

	<b>JOB DESCRIPTION</b>		
	<b>Position Title:</b> <b>Program:</b> <b>Service:</b> <b>Accountable to:</b>	<b>FILE MANAGEMENT CLERK</b> Finance and Administration Information Services Information Services Manager	
<b>Issued By:</b> <b>Date Issued:</b>		<b>Date Revised:</b> <b>Classification:</b>	<b>14-October-11</b>

## PURPOSE AND SUMMARY

Under the direction of the Information Services Manager, the File Management Clerk acts as a resource for employees in regards to client files and information. The File Management Clerk provides primary assistance to the File Manager and Information Services Manager in retrieving, maintaining, storing and securing of the centralized client file system for the Agency.

## DUTIES AND RESPONSIBILITIES

### 1. Service Responsibilities

Under the direction of the Information Services Manager, the File Management Clerk is responsible for:

- a. pre-assembling files and keeping an adequate number in supply for all service units;
- b. cross-referencing and locating client file numbers within the Client Information System(s);
- c. logging in and out all client service files in the agency tracking systems;
- d. manning the Help Window, helping service workers with all requests for files and information, following the procedures within File Management;
- e. tracking the movement of all files and mail from internal and external resources;
- f. labeling files according to auto generated client numbers from the Client Information Systems, affixing retention stickers, archiving files using the File Management procedures.

## **Job Description – FILE MANAGEMENT CLERK**

- g. assisting with the pulling of client files from the mainstream file system by following the current archive report for the current year. Archiving consists of retrieving files, prepping, scanning, boxing and storing of client files;
- h. assisting in preparing client files for external transfer which may include scanning or photocopying, while following internal procedures;
- i. Scanning archive information using the Laserfiche Imaging System, creating a record of the scanned document to submit for quality control.
- j. participating in the rotation from scanning rooms to the file rooms as determined by a monthly schedule to help provide coverage for holidays and sick time.

### **2. Organizational Responsibilities**

As a representative of Dilico, the Employee is responsible for:

- a. reflecting and interpreting the Agency Vision, Mission and Core Values in his/her own work with enthusiasm and commitment;
- b. acting in accordance with relevant legislation and Agency Policies, Standards and Procedures;
- c. proposing changes within Dilico that would improve the quality of service to Anishinabek children, families and communities;
- d. developing and maintaining respectful, cooperative working relationships to contribute to the integrated, seamless delivery of services to Anishinabek children, families and communities;
- e. understanding his/her role and responsibility in maintaining a safe workplace and reducing workplace injuries;
- f. applying Anishinabek culture, values, traditions and teachings into programming where possible;
- g. ensuring accuracy, confidentiality and safekeeping of agency records;
- h. participating constructively in the supervision process with the immediate Manager.

## **QUALIFICATIONS**

### **1. Education**

A minimum one-year General Business Certificate is required. A One-year Records Management Certificate is preferred.

## **Job Description – FILE MANAGEMENT CLERK**

### **2. Work Experience**

- a. two or more years experience preferably in a non-profit organization in the social services field;
- b. experience in administration, file or data management, social service client-related services.
- c. candidates without the specific education qualifications and where the position does not require certified qualification to practice, but who possess an appropriate combination of experience and other academic qualifications will also be considered.

### **3. Skills/Abilities**

- a. ability to ensure the day-to-day maintenance of client records;
- b. good typing, organization, planning, filing and record-keeping skills;
- c. good computer and word processing skills;
- d. ability to work productively with limited supervision and under stress of deadlines;
- e. ability to follow direction and work as a member of a team;
- f. ability to maintain confidentiality;
- g. good written and verbal communications skills;
- h. excellent spelling, punctuation and general grammar;
- i. ability to work within the policies, procedures and the vision, mission and core values of Dilico Anishinabek Family Care;
- j. good knowledge of the Anishinabek culture and issues affecting Anishinabek children, families and communities in and around the district of Thunder Bay;
- k. ability to understand and/or speak an Anishinabek language.

## **CONDITIONS OF EMPLOYMENT**

- a. ability to work flexible hours as determined by the Information Systems Manager in relation to service requirements;
- b. must have a valid Class “G” Driver’s Licence and have access to a reliable, personal vehicle;
- c. must have \$1,000,000 liability vehicle insurance;
- d. must pass a criminal records check.
- e. must be able to lift boxes weighing 30lbs. (14kg); climb a safety ladder; do repetitious movements while performing file room duties, imaging and preparing files, and while stacking and shelving boxes; and must pass a

## **Job Description – FILE MANAGEMENT CLERK**

pre-employment assessment in line with the requirements of the physical demands of the position.

**NOTE:** This job description is not intended to be all-inclusive. The employee may perform other related duties as required to meet the ongoing needs of the organization.