

TITLE: MANAGER, BUSINESS OPERATIONS

CLASSIFICATION: BAND 1

MINISTRY: MENTAL HEALTH AND ADDICTIONS

WORK UNIT: DEPUTY MINISTER'S OFFICE

SUPERVISOR TITLE: DIRECTOR, EXECUTIVE OPERATIONS

SUPERVISOR POSITION #: 00116902

PROGRAM

The Ministry of Mental Health and Addictions leads the Province of British Columbia (BC) in efforts to improve the mental well-being and reduce substance use-related harms for all British Columbians. The ministry has overall responsibility for the development of a coherent, accessible, and culturally safe mental health and addictions system that is effective for individuals and families across the lifespan throughout the province. The ministry is also responsible for escalating an immediate response to the province's overdose emergency. The ministry aims to strengthen social supports and services that impact mental health and well-being (for example, housing, employment, income, education, and childcare) by undertaking a whole-government, multi-systems approach in partnership with other ministries, service delivery partners, researchers, other levels of government, families, youth, people with lived experience, and Indigenous peoples.

The Deputy Minister's Office (DMO) is the primary liaison office between the ministry and the Minister's Office, partner groups and central government. The DMO oversees the strategic and operational business of the ministry.

JOB OVERVIEW

The position supports the development of the service plan, coordinates issues management, leads projects and manages executive communications and finances.

ACCOUNTABILITIES

- Manages issues, identifies critical and emerging issues and consults with senior officials on approaches and alternatives; anticipates political and sensitive issues, researches information, gathers facts, identifies resource requirements, develops alternatives and coordinates a timely response.
- Anticipates political and sensitive issues, researches information, gathers facts, identifies resource requirements, develops alternatives and coordinates a timely response.
- Responsible to coordinate Minister Office requests for Briefing and Decision Notes, and to coordinate UBCM materials within the Ministry.
- Coordinates communications functions, identifies, researches and responds to external and internal enquiries involving highly sensitive and confidential issues, and writes responses for signature of the Minister, Deputy Minister or ADM.

- Supervises staff including assignment of work, development and evaluation of performance plans, approval of leave, response to grievances and initiation of discipline processes.
- Oversees projects and assists subordinate employees to ensure completion.
- Leads cross-program projects, plans the approach, selects members, sets milestones, monitors and reports on outcomes and identifies linkages with other projects within the ministry or in government (i.e., business transformation projects, business process review, and best practice studies).
- Develops and implements new or amended operational policies in conjunction with senior managers and executives.
- Manages the flow of information such as briefing notes, treasury board submissions, speaking notes and correspondence, and provides advice on written amendments.
- Monitors expenditures, manages contracts, recommends changes to meet fiscal priorities, and develops trend analysis for reports on potential solutions to financial issues.
- Coordinates materials for Question Period and Estimates debate, and ensures materials are aligned with government and ministry priorities, strategies, and plans.
- Coordinates and ensures an integrated approach to records management and freedom of information.
- Provides backup coverage to the Director, Executive Operations as well as Expense Authority responsibilities.

JOB REQUIREMENTS

- Completion of relevant post-secondary training or equivalent combination of education and experience; preference may be given to candidates with a bachelor's degree.
- Experience in a senior administrative role; minimum 2 years' experience is preferred.
- Experience dealing with highly confidential and sensitive issues.
- Excellent organizational skills to manage diverse workloads effectively and independently.
- 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).**

Preference may be given to applicants with the following:

- Experience drafting, formatting and proofreading a variety of documents, including confidential correspondence, memos, detailed reports and presentations
- Experience with government policies and processes.
- Experience working with a Minister's Office.
- Experience working with Indigenous organizations and communities.
- Lived experience or experience working with populations with complex health and social challenges.
- Self-identify as having an Indigenous heritage.

BEHAVIOURAL COMPETENCIES

- **Organizational Awareness** is the acumen to appreciate and the ability to use the power relationships in either one's own, or other, organization(s). This includes the ability to identify the real decision-makers and the individuals who can influence them; and to predict how new events or situations will affect individuals and groups within the organization.
- **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.
- **Flexibility** is the ability and willingness to adapt to and work effectively within a variety of diverse situations, and with diverse individuals or groups. Flexibility entails understanding and appreciating different and opposing perspectives on an issue, adapting one's approach as situations change and accepting changes within one's own job or organization.
- **Building Strategic Alliances** involves knowledge and skills to engage in internal and external stakeholder analysis and to negotiate agreements and alliances based on a full understanding of power and politics.
- **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, 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.
- **Cultural Agility** is the ability to work respectfully, knowledgeably and effectively with Indigenous people. It is noticing and readily adapting to cultural uniqueness in order to create a sense of safety for all. It is openness to unfamiliar experiences, transforming feelings of nervousness or anxiety into curiosity and appreciation. It is examining one's own culture and worldview and the culture of the BC Public Service, and to notice their commonalities and distinctions with Indigenous cultures and worldviews. It is recognition of the ways that personal and professional values may conflict or align with those of Indigenous people. It is the capacity to relate to or allow for differing cultural perspectives and being willing to experience a personal shift in perspective.

TITLE: FREEDOM OF INFORMATION ANALYST**CLASSIFICATION: ADMINISTRATIVE OFFICER 18****MINISTRY: MENTAL HEALTH AND ADDICTIONS****WORK UNIT: DEPUTY MINISTER'S OFFICE****SUPERVISOR TITLE: DIRECTOR, EXECUTIVE OPERATIONS****SUPERVISOR POSITION #: 00116902****PROGRAM**

The Ministry of Mental Health and Addictions leads the Province of British Columbia in efforts to improve the mental well-being and reduce substance use-related harms for all British Columbians. The ministry has overall responsibility for the development of a coherent, accessible, and culturally safe mental health and addictions system that is effective for individuals and families across the lifespan throughout the province. The ministry is also responsible for escalating an immediate response to the province's overdose emergency. The ministry aims to strengthen social supports and services that impact mental health and well-being (for example, housing, employment, income, education, and childcare) by undertaking a whole-government, multi-systems approach in partnership with other ministries, service delivery partners, researchers, other levels of government, families, youth, people with lived experience and Indigenous peoples.

The Deputy Minister's Office (DMO) is the primary liaison office between the ministry and the Minister's Office, partner groups and central government. The DMO oversees the strategic and operational business of the ministry, including responding to requests under the *Freedom of Information and Protection of Privacy Act* (FOIPPA).

JOB OVERVIEW

Responds to access and privacy requests, working to find practical and equitable solutions within the parameters of FOIPPA, and makes recommendations on the release of information and the protection of privacy for the ministry.

ACCOUNTABILITIES**Required:**

- Reviews, analyzes, recommends, develops and authorizes responses to access requests for 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.

Career Group:

IM/IT

Job Family:

IM

Job Stream:

FOIPP

Role:

Technical

Revised Date:

June 2016

- Analyzes requested records to determine if any mandatory or discretionary exceptions specified in FOIPPA 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.
- Makes determinations to involve senior management and/or executive if there are any extraordinary issues that arise during the processing of a request.
- Interprets and applies FOIPPA and other regulations and severs required information, in accordance with statutory requirements, prior to the release of information.
- Acts as central liaison on behalf of ministry clients when responses to requests for review or complaints are made to the Office of the Information and Privacy Commissioner.
- Negotiates and discusses requests with Information Access Operations (IAO) to ensure requests are clearly defined, the FOI process is clearly understood, and to narrow or clarify the scope of the request.
- Reviews records provided to determine if they are within the scope of the request and to ensure that all relevant records have been provided.
- Works with stakeholders to anticipate complexities, gather facts, identify resource requirements, develop alternatives and coordinate a timely response.
- Discusses time extensions or multiple releases of information for complex or extensive requests with applicants and ministry staff and applies for time extensions under FOIPPA where required.
- Determines if a fee, as prescribed by FOIPPA, can be applied and prepares a fee estimate where appropriate.
- Manages and organises a large and varied caseload with competing priorities using a project information system of case notes and documentation.
- Maintains positive client relations by providing excellent customer service for applicants and ministry partners/clients.
- Determines which requests are eligible for publication on Open Information.
- Recognizes and recommends requests and information that may be suitable for proactive release.

JOB REQUIREMENTS

- Degree in Information Management, Public Administration or other directly related discipline and **1 years'** experience performing analytical work or; Diploma in Information Management, Public Administration or other directly-related discipline and **2 years'** experience performing analytical work or; an equivalent combination of education/training and experience.
- 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).**

Recent and related experience must include:

- Experience interpreting and applying legislation, policies and directives (such as policies and laws of the provincial, federal, or municipal governments.)
- Experience in negotiation, mediation, and/or conflict resolution.

Career Group:

IM/IT

Job Family:

IM

Job Stream:

FOIPP

Role:

Technical

Revised Date:

June 2016

- Preference may be given to applicants who have one of more of the following:
 - Direct experience in interpreting freedom of information privacy or similar legislation.
 - Experience in managing caseloads.
 - Experience working in a high-volume customer-service environment.

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.
- **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.
- **Results Orientation** is a concern for surpassing a standard of excellence. The standard may be one's own past performance (striving for improvement); an objective measure (achievement orientation); challenging goals that one has set; or even improving or surpassing what has already been done (continuous improvement). Thus, a unique accomplishment also indicates a Results Orientation.
- **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.
- **Cultural Agility** is the ability to work respectfully, knowledgeably and effectively with Indigenous people. It is noticing and readily adapting to cultural uniqueness to create a sense of safety for all. It is openness to unfamiliar experiences, transforming feelings of nervousness or anxiety into curiosity and appreciation. It is examining one's own culture and worldview and the culture of the BC Public Service, and to notice their commonalities and distinctions with Indigenous cultures and worldviews. It is recognition of the ways that personal and professional values may conflict or align with those of Indigenous people. It is the capacity to relate to or allow for differing cultural perspectives and being willing to experience a personal shift in perspective.

Standard Operating Procedures for LAN Organization

Ministry of Mental Health and Addictions

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Background

The LAN is used to manage the official copy of our branch records – replacing the paper-based system. The same level of care that is applied to paper files should be applied to the LAN folders. Dates and naming conventions are key factors and need to be applied consistently.

MMHA Divisional LAN's are as follows:

1. MMHA_A_ALL open to all staff in MMHA = <\\SFP.idir.bcgov\S137\S3700\ALL>
2. MMHA_A_CS - Corporate Service Division = <\\SFP.idir.bcgov\S137\S3700\CS>
3. MMHA_A_DMO – Deputy Minister Office = <\\SFP.idir.bcgov\S137\S3700\DMO>
4. MMHA_A_SUP Strategic Priorities & Initiatives = <\\SFP.idir.bcgov\S137\S3700\SUP>
5. MMHA_A_CYMHP = Strategic Policy and Planning = <\\SFP.idir.bcgov\S137\S3700\CYMHP>
6. MMHA_A_TAR = Treatment and Recovery Division = <\\SFP.idir.bcgov\S137\S3700\TAR>

It's important to use appropriate [ARCS](#) and [ORCS](#) coding at the folder level to ensure records are retained for the appropriate length of time.

An effective LAN will help the ministry to:

- Facilitate each division's work by reducing the amount of search time
- Move towards genuine collaboration
- Cultivate a culture of sharing, support, and accountability
- Comply with [IMA legislation](#)

Goal

Develop and maintain a LAN structure that helps to support team operations and enables compliance of legislative requirements.

Documenting Decisions

B.C.'s [Information Management Act \(IMA\)](#), legislation that sets the foundation for government's transition to modern and digital information management.

There is a new section of the IMA that introduces a requirement to create and manage records of [government decisions](#). That requirement is now in effect.

While this is the first time the requirement has been formalized in law, it has long been a requirement, and an expectation, that public servants create adequate records to support accountability, transparency and accurate reporting of decisions to the public.

MMHA has good practices in place to meet this expectation.

The new requirement in the IMA obliges each ministry to take reasonable steps to ensure the right policies and processes exist around documenting decisions. Guidelines and job aids are now available to assist you in understanding and applying the requirement.

If you have any questions about this initiative, or your own responsibilities under the IMA, please contact [Government Records Service](#).

Responsibilities

Individual division members are responsible for:

- Naming documents (according to standards) and filing in correct folders
- Moving obsolete drafts to transitory draft folder

Senior Manager of Corporate Operations is responsible for:

- Second-level folder creation and direct liaison with Ministry Records Officer
- Securing confidential employee or competition files

Executive Assistant and administration staff at the Divisional level are responsible for:

- Auditing all folders every quarter by ensuring documents are accurately filed under the correct classifications and appropriate naming conventions are applied
- Liaising with MMHA's designated records management support
- Supporting each team member to ensure they understand the process and expectations
- Requesting monthly feedback from staff team contact to help ensure the system is working effectively
- Reviewing and deleting documents (in the transitory draft folder) every month.
- Training new staff on the LAN requirements as required

Procedures

Creating a new folder

Please contact the Manager of Corporate Operations to create a folder on the first and second levels.

Folder Naming Convention

- Titles should reflect content
- Use words that are commonly understood in the working group
- LAN folders should not use individual names or positional titles. Personnel files are the exception
- Folder names should include ARCS classification numbers at the end of the title in brackets
- Do not repeat a name on any sub-level that has already been used in the higher-level folder. For example, in a first level folder named REPORTS, it is not necessary to have a subfolder with the name REPORTS.
- Create a “Transitory draft” folder within your current folder for non-final versions. (Treasury board submissions, Cabinet board submissions, and Legislation are the only record types where the drafts are required to be kept as well as the finals.)
- Folder naming convention should read {subject/function} {arcs classification}, using [ARCS](#) and [ORCS](#) titles
 - Example: **Briefing notes (ARCS-280-20)**
 - Example: **Conferences and Events (ARCS-220-20)**

Saving a document on the LAN

- Save only latest versions in the appropriate folder
- Move older versions to the transitory draft folder. Treasury board submissions, Cabinet board submissions, and Legislation are the only record types where the drafts are required to be kept as well as the finals. The MMHA DMO retains final copies of Treasury board submissions, Cabinet board submissions, and Legislation, and copies of these in divisions are not considered the final version.
- Save branch electronic records under branch function and then [ARCS](#) and [ORCS](#) classification
- Please see the Manager of Corporate Operations to help file confidential or sensitive documents (e.g., personnel files).

Cabinet Documents

Cabinet Operations holds the master versions of Cabinet submissions. It is the policy of Cabinet Operations that ministry copies of Cabinet/TB submissions and draft submissions are to be kept secure to ensure no unauthorized access. Substantial drafts should be kept locked in the Deputy Minister’s Office.

Note: The ministry OPR¹ is the Deputy Minister's Office on all Cabinet and Treasury Board submissions.

Document Naming Convention

- Name documents in the following order: Date (CLIFF number if applicable) then subject/content
- Identify draft and final versions clearly using V01, V02 – store drafts as transitory, deleting on a regular cycle. Only final versions to be stored on LAN for full retention period. Be sure final version includes the word “final” and the date.
- Avoid using abbreviations, unless they are commonly understood and there is group agreement.
 - ✓ Document title should read {YYYY-MM-DD} {CLIFF number}
Example **2018-11-10 - 1120477 - Public Information Campaign**
 - ✓ Document title should read {YYYY-MM-DD} {subject} {version number}
Example **2018-10-09 Wellness symposium V01**

Key contacts

1. Divisional Administration staff
2. Senior Manager of Corporate Operations
3. Records Officer for MMHA
4. Documenting Government Decisions – *Information Management Act* – Ministry Champion:
Executive Lead and Executive Financial Officer
5. Freedom of Information (FOI) – Ministry lead: Director, Partner Relations & Executive Operations

Moving a File

When moving a file over to a different location, use “COPY” and “PASTE” from the Edit menu. Once completed, you can delete the old [source] file. By using the “COPY” and “PASTE” method, it ensures permissions are picked up and attached to the file in the new location. DO NOT use ‘cut and paste’ or ‘drag and drop’ functions as permissions will be broken.

Training

[IM 112: Managing Government Records](#)

[IM 117: Protection of Privacy, Access to Information and Records Management](#)

GRS Learning page; Records Management Foundations videos, Community of Practices videos presented by GRS:
<https://intranet.gov.bc.ca/thehub/corporate-information-and-records-management-office/government-records-service/grs-learning>

Records Management Guides & Learning; Guides for Email and various systems, RM basics and how to's with some self guided learning at the bottom:

<https://www2.gov.bc.ca/gov/content/governments/services-for-government/information-management-technology/records-management/training>

Records Management Community on the @Work site: <https://gww.gov.bc.ca/groups/records-management-community>

[GRS Online Training Modules](#)

[Additional Training Modules](#)

[Learning Resources For Defensible Destruction](#)















[BC Gov Records Management Page](#)

[Personnel Records Guidelines](#)

[ARCS and ORCS classification](#)

Sample LAN Structure

- Use [ARCS](#) and [ORCS](#) titles
- The **first** level is the business function (e.g. admin, finance, human sources) Do not file at this level.
- The **second** level contains specific primary classifications. Do not file at this level.
- The **third level** contains the documents; this is where naming conventions must be practiced consistently.

Root Folder - Branch	Strategic Planning Branch		
First level	<div> <div>Name</div> <div>  Admin  Finance  Human Resources  Info Tech </div> </div>		
Second level	<div>  agreement development files (146-20) 2018-12-20 9:38 A... File folder  committees inter ministerial (200-20) 2018-12-20 9:39 A... File folder  Staff meetings internal (102-20) 2018-12-20 9:42 A... File folder  agreements approved 146-25 2018-12-20 9:45 A... File folder  conferences and events (220-20) 2018-12-20 9:47 A... File folder  executive correspondence (280-30) 2018-12-20 9:49 A... File folder  executive briefing notes (280-20) 2018-12-20 9:50 A... File folder  executive issue records (280-40) 2018-12-20 9:50 A... File folder  speeches and presentations (324-40) 2018-12-20 9:52 A... File folder </div>		
Third level	<div>  2018-11-10 1120477 public information campaign 2018-12-20 10:31 ... File fo </div>		