

POSITION TITLE:	Freedom of Information Assistant	POS. NO:	838
DEPARTMENT:	Corporate Services	EFFECTIVE DATE:	May 2024
REVIEWED OR AMENDED DATE:		APPROVED BY:	Director of Corporate Services

POSITION FUNCTION

Reporting to the Director of Corporate Services, the Freedom of Information Assistant supports the Township's statutory duties under the *Freedom of Information and Protection of Privacy Act* (FIPPA) and the Township's privacy management program addressing accountabilities and best practices as they relate to fair information practices. This position is responsible for a variety of complex administrative, legislative, and customer service functions, and supporting the corporate records management program.

KEY DUTIES

- Under the supervision of the FOI Head, provide support for the day-to-day management of Esquimalt's FOI program including preparing and maintaining correspondence and records.
- Support the FOI Head.
- Receive, review, clarify, confirm, prioritize, and process all requests for access to information under the *Freedom of Information and Protection of Privacy Act* (FIPPA) as required.
- Perform intake procedures for requests for routine information and/or formal records requests and liaise with appropriate business areas and applicants.
- Prepare fee estimates, invoices, application fee invoices and receipts, and collect revenue as required.
- Undertake the compilation, review, and severing of requested documents which may contain confidential, politically sensitive, and/or graphic images and information.
- Make recommendations to the Township's Head of FOI regarding exceptions from disclosure, including research and interpretation of the *Act* to support recommendations.
- Provide advice on organizational privacy matters and breaches.
- Assist with drafting and reviewing Privacy Impact Assessments (PIA) and Information Sharing Agreements (ISA).
- Develop draft policy to support the maintenance and enhancements of the privacy and information management programs.
- Draft training materials and sessions for all municipal staff on a wide variety of information and privacy management best practices.
- Keep current on applicable law, statutes, and acts associated with the scope of responsibilities.
- Represent the Township at external meetings and forums respecting the *Act*.

- Respond to requests for consultation from other public bodies and conduct third party consultations on behalf of the Township adhering to legislative requirements and responsibilities.
- Triage requests for routine information and/or formal records requests to appropriate business units.
- Assist with OIPC or Ombudsperson investigations, reviews, or other requests as assigned.
- Collaborate with other departments to develop and improve information governance practices and develop and deliver corporate wide information and privacy training materials and sessions including new staff onboarding.
- Maintain various paper and electronic records and filing systems in accordance with the Township's established records management system using MS Office, LANs, Tempest, and TAB FusionRMS.
- Assist in the retention and destruction of corporate records within the established life-cycle management process including the scheduling and transferring of records off site and requesting file searches from external sources.
- Ensure awareness of and compliance with corporate record policies and procedures.
- Maintain the departmental correspondence log and distribution process as required.
- Assist with local government elections and assent voting.
- Perform other related duties as assigned by the supervisor.

INDEPENDENCE

- Work is generated by requests from the public, municipal staff, or is assigned by a supervisor.
- Decisions are made within established precedents.
- Exercise resourcefulness in dealing with new situations.
- Final approval of recommendations respecting specific statutory functions or decisions under the *Act* are referred to the Head prior to actioning.

WORKING CONDITIONS

Physical effort:

- Sit with arms unsupported while keyboarding (frequent).
- Dexterity for typing, filing, and answering phones; stand for short periods (frequent).
- Move files, boxes, documents, materials, and retrieve records (occasional).

Mental effort:

- Long periods of intense concentration while reviewing and redacting records, conducting research, and recommending procedural enhancements (frequent).
- Subject to pressures from volume of work and strict adherence to legislated deadlines (frequent).
- Interruptions from telephone, email, and in-person enquiries (occasional).
- Relationships require considerable courtesy, tact, diplomacy, and political sensitivity (frequent).

- **Visual/auditory effort:** Short periods of listening with intense concentration to questions on the telephone or in person (frequent).
- **Work environment:** Office.

KNOWLEDGE, KEY SKILLS, AND ABILITIES

Model the Township's core values in all program activities

- Knowledge of statutory requirements under FIPPA including best practices, principles, and processes applicable to Freedom of Information in local government
 - Proficiency interpreting and applying the provisions of FIPPA and other statutes including the *Local Government Act* and *Community Charter* as they pertain to freedom of information and privacy in complex environments.
 - Demonstrated ability to organize and prioritize tasks to meet multiple time-based deliverables requiring a high level of detail and accuracy.
 - Strong interpersonal skills and demonstrated ability to develop and maintain positive and respectful working relationships with internal and external contacts.
 - Ability to provide guidance to other staff on work processes, work collaboratively and diplomatically.
 - Superior written and verbal communications, interpersonal, and customer-service skills to assist a wide variety of clients in a confident, professional, and objective manner.
 - Maintain confidentiality and exercise tact in dealing with contentious matters.
 - Ability to be self-directed and perform under pressure while maintaining attention to detail and accuracy.
 - Ability to be flexible and adaptable in a fast-paced environment.
 - Maintain accurate records.
 - Working knowledge of a complex corporate records management system and the principles, legislative requirements, practices, and techniques of records management systems.
 - Proficiency with Adobe Acrobat Professional, Microsoft Office Suite, and website content management software.
- Create and maintain web and intranet content in support of departmental functions.

QUALIFICATIONS

Formal education, training, and occupational/professional certification:

- Completion of Grade 12 supplemented by two years of post-secondary education in Local Government Administration, Freedom of Information and Protection of Privacy, Records and Information Management, or related field.
- Certifications achieved through ARMA, International Association of Privacy Professionals, or the Canadian Institute of Access and Privacy are considered an asset.

- **Experience:** 2 years progressive related experience working in a local government or other regulatory public sector environment.
- Familiarity with the LGMA Records Classification filing structure and experience with TAB FusionRMS would be an asset.
- An equivalent combination of education and experience may be considered.

OTHER