



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.

Corporate Digitalization and Archive Administrator

Reporting to the Quality Assurance and Data Lead (CQI), the Corporate Digitalization and Archive Administrator is responsible for providing imaging support to the agency to enhance the efficient and effective functioning of the case management system as well as the processing of confidential historical records. The incumbent assists with the maintenance of data quality to the CQI team and acts as a liaison regarding historical physical records and corporate archives.

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).

Key Duties:

Data Imaging & Data Maintenance

- Sorts, culls, and prepares corporate and service file records, scans, and images records
- Searches the case management system for client records
- Scans documentation to electronic filing system, links imaged file history to electronic database(s)
- Scanning of confidential corporate and/or service documents
- Provides case management system support to all teams/departments via the processing of physical historical records
- Reviews, organizes, and enters data into the case management system
- Archives department forms, policy and procedure manuals, information packages, etc.
- Supports the Privacy Officer in digitalization of historical and confidential corporate and/or service documentation

Maintain Integrity of Corporate Archive and Case Management System/Continuous Quality Improvement

- Develops and maintains corporate archive and case management system
- Verifies the accuracy of case management and database systems
- Creates and maintains electronic and manual filing and tracking systems; retrieves information; keeps confidential and other records; maintains filing systems/rooms
- Enters confidential information and maintains databases, processing reports as requested
- Seeks to innovate the processing of data and historical records where opportunities arise

Communication & Customer Service

- Provides wrap-around services to staff seeking access to historical records in current and legacy case management systems, databases, and physical records
- Preserves the integrity of confidential corporate and/or service documents
- Provides overview of support to staff accessing legacy case management and database systems involving confidential information for basic usage of computers, software, and devices such as microfiche readers
- Completes user-level maintenance of office equipment within the imaging and file rooms
- 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

Other Related Activities

- Knows and adheres to all applicable FACS policies, procedures, and relevant administrative practices
- Strives to exceed all accountabilities and achieve continuous quality improvement and excellence in all activities and outcomes
- Participates in mandatory learning/education to maintain and update skills and knowledge as required
- Assists in the training and orientation of peers
- Works in compliance with the provisions of the Occupational Health and Safety Act of Ontario and the regulations
- Performs other duties as required

Qualifications:

- High school diploma required. Post-secondary education in Library and Information Technician or Records and Information Management preferred
- Previous experience working with data, databases or records management preferred
- Valid G Driver's License and access to a reliable motor vehicle with appropriate liability insurance is required
- Solid demonstrated ability to use MS Office applications (e.g. Word, Excel, etc.)
- Good written, oral communication, and interpersonal skills providing constructive, meaningful, and timely interaction with all levels of staff
- Excellent grammatical and spelling skills
- Ability to complete tasks with attention to detail in the presence of frequent interruptions
- Ability to work with and meet tight timelines and demonstrate initiative
- Ability to communicate in French or another language an asset
- Work is primarily performed at a desk in a normal office environment
- Intermediate periods of sitting and computer/phone use

*Please apply with your cover letter and resume by **October 12, 2021** to:*

E-mail: humanresources@facsnigara.on.ca

Please include your salary expectations.

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 is an equal opportunity employer committed to inclusive barrier free recruitment and selection processes and work environments. We will accommodate the needs of applicants under the Ontario Human Rights Code and the Accessibility for Ontarians with Disabilities Act (AODA) throughout all stages of the recruitment and selection process. Please advise the Human Resources Department to ensure your accessibility needs are accommodated through this process.