

Employment opportunity: Records and Information Management Specialist



Are you a records and information management professional interested in working for a progressive health care union with a large and diverse membership, and a broad social justice mandate?

The Hospital Employees' Union is looking for an experienced **Records and Information Management Specialist** to work at its provincial office in Burnaby, British Columbia.

Reporting to the Human Resources Manager, the Records and Information Management (RIM) Specialist will be responsible for the development, implementation, and maintenance of a modernized RIM program, under the direction of HEU's Information Governance Steering Committee.

This role will collaborate with departments in the development of RIM policies, procedures, and training; promote RIM across the organization; provide direction and assistance to departments on implementation and ongoing maintenance of RIM; lead RIM projects and develop recommendations for continuous improvement; research and compile information and prepare related reports.

Duties and Responsibilities

- Provide expertise and guidance to HEU's Information Governance Steering Committee (IGSC) and RIM Working Group, and action the work directed by the IGSC.
- Work closely with the RIM consultants to develop a comprehensive workplan for modernizing HEU's records management program for both physical and electronic records. The workplan will be aligned with the organizational goals and priorities established by the Information Governance Steering Committee.
- Develop and implement organization-wide and department-level RIM classification plans, retention schedules, disposition schedules, and associated procedures and workflows.
- Perform routine RIM tasks such as arranging, classifying, and describing documents; updating and maintaining the records classification and retention schedules; filing, retrieving, and scanning records.
- Maintain the semi-active records storage room and archival space; ensure that documents are stored safely and securely and that items are returned in good order; arrange for the retrieval of off-site records; assist in the transfer of records and move files and boxes as required.
- Ensure consistent use and compliance with the RIM program across the organization and assist in assessing risk to address potential liabilities.

- Coordinate special RIM projects across the organization, including file reduction, digitization, reviews for disposition, standard reporting, and reviews.
- Provide recommendations on the purchase, disposition, or acquisition of equipment and supplies within the area of assigned responsibility.
- Provide training, information, and assistance to departments on established RIM program policies and procedures.
- Research and provide recommendations on effective Electronic Documents and Records Management System (EDRMS) that integrates with HEU's existing work processes and IT strategy. Assist in implementing the EDRMS, including staff training and support.
- Direct the work of RIM staff and provide support, training, and mentorship with respect to the day-to-day maintenance of records, including the accessioning, retrieval, and disposal of records.
- Work closely with other departments within the organization to understand their specific RIM needs and use this information to facilitate the modernization of their RIM practices to integrate them into the new RIM program.
- Work with the Privacy Officer to ensure that access to confidential information within records is properly managed in accordance with privacy laws and the HEU's policies.
- Stay up to date with the latest tools and technologies related to digital records management and adapt to new tools as necessary.
- Participate in other committees, as assigned, to provide input related to document and records needs.

Qualifications and Experience

- A university-level degree in a relevant field, including but not limited to, records and information management, archival studies, or library and information science, or equivalent experience.
- Certification in any of the following is an asset: Information Governance Professional (IGP), Certified Records Manager (CRM-ICRM), Certified Records Analyst (CRA-ICRM), Electronic Records Management Specialist (ERMs), Electronic Records Management Master (ERMm-Aiim), Enterprise Content Management Specialist (ECMs), or Enterprise Content Management Master (ECMm-Aiim).
- Advanced knowledge of federal and BC laws concerning information management, archives, copyright, access to information, and protection of personal information, including the *BC Personal Information Protection Act*.
- Advanced understanding, knowledge, and experience of RIM best practices and standards including ARMA International Principles®, ARMA International Information Governance Body of Knowledge, International Organization for Standardization (ISO): ISO 15489-1:2016 Information and documentation — Records management — Part 1: Concepts and principles, The Sedona Canada Principles Addressing Electronic Discovery

(Third Edition)(2022) and Canadian General Standards Board, Electronic Records as Documentary Evidence (CAN/CSGB-72.34:2023 (Public Comment Version))(CAN/CSGB-72.34)

- Advanced understanding, knowledge, and experience of RIM principles and systems, including developing and implementing classification plans and retention schedules, search techniques and processes, and the use of technologies to organize, preserve, and provide access to a growing volume of electronic and physical assets.
- Experience in interpreting records life cycle in diverse organizations and developing and implementing strategic plans for RIM programs. Experience with transitioning from physical to electronic records management is an asset.
- Strong planning and organizational skills; ability to attend to detail and problem-solve.
- Experience with project and change management; ability to perform workflow and gap analysis.
- Advanced analytical and problem-solving skills to develop strategies, systems, and solutions for complex issues.
- Excellent communication skills both verbally and in writing; a proven ability to transform complex and detailed information into user-friendly, plain language documents or presentations.
- Experience in developing and facilitating training, including the ability to interpret and explain policies, standards, and regulations governing records and information management.
- Ability to collaborate and work well in a team environment, fostering positive relationships with senior leadership, colleagues, and other stakeholders.
- Proficiency in computer systems and software applications including Microsoft Office (Outlook, Word, Excel, PowerPoint) as well as Electronic Documents and Records Management System (EDRMS) programs, Document Imaging Software, and any additional RIM-related software.
- Familiarity with UnionWare is an asset.
- Ability to manage time and work under pressure to meet deadlines.
- Ability to establish priorities and resolve conflicts of competing work demands within the service area.
- An understanding of the goals and values of the labour movement is an asset.
- Physical ability to perform the duties of the job, including prolonged standing and packing, lifting, and carrying boxes.
- May be required to work some evenings and weekends and may be required to travel.

- Must be legally able to work in Canada (i.e. Canadian citizenship, permanent residency, or valid work permit)

This is a unionized position. Compensation is based on a collective agreement and includes a 72-hour fortnight and generous vacation time and benefits, including a defined benefit pension plan. The current annual salary for this position is \$107,677.44.

About HEU

Since 1944, the Hospital Employees' Union has advocated for better working and caring conditions, defended public health care, and stood against privatization.

We have a long history as a strong, democratic, progressive, socially conscious union committed to social justice and advancing labour and human rights on a local and global level. We identify and challenge historical and systemic inequities and hear, respect, serve, empower, and advocate for each and every member. Together we fight for fairness, solidarity, equity, inclusion, and understanding, knowing that our members' economic security depends on our success.

HEU is an equal-opportunity employer. We are committed to being a workplace that is free of discrimination, values diversity, and is representative of the communities we serve. HEU encourages applications from members of historically marginalized groups: 2SLGBTQ+, Indigenous, Black, and people of colour, persons with disabilities, young workers, and those who identify as women.

Interested in working with us? Here is how to apply.

Please send your resume and cover letter **by 4 PM on March 29, 2024**, to:
Jobapplication@heu.org (subject line: RIM Specialist Your Name).

Please note that due to the anticipated volume of applications, we will only be responding to applicants selected for an interview.