CITY OF HAMILTON

HEALTHY & SAFE COMMUNITIES DEPARTMENT
(PUBLIC HEALTH SERVICES - EPIDEMIOLOGY & WELLNESS DIVISION – DATA MANAGEMENT – LOCATION - 110 KING ST. W., 3rd FLOOR)

PHS INFORMATION MANAGEMENT CLERK – CUPE 5167

SUMMARY OF DUTIES

Reporting to the Manager, Data Management – P H S , performs duties associated with records management by facilitating the retrieval of requested PHS records and/or the submission of PHS records for off-site storage. The Public Health Services Information Management Clerk is responsible for maintaining records throughout their lifecycle. Provides support to PHS staff on file questions / retrievals and facilities work orders. The position is also responsible for fulfilling PHS user account management requests for software applications used by PHS.

GENERAL DUTIES

Maintains business files and client records in accordance with City and Divisional policies and procedures.

Performs computerized and manual searches of files. Researches, retrieves and provides information to program staff.

Maintains confidential records with high degree of integrity and respect for privacy.

Fulfills user account management requests received by PHS managers/supervisors for their staff to one or more software applications used by PHS.

Provides guidance to other Divisional staff on records management and documentation policy and procedures.

Interacts appropriately with internal and external organizations in providing and exchanging information.

Assists with Freedom of Information (FOI) requests by gathering and preparing files as identified by the Records & Information Management Specialist.

Responds to community solicitor requests for the completion of Work Orders. Identifies any outstanding Work Orders against the property of interest.

Maintains records throughout their lifecycle by inputting data, filing, organizing, purging, auditing, archiving etc.

Organizes and maintains PHS inactive records temporarily stored within PHS Central Files. Prepares hard copy records and completes paperwork for transfer to off-site storage facility.

Monitors and follows up daily, for loose documents/files that were saved in error on shared drives.

May be required to support work of Public Health Services in the event of an emergency e.g. outbreak. Complies with provincial legislation in the Personal Health Information Protection Act (PHIPA).

Works in accordance with the provisions of applicable Health and Safety legislation and all City of Hamilton corporate and departmental policies and procedures related to Occupational Health and Safety.

Perform other duties as assigned which are directly related to the major responsibilities of the job.

QUALIFICATIONS

1. Developed understanding of records management and excellent data entry skills related to duties listed above normally acquired through a combination of education in records management, library studies and work experience. An understanding of medical terminology would be a definite asset.

2. Previous experience with an Electronic Document and Records Management System (EDRMS) and/or OSCAR (Open Source Clinical Application and Resource) would be an asset.

3. Experience in a Microsoft Office computerized environment. Working knowledge of Microsoft Outlook, Word, Excel and Access programs.

4. Proficient in keyboarding skills with emphasis on accuracy.

5. Must be able to lift heavy file boxes.

6. General knowledge of Provincial Acts & Regulations such as Personal Health Information Protection Act, 2004 (PHIPA), Freedom of Information and Protection of Privacy Act (FIPPA); Municipal Freedom of Information and Protection Act (MFIPPA).

7. Problem solving and workload prioritization skills.

8. Strong interpersonal and communication skills. Excellent people skills with an emphasis on customer service and the ability to deal with difficult people.

9. Excellent time management and organizational skills. Work planning and priority setting within defined timelines.

THE INCUMBENT SHALL COMPLY WITH ALL HEALTH AND SAFETY POLICIES AND PRACTICES FOR THIS POSITION AND THE WORKPLACE.

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