



Family and Children's  
Services Niagara

Les Services à la famille  
et à l'enfance de Niagara

*For more than a century, Family and Children's Services Niagara, the local Children's Aid Society, has provided vital child welfare, family/community support, counselling, foster care and adoption services to residents in the Niagara Region.*

## Disclosure Clerk

[Up to one (1) year]

Reporting to the Senior Manager of Quality Assurance, Privacy Designate, the Disclosure Clerk provides support to Child Protection Workers and the CQI Department in producing disclosures and access to Personal Information and assisting the Privacy Designate as necessary in meeting the agency's privacy mandate

### **Main Duties and Responsibilities:**

#### **Disclosures & Access to Information**

- Under supervision of the Senior Manager of Quality Assurance and Privacy Designate as well as through consultation of Legal Counsel the Disclosure Clerk responds to disclosure and access to information requests in relation to the CYFSA and Part X
- Communicates with requestors to define the scope, requirements, and entitlement of a request
- Obtains all records from the case information system(s), reviews, and redacts
- records in accordance with consent, legislative and regulatory requirements, policies and procedures and provincial business harmonization
- Liaises with Child Protection Workers, Child Protection Supervisors and Legal Counsel to obtain and confirm information produced for disclosure
- Updates case management system data and information regarding disclosure requests
- Administers provision of disclosure documents to requestors
- Respond to non-routine requests and inquiries

#### **Clerical and Administrative Support**

- Provides clerical and administrative support, including processing of all types of mail, filing and file systems, word processing, spreadsheet and data tracking, data entry and distribution of confidential and sensitive information
- Responds to telephone calls, email, or other messages, directs messages and provides information and/or assistance and directs or refers as appropriate and with urgency, if required
- Produces, collages, packages, expedites, and processes documents and files

#### **Communication & Customer Service**

- Provides effective and timely customer service to all staff and clients and seeks to develop professional working relationships across all sectors as well as with external third parties
- Collaborates with staff across the organization on disclosure and access to personal information needs

#### **Other Related Activities**

- Participates in training and events as required by the Senior Manager of Quality Assurance, Privacy Designate
- Identifies individual professional development needs to the supervisor, to ensure that performance is maximized
- Reports to their supervisor any missing or defective parts or equipment which may endanger them or another worker
- Reports any hazard or contravention of the OH&S Act to the supervisor
- Performs other related duties as assigned

**Qualifications:**

- Diploma or Degree from a recognized college or university in the areas of Law Clerk, Records Management or Library Science or a BA in Business, with at least two years' experience in personal information and records management
- An excellent knowledge of relevant CAS/industry computer applications (i.e. CPIN)
- Valid G Driver's License and access to a reliable motor vehicle with appropriate liability insurance required
- Personal integrity and responsibility and a commitment to the goals of child welfare and Family & Children's Service Niagara including embedding anti-oppressive practice into all aspects of the work
- Demonstrated ability to use MS Office applications
- Excellent grammatical, spelling, and proof-reading skills along with demonstrated written communication skills
- Proficient interpersonal skills and the ability to establish and maintain collaborative working relationships.
- Basic knowledge of the Child, Youth & Family Services Act and Part X, as well as familiarity with privacy legislation (MFIPPA, FIPPA, PHIPA)

*Please apply with your cover letter and resume by **July 24, 2021**.*

*We thank all applicants however only those considered for an interview will be contacted.  
Preference will be given to candidates who are bilingual in French and English.*

*Family and Children's Services Niagara welcomes candidates from racialized groups, First Nation Inuit or Métis persons, persons with disabilities, persons of any sexual orientation, and persons of any gender identity or gender expression. Accommodations are available for candidates with disabilities throughout the recruitment process in accordance with the Ontario Human Rights Code and the Accessibility for Ontarians with Disabilities Act (AODA).*