



Records/Privacy/Disclosure Clerk – OGD-026-008
OGWADENI:DEO
PERMANENT FULL TIME

- ✓ Applications will be received by Ogwadeni:deo up to **4:00 pm on September 14, 2026**, for the Records/Privacy/Disclosure Clerk position with Ogwadeni:deo. The Job Posting and Job Description are also available for printing from the www.greatsn.com website.

Ogwadeni:deo offers:

- ✓ 100% employer Paid Extended Health & Dental Benefits with Greenshield as our provider our plan includes
- ✓ Extended Health single and family coverage
- ✓ Life and Dependent life Insurance
- ✓ \$ 1,500.00 Annual Health Care Spending Account
- ✓ 100% paid Employer Long Term Disability with Desjardins as our provider
- ✓ Vacation plans starting at four (4) weeks, with recognition of years of service from previous Child Welfare experience
- ✓ Fourteen (14) additional designated paid days (Statutory included)
- ✓ Industry leading wages with recognition of previous position experience for wage grid placement
- ✓ OMERS Defined Benefit Pension Plan

NO LATE APPLICATIONS ACCEPTED

Applicants from Six Nations and other First Nations will be given preference to deliver programs and services in a First Nations community.

We thank all applicants for your interest, however, only those applicants receiving interviews will be contacted

REPORTING RELATIONSHIP

Reports to and works under the direction and supervision of the Ogwadeni:deo's Legal Counsel and adhere to the guiding values of the Code of Practice.

PURPOSE AND SCOPE OF THE POSITION

- The Records Clerk is responsible for maintaining, organizing, filing, and retrieving physical and electronic records. This role ensures records are accurate, accessible, and managed in accordance with company policies and legal requirements.
- The Privacy Information position assists the Privacy Information/Records Management Officer to oversee the development, implementation, maintenance of policies and protocols in adherence with Ontario privacy laws regarding the safe use and handling of protected client information. The Privacy Information Clerk supports the Agency's Privacy Program including but not limited to daily operations of the program, development, implementation and maintenance of policies and procedures, monitoring program compliance, investigation and tracking of incidents and breaches and ensuring clients' rights in compliance with Part X of the Child, Youth and Family Services Act, CYFSA; Personal Health Information Protection Act, PIHIPA and any other relevant child welfare privacy legislations.
- The Disclosure Clerk is to respond to non-routine and routine disclosure requests made by external parties. The disclosure clerk will work collaboratively with the Child Protection Teams, Legal and Privacy to maintain appropriate disclosure requests, and filing these in a timely manner. Determining the type of request will help you determine what files you need to collect, review, redact and disclose. Determining the type of request will also help you determine the timeline for providing disclosure. For example, a request for Access to Personal Records (Part X of the CYFSA) must be satisfied within 30

days. Identifying who has signed a valid Consent will help you determine how much of the file to redact and disclose. Identifying whether a Court Order has been made, and the conditions of that Order, will help you determine the parameters of disclosure, and possibly the deadline to satisfy the disclosure request. Paying close attention to the wording of the disclosure request will help you identify whether the Requestor is seeking disclosure for a specific period of time, is seeking a specific portion of the file (eg. only the Child in Care file) or is only seeking specific information (eg. personal medical information).

RESPONSIBILITIES AND SUPPORT TO OGWEHO:WEH FAMILIES, CHILDREN AND YOUTH

- Organize, file, scan, and maintain paper and electronic records.
- Create and update record indexes, databases, and filing systems.
- Retrieve and distribute records upon authorized request.
- Ensure records are complete, accurate, and properly stored.
- Monitor record retention schedules and assist with archiving or destruction of records.
- Maintain confidentiality and security of sensitive information.
- Respond to internal and external requests for records and information.
- Assist with audits by locating and providing requested documentation.
- Perform data entry and verify information for accuracy.
- Support administrative duties such as photocopying, scanning, and document preparation.
- Under supervision of the Privacy Administrator 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 Reporting privacy breaches, both internally and externally as required by the agencies policy and legislation
- Maintain, monitor and revise consent processes and forms as required, including developing consents for specific events/situations
- Processing release of records requests; where necessary, responding to families and legal representative requests requiring staff attendance as witness with the client record
- Preparing and distributing reports, and other prepared materials, as required
- 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

OGWADENI:DEO THE AGENCY

- Maintains professional and technical knowledge by attending educational workshops, reviewing professional publications, establishing personal and community networks.
- Demonstrates behavioural characteristics such as self-regulation, self-awareness, motivation, social skills and empathy.
- Demonstrates emotional intelligence and empathy in interpersonal relations
- Ensures effective and efficient delivery of service and processes in accordance with society policies and procedures, Ministry Regulations, Privacy Commission, Standards and Directives.
- Actively organizes and participates in supervision as per the agency's Supervision model.
- Excellent interpersonal skills including the ability to work cooperatively and collaboratively with internal and external resources and stakeholders.



- Excellent listening, verbal and written communication skills.
- Highly effective communication and collaboration skills.
- Superior ability to manage multiple change initiatives and work well under pressure to tight timelines.
- Ability to make effective decisions, exhibit sound and accurate judgment in a timely and objective manner.
- Demonstrated ability to delegate work assignments, set expectations and monitor desired outcomes.
- Comfortable working with diverse populations in the workplace

BEING TRUTHFUL AND CONSISTENT

- A good understanding and knowledge of the agency mission, values, agency policies and procedures, governance policies.

WORKING CONDITIONS

Climate controlled workplace environment, occasional travel may be required, and possible exposure to infectious disease. This position can involve considerable mental and emotional stress, involving the interacting directly with staff who work in a high stress environment, with families experiencing highly sensitive issues and involving accountability for expenditure of significant financial resources. The position is subject to an environment that may involve physically dangerous situations.

- Primarily office-based environment.
- Frequent sitting, computer work, and document handling.
- Occasional lifting of file boxes up to 25 lbs.

With other Ogwadeni:deo Managers and Staff Members:

Receives direction, guidance and discusses plans, priorities and interacts to ensure tasks are done efficiently and effectively, receives instructions, supervision; provides information, reports as required. Courtesy, cooperation and teamwork with all staff

With the Community:

Promotes the Ogwadeni:deo Program in a courteous, cooperative and professional manner

SELF REFLECTING ON ACTIONS TAKEN

Errors in carrying out duties could result in financial cost and loss of credibility; errors in conduct could result in poor public relations; errors in duties could result in harm or injury to employees, and the public.

TAKING RESPONSIBILITIES

Works within the parameters set out in the Ogwadeni:deo Employment and Financial Policy and procedures as directed by the Ogwadeni:deo Lawyer and Director of Service. Takes ownership and responsibility for the quality and timeliness of work commitments.

QUALIFICATIONS

Basic/Mandatory Requirements

The successful applicant:

- 2 year accredited College Diploma in Legal Office Administration or Law Clerk, or
- 2 year accredited College Diploma in Business Administration, or other related program, plus 2 years' experience related to legal disclosures.
- Basic knowledge of the Child, Youth & Family Services Act and a basic knowledge of child protection proceedings.
- Basic Knowledge of Personal Health Information Protection Act.
- Expert knowledge of privacy standards and current legislation and requirements.

- Demonstrated ability to coordinate matters in the legal system that relate to lawyers, Ogwa:de:de staff, and members of the public involved in the court system.
- Knowledge of court rules and the relevant legislation and expectations of the court office and understanding of child protection clinical practice.
- A solid understanding of and sensitivity to the experiences of First Nations and Indigenous peoples in Canada, and the impact of the legacy of Residential Schools and the Sixties Scoop upon them is essential.
- Well-developed communication skills, including verbal, non-verbal, negotiation, presentation and listening skills
- Strong problem-solving, time management and organizational skills
- Competent in the usage of MSWord, Excel, Power Point, and other related programs.
- Must have Class “G” License in good standing.
- Must submit a favourable criminal reference check and vulnerable sector screening.
- Must be willing to work flexible hours.
- Will be Ogweho:weh in preference to other applicants.

Knowledge Requirements

- High school diploma or equivalent; post-secondary education in office administration is an asset.
- Previous records management, administrative, or clerical experience preferred.
- Proficiency with Microsoft Office (Word, Excel, Outlook).
- Experience with electronic document management systems is an asset.
- Strong organizational and time-management skills.
- High attention to detail and accuracy.
- Ability to maintain confidentiality and handle sensitive information.
- Strong verbal and written communication skills.
- Skills & Competencies
- Records management and filing
- Data entry and database maintenance
- Document scanning and archiving
- Attention to detail
- Customer service
- Organization and prioritization
- Confidentiality and discretion
- Ability to work within and promote the anti-oppressive practice of the organization.
- Excellent communication skills to relate effectively with staff and the public in a friendly and constructive way.
- Ability to manage multiple and competing priorities and to work well under pressure to tight deadlines.
- Maintain confidentiality; ability to handle the public with tact and discretion with a pleasing personality.
- Possess willingness to take direction and instruction.

Ability Requirements

- Relates and communicate effectively with Ogwa:de:de’s lawyer, Director of Service and other staff
- Possess initiative and ability to work independently.
- Work is typically performed in office and community settings, involves some attendance at meetings that occur outside normal working hours
- Periodic exposure to smoke may occur from the burning of sacred medicines: tobacco, sweet grass, sage or cedar
- Continually monitoring all client cases during service delivery; High level of accuracy required; effectively plan, implement, monitor, and evaluate services provided and procedures. Works involves contact with angry and upset clients who have escalated their complaints to the Manager of Services office.