



College of Physicians and Surgeons of British Columbia

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JOB DESCRIPTION

Director, Records, Information and Privacy

POSITION SUMMARY

Reporting to the deputy registrar, legal/chief legal counsel the director, records, information and privacy is responsible for ensuring the achievement of records management program objectives as they relate to the creation, maintenance, use, protection, and final disposition of College records, and the compliance with statutory requirements as they relate to Freedom of Information and Protection of Privacy (FOI) functions within the College.

This full-time position can work from home up to three days per week if desired.

DUTIES AND RESPONSIBILITIES

Duties include but are not limited to the following:

- provide leadership and support to all College staff in achieving the goals of the College's records management program
- plan and develop centralized manual and electronic records and information management strategies, and implements, administers, coordinates and maintains same
- design and maintain records retention schedules and ensure their effective implementation
- provide advice/direction and respond to inquiries on records creation, maintenance, use, storage, and protection
- ensure destruction of records is completed in compliance with retention and disposition schedules
- design and establish guidelines and procedures for central and departmental case files
- identify, arrange, describe and make accessible records which possess long-term legal, financial, administrative and historical values
- design and maintain archival policies and procedures and ensure their effective implementation;
- participate in the design, deployment, support and troubleshooting for CEDAR, the College's electronic content management system
- lead and direct staff in all activities associated with College records, and the College records management programs including archives
- supervise professional contract employees in conducting records management projects

- provide leadership and support to all College staff in ensuring that statutory requirements as they relate to information access and privacy protection mandates are met
- review incoming access requests to determine appropriate responses and requesters' right of access under the *Freedom of Information and Protection of Privacy Act*, RSBC 1996, c.165 (*FIPPA*)
- review disclosure packages and advise the registrar and the deputy registrar (legal) on any outstanding or sensitive issues
- represent the College in mediations with and reviews by the Office of the Information and Privacy Commissioner for British Columbia to resolve outstanding complaints concerning the College
- prepare College submissions in the investigations before the Information and Privacy Commissioner of BC
- review, prepare and, in consultation with College legal counsel, finalize College submissions in the written inquiries before the Information and Privacy Commissioner for British Columbia
- develop and establish guidelines and procedures for processing requests received under the *FIPPA*
- design and deliver training programs with practical guidance to all College staff on issues related to information and privacy
- prepare briefing materials and regular reports on current and emerging *FIPPA* issues for review by College's registrar staff
- provide guidance and respond to inquiries from College registrants on issues relating to compliance with the provisions of the *Personal Information Protection Act*, SBC 2003, c.63 (*PIPA*)
- manage all activities related to *FIPPA* and *PIPA* functions
- provide operational and administrative leadership and support to department staff in order to achieve department goals and KPIs
- establish and implement department KPIs
- identify, implement and evaluate initiatives and activities for the achievement of department KPIs
- develop policies, procedures and internal controls designed to support the department in achieving its department KPIs
- manage workflow to maintain an effective and efficient department
- oversee and monitor continuous quality improvement activities for the department
- prepare and deliver regular reports to the deputy registrar (legal) on current activities and priorities
- direct and supervise the work performed by the file clerk, records, information and privacy clerks, and the professional contract employees
- design and maintain databases for general records series, archival records and *FIPPA* requests in support of key performance indicators (KPIs)
- provide supervision of department staff

- complete probationary and semi-annual performance evaluations for staff within the department
- coach and develop staff to empower them
- promote teamwork and share appropriate information with staff
- conduct weekly department meetings to inform staff and ensure timelines are met and issues of significance are promptly addressed
- ensure the department work product meets acceptable standards of precision and meets statutory timelines
- perform other duties, functions and responsibilities as assigned by the deputy registrar, legal/chief legal counsel

DECISION-MAKING

- review *FIPPA* requests to determine appropriate responses, and makes decisions on disclosure of College records
- recommend courses of action for disclosing information of complex and sensitive nature in the custody and control of the College and its registrants' private health-care facilities
- negotiate and mediate with the portfolio officers of the Office of the Information and Privacy Commissioner to facilitate a settlement of the issues concerning outstanding reviews and complaints
- review legislative initiatives, regulations, policies, programs, information sharing agreements, and information systems to ensure compliance with *FIPPA* and other federal and provincial privacy statutes
- review, prepare and, in consultation with College legal counsel, finalize the submissions in the written inquiries before BC's Information and Privacy Commissioner
- review, prepare and, in consultation with College legal counsel, finalize information sharing agreements with outside agencies and contracts with the College's off-site records storage services provider
- design and deliver training sessions and responds to inquiries on records and privacy issues
- direct and supervise the general work of the department staff in order to ensure compliance with the priorities of the department and the policies of the College
- hire and supervise professional contract employees to conduct records management projects
- appraise records for long-term and/or continuing legal, evidential, financial, administrative and historical values

SKILLS AND QUALIFICATIONS

Required skills and qualifications include:

- master's degree in business administration or archival science preferred
- fifteen years of relevant experience working in a professional regulatory environment

- working knowledge of privacy legislation, health professions legislation, and records management principles
- considerable experience in providing authoritative advice, guidance and recommendations in a regulatory environment, as they relate to the application of *FIPPA* and/or *PIPA* and related policies and regulations
- excellent leadership and communication skills with an ability to motivate and develop individuals and a team, and enable continuous change and improvement to achieve quality work and increased efficiency
- ability to prioritize conflicting demands and work effectively in a high-volume, fast paced environment with attention to detail and high level of accuracy
- highly developed skills in project management and the development and implementation of strategies and initiatives
- experience in research and legal analysis, assessing policies and procedures, and evaluating and assessing administrative fairness issues
- experience in dealing proactively and effectively with others using tact, discretion and sound judgment
- proven proficiency in using computing software applications

The College of Physicians and Surgeons of British Columbia has been recognized as one of BC's top employers since 2011 and one of Canada's top 100 employers since 2014. Our goal is to attract, develop and retain highly talented employees. We offer an excellent working environment including a hybrid work-from-home/in-office model, opportunities for personal and professional growth, and a comprehensive benefits package.

All applications for this position must be submitted online at <https://www.cpsbc.ca/about/careers/employment-opportunities>.

We thank all applicants for their interest; however, only those selected for interview will be contacted.

The College welcomes all applicants and is dedicated to promoting a diverse, equitable and inclusive environment.