



JOB POSTING

Position: Records Management Clerk
Position Type: Full-Time
Duration: 37.5 hours per week
Department: Organizational Effectiveness
Closing Date: January 14, 2022

Are you looking for a great opportunity to build your career? Are you a candidate that is passionate, self-motivated, and patient and has a positive attitude, and are looking to take on a role to ensure all client supports are in compliance with DDRC practices and policies and to uphold FOIP practices for client records management processes?

If yes, take a look at the opportunity below.

ABOUT US:

The DDRC is a non-profit, registered, charitable organization that began in 1952. We offer programs and resources for children and adults with developmental disabilities, their friends and family, and other members of the community. The DDRC employee's role model the DDRC mission - *"DDRC promotes awareness and supports communities to include persons with developmental disabilities, thereby strengthening communities for all citizens."* If you believe in the DDRC's mission and values, we would welcome you to our team.

WHAT THE ROLE PROVIDES YOU:

The DDRC hires passionate, driven individuals who live our values and can work independently. We offer a variety of roles, competitive benefits, and a culture that supports work/life balance.

We offer fixed schedules, paid training, development, coaching, Benefit Plan, Health Spending Account (HSA), RRSP Program, Employee and Family Assistance Program (EFAP), WCB, vacation days, free parking, statutory holidays, and Agency complimentary hours off per year.

As a Records Management Clerk you would implement record-keeping procedures and maintain accurate client files for the Agency and to act as a service support within the Organizational Effectiveness Team.

KEY RESPONSIBILITIES:

- Provide mentoring, coaching, direction and support the agency leaders on client compliance services
- Ensure compliance with Agency policies, procedures, mission and values
- Support program managers to develop objectives and outcomes that align with strategic priorities established by the Organizational Effectiveness Director and/or CEO
- Demonstrates a commitment to excellence

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- Maintains confidentiality when communicating with staff, clients and other Agency stakeholders
- Employs common sense and good judgment
- Has the ability to work independently and as part of a team
- Implements and maintains efficient processes for the organization, storage, protection and retrieval of client compliance information
- Creates, updates and maintains accurate, organized record management and related systems
- Ensure client meetings are conducted from intake to annual reviews and appropriate documentation is completed and received
- Participate in the incident reporting process adhering to quality and compliance processes
- Provides analytical reports for internal and external reporting purposes
- Locate and retrieve information in response to requests from authorized users
- Perform periodic compliance inspections of materials in order to ensure correct placement, legibility, and proper condition
- Provides liaison, orientation and guidance regarding records management policies and processes to staff
- Track materials submitted or removed from records in order to ensure compliance with expected procedures
- Perform inactive processes, lift file boxes up to 30lbs, and adhere to contract storage and maintenance guidelines and/or legal requirements
- Perform all other duties as required by the Director of Organizational Effectiveness

WHAT YOU BRING TO THE ROLE:

- Grade 12
- 1-2 years of direct work experience in a records management capacity
- Data entry experience
- Knowledge of human services field
- Knowledge of applicable federal and provincial legislation as well as professional standards (e.g. Freedom of Information and Protection of Privacy Act, Protection of Persons in Care Act, Core Standards, an asset
- Demonstrated proficiency in MS Office, with particular emphasis on Microsoft Word, Excel and Outlook
- Excellent spelling, grammar and punctuation skills
- Superior time management skills, multitasking skills and the ability to prioritize tasks with minimal supervision
- Strong critical thinking, accountability and dependability
- Attention to detail and results orientated

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PERSONAL QUALITIES:

- Demonstrated values consistent with the DDRC mission
- Commitment to professional development and continuous learning
- Able to work independently and as part of a multi service team
- Professional / articulate communication –verbal, written, listening , two-way feedback

DDRC VALUES:

- We value diversity;
- We believe individuals have a right to explore and fulfill their potentials;
- We recognize the need for accountability and responsibility; and
- We foster an environment of respect, acceptance, accessibility, and interdependence.

Please submit your resume and cover letter to: employment@ddrc.ca
citing " DDRC-21-18W-RMC " in the subject line.

DDRC is an equal opportunity employer. We thank all candidates for their interest. Only those selected for an interview will be contacted. We regret that we are unable to accept telephone inquiries.