



Because children depend on all of us

**If you are looking to join an organization which offers a
meaningful **JOB OPPORTUNITY** then **CAST** is the place for you!**

The Children's Aid Society of Toronto (CAST) is proud of their long history of leadership in protecting children and their commitment to the provision of quality service to children and their families. If you are looking to make a difference in the lives of children, we have an opportunity for you. Come join us and be part of our team and work for one of the city's Top Employers.

The following **Permanent Full-time** position is available and applications are invited:

Manager, Records Management Services

Job Posting #: 19-110

Salary Range: \$85,644 - \$106,194

PURPOSE:

The Manager Records Management Services provides leadership, ongoing support and direction of the records search and records management services. Oversees the integration of the Child Protection Information Network (CPIN) search functions into the Records Management Services department and provides records management expertise to Agency departments/branches.

MAJOR RESPONSIBILITIES:

1. Responsible for the integration of CPIN In-Take Search functions into the Records Management Services department.
2. Reviews and approves responses to records search requests as required.
3. Assists Records Management Services employees to resolve errors and discrepancies in Agency and CPIN records as required and notifies support of issues relating to client files in CPIN as required.
4. Performs periodic spot checks to monitor the accuracy of records searches and other work, and the quality of microform conversions and scanned documents.
5. Provides ongoing professional expertise, support and training to team members.
6. Ensures the maintenance of detailed records/systems for tracking records search requests and other work assignments and produces statistical reports and summaries for planning and administrative purposes.
7. Develops, refines, implements, and maintains effective work policies, procedures, and systems.
8. Participates as a member of the Information Management Team in the development and implementation of branch service plans and priorities.
9. Provides input to the development of Society policies and procedures as well as Branch processes regarding the management of records.
10. Advises and trains Agency staff on policies and procedures for managing records.
11. Initiates and maintains effective partnership relationships with frontline Agency staff and various internal services, including Child and Youth Services, Disclosure, Intake, the Privacy Office, and Resources for Children and Youth.
12. Leads and/or participates on Branch, Agency or community committees.

13. Creates and leads teams that reflect diversity, support differences and encourages different perspectives.
14. Maintains financial accounts by reviewing and authorizing vendors' invoices for payment.
15. Uses sound judgment in consideration of financial resources within branch/departmental budget.
16. Ensures compliance with Society's financial policies and procedures.
17. Works and ensures assigned staff work in a safe manner in accordance with the Society's health and safety policies and procedures and all relevant legislation.
18. Ensures Society's Code of Ethics, Confidentiality, Anti-Oppression/ Anti-Racism, Harassment & Discrimination policies, etc. are incorporated into self and team.
19. Performs additional duties, as assigned.

QUALIFICATIONS:

EDUCATION:

- Post-secondary education in a relevant field such as administration, social and community services, or other social sciences.
- College/university level certificate in records management.
- At least five (5) years of relevant experience.
- An equivalent combination of education and experience sufficient to successfully perform the essential duties of the job.

KNOWLEDGE AND SKILLS:

- Sound knowledge of records/information practices and guidelines as they relate to policies, procedures and applicable legislation.
- Demonstrated supervisory and leadership skills with a strong emphasis on a balanced participatory and action-oriented work/management style.
- Previous experience in integration projects and evidence process improvement capability.
- Demonstrated interpersonal skills and strong customer service focus in dealing with internal and external clients while displaying an image of professionalism, discretion, integrity and tact.
- Excellent written and verbal communication skills.
- Demonstrated ability to resolve conflicts, elicit cooperation, negotiate and collaborate.
- Competence in problem analysis, judgement and decision making.
- Ability to think outside the box and provide innovative solutions which drive quality and efficiency.
- Proficiency in using word processing and spreadsheet software and knowledge of Microsoft Access and database structures. Experience in using Laserfiche preferred.
- Demonstrated ability to prioritise competing work demands, balance workload requirements, and manage a high volume of work.
- Demonstrated ability to analyse, synthesize information and attend to detail.
- Excellent organizational and record system development skills.
- Certified Records Manager (CRM) designation or acceptance by the Institute of Certified Records Managers as a candidate, preferred.
- Knowledge of Child Welfare services and clients, an asset.
- Knowledge and experience with privacy legislation requirements, preferred.

Anti-Oppression/Anti-Racism at CAST

CAST is committed to having a workforce that is reflective of the diversity of the City of Toronto and strongly encourages application from all qualified individuals, especially those who can provide different perspectives and contribute to a further diversification of ideas.

Accommodation at CAST

We are committed to a selection process and work environment that is inclusive and barrier free. Accommodation will be provided in accordance with the Ontario Human Rights Code. Applicants need to make any accommodation requests for the interview or selection process known in advance by contacting the Human Resources Department at 416-924-4640 x2300. Human Resources will work together with the hiring committee to arrange reasonable and appropriate accommodation for the selection process which will enable you to be assessed in a fair and equitable manner.

APPLY NOW!

Apply directly on our website at www.torontocas.ca under the Careers section by **FRIDAY, JUNE 28, 2019.**

If you cannot apply on our website, applications can be faxed (416-324-2400), or mailed (30 Isabella Street, 5th Floor) to the attention of Human Resources, **clearly indicating the Job Posting Number: JP#19-110**

We thank all applicants for their interest; however, only qualified applicants will be contacted.