considered.
- Minimum of 2 years experience coordinating correspondence;
- Experience using CLIFF;
- Experience using eApprovals;
- Minimum 1 year of experience coordinating and assessing FOI requests.
- Experience developing corporate or operational policies and procedures;
- Experience establishing and maintaining positive working relationships with a variety of staff and organizations; and
- Minimum of 1 year of supervisory experience providing support and guidance to staff.
- 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**).

## BEHAVIOURAL COMPETENCIES

- **Planning, Organizing and Coordinating** 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.
- **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.
- **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.

## INDIGENOUS RELATIONS BEHAVIOURAL COMPETENCIES

Career Group:	Job Family:	Job Stream:	Role:	Revised Date:
Administrative Services	Office Management		Admin/Operational	July 2023

- **Building a Trust-based Relationship** requires a fundamental understanding that "relationship" is the foundation from which all activities happen and that building a good relationship takes time and commitment. It is a willingness to build a personal relationship in addition to a professional one, participating in open exchanges of experiences and culture. It requires a genuine, non-controlling approach and relies upon demonstrated integrity and transparency. Building a trust-based relationship requires a high level of consciousness of the experience of Indigenous people with Crown relations. It assumes that strengths abound in Indigenous people, cultures, and communities.