

TITLE: Records Coordinator	CLASSIFICATION: Clerk 15
POSITION NUMBER: 00102595	SUPERVISOR TITLE: Data Manager, Reviews and Investigations

ORGANIZATIONAL CONTEXT

The Representative for Children and Youth (RCY), an independent officer of the B.C. Legislature, works to influence positive change to B.C.'s child-, youth- and young adult-serving system. The Representative's Office provides advocacy support to people dealing with the child and youth service system and advocates directly on behalf of children, youth and young adults, monitors and reviews government services to children and youth and reviews and investigates selected deaths and critical injuries of children and youth who are receiving services.

RCY functions within a complex and dynamic socio-cultural, legislative and practice context. Drawing on multiple sources of information and knowledge, RCY continually assesses and identifies opportunities to inform and advocate for improvements to the child, youth and young adult serving systems and establishes strategic priorities and takes action accordingly.

Two interconnected priorities for RCY are to: 1) identify, recommend and advocate for ways to improve child welfare and other designated services to those Indigenous children and families who come into contact with the Ministry of Children and Family Development and/or Delegated Aboriginal Agencies; and 2) meaningfully, ethically and sustainably engage with children, youth, young adults and the community members who care about and for them to enhance RCY's understanding about their lived and living experience, especially with systems of care.

To support these priorities, RCY is committed to becoming a more culturally aware and agile organization, integrating Indigenous ways of knowing and being into our daily practice, and ensuring that our work highlights concerns with and opportunities to improve the experience of and outcomes for First Nations, Métis, Inuit and Urban Indigenous children and youth in need of services. RCY supports all staff to develop a critical understanding of the history of First Nations, Métis, Inuit and Urban Indigenous Peoples within Canada and the impact of colonization on the contemporary experience of children, youth, families and communities and on current systems, structures and politics. Meaningful relationships with Indigenous leaders, young people, organizations and communities are of vital importance to RCY.

In addition, RCY is committed to centring and amplifying the voices and lived and living experience of children, youth and young adults who are or have engaged with B.C.'s child-, youth- and family-serving systems.

JOB OVERVIEW

The Records Coordinator is a key member of the Reviews and Investigations Team and provides records management and administrative services for all team members. The Records Coordinator reports to the Data Manager, Reviews and Investigations.

ACCOUNTABILITIES

The Reviews and Investigations records coordinator holds the following accountabilities:

- Supports the overall management and coordination of reports of child injuries and deaths (reportables) received in a general Inbox and provides support in flagging and processing reportables.
- Responsible for ensuring that all Reviews and Investigations files and records are stored in alignment with the RCY Administrative Records Classification (ARC's) and Operational Records Classification (ORC's) policy.
- Supports tracking of Reportable records in RCY's CITAR database. Conducts routine quality assurance analyses in the case management database. Includes daily and monthly quality assurance activities such as correcting participant level data for all program areas, checking external databases and sources of information to ensure accuracy of data fields (e.g. name, DOB, Indigeneity) and runs reports to check for data inaccuracy.
- Supports the project coordinator and R&I managers in their accountability for requesting, receiving, and monitoring all case-related and data records from public bodies and other sources that are required for reviews and investigations. Coordinates closely with other RCY teams to ensure a consistent approach across the organization.
- Schedules and supports monthly pre-Initial Review and Initial Review meetings - helps to manage agenda, documenting reports and other documents for meeting attendees; takes minutes as necessary and finalizes for distribution; updates CITAR database; creates case files assigned to staff.
- Logs, tracks and files Reportables selected to go forward or to be closed post-investigation.
- Supports and contributes to the management and administration of the CITAR database in conjunction with R&I team members and RCY data staff (i.e., database access, database changes, etc.)
- Prepares records, i.e., electronic files and for off-site storage. This includes supporting the development and practice of records management policies and practices.
- Attends meetings with MCFD records management staff when required.
- Manages and tracks MCFD records requests and processes MCFD records received via SharePoint.

- Provides administrative support to the Reviews and Investigations team as necessary and in collaboration with the RCY Administration Team

JOB REQUIREMENTS

Education and related recent* (last five years) experience

- Secondary school graduation or equivalent
- A minimum of three years administrative support and records management experience
- Experience in records management policies and procedures
- Experience handling and maintaining confidentiality when dealing with sensitive information
- Experience working with projects that involve navigating complex databases

*Recent experience would ideally be within the last five years.

RCY recognizes and values the cultural and community knowledge and experience that is gained over time, therefore other forms of post-secondary education and /or training will be considered. For example:

- Structured, intentional teachings from Elders and Knowledge Keepers
- Professional development educational and learning opportunities
- Community and work experience in which skills and knowledge are developed over time
- First Nations, Métis or Inuit political leadership or governance roles

Preference may be given to applicants who are Indigenous, Black or racialized, LGBTQ2S+, people with diverse gender identities or expressions, and/or people with disabilities.

If you self-identify as having one or more of the identities listed above or have another identity typically under-represented in the public service, please indicate this in your application to assist us in the review process. We will hold your application in strictest confidence, sharing it only with the hiring panel.

Knowledge, skills and abilities

- A calm, professional manner, and the ability to appropriately manage stressful situations.
- A high degree of integrity, and the ability to maintain discretion in a politically sensitive and complex working environment.
- The ability to balance a large volume of work, dealing with tight deadlines and shifting priorities.
- Strong team skills, with the ability to take individual initiative.

- The ability to learn and work with complex databases.
- Exceptional organizational skills and a proven ability to identify and implement efficient office procedures.
- Ability to communicate effectively with staff at all levels with tact and diplomacy.
- Ability to exercise good judgement especially in situations of potential conflict.
- Strong verbal and written communication skills.
- Highly developed analytical thinking and problem-solving skills, and a strong attention to detail.
- The ability to construct or adapt systems for efficiency, and to anticipate and respond to the needs of program area staff.
- Advanced capability with Microsoft Office Suite, including Word, Excel, PowerPoint, Outlook.

Please note that applicants must be able to successfully meet RCY security screening requirements which include a criminal records check and Criminal Records Review Act (CRRRA) check.

COMPETENCIES

- **Indigenous-Centred Service Approach** is a desire to serve Indigenous peoples, focusing one's efforts on understanding their interests in order to increase the quality of the service and produce better outcomes.
- **Cultural Agility** is the ability to work respectfully, knowledgeably and effectively with Indigenous peoples.
- **Listening, Understanding and Responding** involves the desire and ability to understand and respond effectively to other people from diverse backgrounds.
- **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.
- **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.

For more information on competencies, see:

[Competencies for Interviews & Hiring - Province of British Columbia](#)
[Indigenous Relations Behavioural Competencies - Province of British Columbia](#)