

POSITION TITLE:	Assistant Manager, Records & Archives	DEPT./DIV.	Support Services
REPORTS TO:	Inspector, Support Services & Manager, Records & Archives	BRANCH:	Records Services
GRADE LEVEL:	F	LOCATION:	Headquarters
ASSOCIATION:	Civilian	DATE:	Sep.30/04
		HOURS OF WORK:	35 hrs./wk rotating shifts Mon-Fri.
		<u>Days</u>	8 consecutive hours between 7 am - 5 pm
		<u>Afternoons</u>	8 consecutive hours between 1 pm - 12 midnight
			Mon-Fri Only (Rotate weekly)

GENERAL PURPOSE:

To assist the Manager, Records & Archives in the supervision of all police service records programs within the Waterloo Regional Police Service, including the Police Records Information & Data Entry (PRIDE) service partners; to assist in the design and implementation and monitoring of records classification systems. The incumbent assists in the management of the training and development needs of records services staff by designing and implementing projects and delivering programs to improve the performance of the Records Branch.

MAJOR RESPONSIBILITIES:

Supervises, coaches and mentors staff, conducts performance appraisals, and mediates by taking disciplinary action if required. Collaborates with supervisor and makes recommendations to utilize the Absenteeism Program, Return to Work programs to deal with accommodation of injured or disabled staff. Documents and brings problems to the attention of the Manager, Records & Archives.

Schedules work activities within the branch. Initiates and monitors special project teams or initiatives to address workload problem areas within the records branch. Ensures work environment is safe and secure, in accordance with Occupational Health & Safety Act, WSIB, WHMIS, and the WRPS Harassment Policy.

Assists in the research, design, development and delivery of learning training programs for the records branch, including the orientation of new staff. Assists in identifying learning objectives and selection of instructional methodologies and tools. Monitors training and recommends future training and development programs. Identifies individual learning requirements; designs individual programs and coaches/mentors to improve employee performance. Reviews and selects appropriate programs already in existence. Develops and implements Records Management System (RMS) training for police service members.

Assists in the design, implementation and maintenance of a standard records classification system that identifies and describes all police service records, as well as the records retention and disposal schedule that prescribes specific retention periods and the ultimate disposition of all police services records.

Monitors the quality, validity and security of records maintained within the PRIDE (Police Regionalized Information & Data Entry) service partners, consisting of Brantford, Stratford, Guelph and WRPS, RMS (Records Management System) files and on the RCMP CPIC (Canadian Police Information Centre) computerized systems, as integrated with the Ministry of Transportation (MTO) (Provincial Automotive Registration Information System) PARIS systems remain intact and secure.

Reviews material to be released under subpoena and court order and occasionally appears in court as a police services branch representative with subpoenaed documentation. Monitors the functioning of the Dictation systems, allocates workload, and ensures occurrences are transcribed according to priority. Assigns staff to work overtime if required.

Maintains current knowledge of legislative, court and police service procedural changes which impact administrative and training needs of the Records Branch. Reviews and analyzes requests to carry out microfilm projects.

Analyzes factors surrounding situation and explains force policy and legislative requirements to volunteers, immigration, agencies and clients to clarify issues arising from requests for criminal records and security clearance letters, such as probation terms, Alternative Measures, fingerprint destruction, in a diplomatic manner to defuse situations where clients are unfamiliar with processes, frustrated with policies and delays, and are emotionally distraught.

Assists with audits as required such as the bi-annual CPIC audit conducted by the Policing Services Division of the Ministry of the Solicitor General. Prepares and administers time studies; assists with the review of existing and the creation of new policies and procedures. Meets with senior management and records staff to receive direction and to implement recommendations. Prepares statistical reports. Conducts presentations of reports and RMS procedures as required. Conducts periodic reviews of and assists with formal audits for the records management and classification system practices, including visual examination of the file organization, contents and classification practices, documentation and analysis of the findings and report preparation.

Assists the Manager, Records & Archives in the preparation of the budget by providing researched information. Monitors budgetary expenditures in consultation with the Manager, and makes recommendations for required purchases. Oversees the collection of statistics for photocopier usage and ensures equipment is in good working order, arranging for repairs or replacement as necessary such as fax and photocopier machines, filing storage systems, typewriters, computers, calculators, and microfilm equipment.

Provides relief within the records branch where necessary. Performs backup duties in absence of the Manager, Records & Archives.

Performs all other duties as required and assigned.

RESPONSIBILITY FOR MATERIAL/FINANCIAL RESOURCES:

In consultation with the Manager, Records & Archives, ensures that all personal computers, photocopiers, microfilming and dictation machines and systems, and other equipment assigned to the branch are maintained in good working condition.

Assists with the preparation and monitoring of the records branch annual report. Makes recommendations to the Manager regarding the selection of budgetary items.

Assists with the writing and research of generic specifications and descriptions of capital equipment requirements.

Assesses staffing needs and uses resources accordingly.

NATURE & IMPACT OF ERROR:

Errors in the improper authorization of the release of documents under subpoena could result in repercussion to the police service. Improper instruction to users of the RMS system could result in errors in the work of others.

Unnecessary retention of records may result in limited space; premature destruction of records may lead to an inability to provide disclosure.

RESPONSIBILITY FOR SUPERVISION OF STAFF & OTHERS:

Directly supervises five CPIC Operators; 25 Records Clerks; one Records Clerks assigned to Criminal Records; three Clerks, Headquarters Reception; one Reader/Coder; one Records Clerk assigned to Warrants; one Records Clerk assigned to Insurance; one Records Clerk assigned to Charges; and co-op students, with responsibility for interviewing and selection, orientation and training, performance management, and discipline in consultation with the Manager, Records & Archives. Schedules duties and work assignments. Recommends changes to work flow processes, task assignments and job descriptions to the Manager, Records & Archives.

CONTACTS & HUMAN RELATIONS:**Internal:**

Receives daily direction and guidance from the Manager, Records & Archives and Inspector and Superintendent, Support Services. Assigns work to, directs, and provides guidance to supervised staff. Regularly discusses records keeping issues and recommendations with the CIMS implementation team members. Converses with civilian and sworn officer members of all ranks to provide information, discuss crown package requirements and compilation with court personnel; and to discuss work re-assignments and issues.

External:

Regularly has contact with staff from other police services, Probation and Parole, Immigration and agencies requiring police clearance letters, to exchange information; with government agencies such as the RCMP in relation to CPIC regulations and reporting criteria. Responds to public inquiries to deal with unusual circumstances surrounding security clearance and criminal records check and pardon processes. Contacts may occasionally be irate and frustrated, requiring the incumbent to use basic crisis intervention skills.

EFFORT (Mental/Physical):

Assesses compliance of the work activities of all staff to make sure staff job tasks are performed in accordance with the rules, policies, and procedures established for the Records Branch and WRPS, as well as provincial and federal legislation including the Criminal Records Act, Retention Bylaw, Disclosure protocol, Access to Information, Microcomputer Policy, Municipal Freedom of Information and Protection of Privacy Act (MFIPPA), Occupational Health & Safety Act, Police Services Act, and the Human Rights Code. Performs supervisory functions within the confines of the applicable collective agreements.

Reviews, revises and occasionally established records keeping standards to ensure that procedures meet requirements as mandated by Policing Standards, Ministry of the Solicitor General.

Works independently, under the general direction and guidance of the Manager, Records & Archives.

Uses judgement and problem solving skills to assess all factors and circumstances in unique situations impacted by new legislation and current WRPS policies such as what information to include in security clearance letters, immigration paperwork, destruction of fingerprints, based on criteria such as what position and agency person applying with.

Uses the Internet, government sources, and police magazine articles to research new legislation, technology and services relating to records keeping and archiving. Researches and analyses various sources to resolve specific problems to provide support to other branches.

Prolonged sitting, heavy visual concentration, manual dexterity, and attention to detail are required when attending meetings, reviewing police records and occurrences, ensuring standardization of UCR coding, or using a personal computer to conduct research and write reports. Occasionally lifts, pushes, and pulls up to 40 lbs when unloading supplies and lifting file boxes.

WORKING CONDITIONS:

Work is performed in an open concept office, shared by all records staff, subject to occasional travel within and outside of the Region to attend meetings, seminars, and workshops such as Law Enforcement and Records Manager Network (LEARN), Access to Information. Work is subject to frequent interruption from staff and others.

Explains to applicants applying for security clearance letters mandated procedures and regulations such as destruction of fingerprints and the retention of alternative measures dispositions on CPIC, and suggests availability of other options. Members of the public who are unhappy with criminal records security checks may become hostile, requiring incumbent to calm the situation, clarify the dispositions and related legislation. Due to the nature of work, incumbent has contact with internal staff who may be difficult or irate if denied access to information.

Work is subject to deadlines for providing reports, statistics and recommendations or other services, requiring the incumbent to schedule own daily activities, as well as those of staff, to meet work demands and deadlines. Work is subject to auditing peaks and changes in technology or government mandated reporting protocol and records keeping.

Occasionally works extended hours when dealing with integrated computerized problems between the dictation systems, e-mail, RMS, and CPIC, or to meet deadlines.

SKILL:

a) **Knowledge:**

Comprehensive knowledge of records management systems and procedures and knowledge of information technology, including manual, automated, document management/retention and micro graphic systems, normally acquired through the attainment of a Certified Records Manager (CRM) or equivalent professional designation and a minimum of three years related experience, of which a minimum of two years is at a supervisory level. Comprehensive knowledge of office procedures and processes is required.

Knowledge of Waterloo Regional Police Service practices, policies, and procedures, as well as related provincial and federal legislation including the Occupational Health & Safety Act, Police Services Act, Human Rights Code, Criminal Records Act, Micro Computer Policy, the Municipal Freedom of Information & Protection of Privacy Act (MFIPPA), Access to Information, disclosure protocol, and the Records Retention Bylaw.

Comprehensive knowledge of the functions of the Records Branch, including RMS, PRIDE, Dictation, e-mail and CPIC systems. Knowledge of the judicial process and court related terminology, administrative and paper flow processes. Ability to reference applicable sections of the Criminal Code, CPIC Reference Manual, Ministry of Correctional Services Act, the Youth Criminal Justice Act, Young Offender Act, Mental Health Act, Family Law Act, Integrated Court Offences Network (ICON) system changes, as well as standardized Uniform Code Reporting (UCR) Stats Canada codings.

Ability to organize work and its performance by others. Ability to organize and prioritize tasks to determine and set short and long-range plans for all records management functions; work independently in a team environment; and adapt to frequently changing priorities to meet strict deadlines.

Ability to instruct or train staff in specific work methods or procedures with prior job experience as a trainer in an office environment. Knowledge of adult education theories and principles required. Previous job experience in preparing and conducting presentations an asset. Ability to collect, interpret, analyze, and apply knowledge related to records keeping, archival and technological changes.

Communications, interpersonal, human relations and leadership skills to advise and supervise staff; to manage performance; to discipline staff; to mediate and use discretion when defusing unpredictable situations; to exchange information with supervisors, officers, senior staff, and the general public; to explain police policies and legislation to those who are unfamiliar with processes; to participate in meetings and workshops; and to represent the police service in a professional and diplomatic manner.

Proficiency in the operation of a personal computer and ability to interpret requirements for and use software programs such as Microsoft Word, Excel and Access.

A valid Class "G" Ontario Driver's Licence with no more than six demerit points required to travel within and outside the region to attend meetings and seminars.

Ability to meet police security clearance requirements and to maintain confidentiality.

Ability to participate as an effective team member and to support and project values compatible with the organization.

Ability to meet testing requirements for the position.

b) Language Communication (Written & Verbal):

Ability to write clearly and effectively using appropriate style, format, grammar, and tone in informal and formal communications, including reports, memos and correspondence. Ability to prepare performance evaluations on staff members, and to review and provide input to the Manager, Records & Archives on job descriptions and questionnaires for positions within the branch.

Ability to communicate to collect information from staff on current records handling practices; to explain and clarify aspects of the design and application of the records classification system, and the retention and disposal schedules as related to specific positions.

Ability to read material and related magazines with respect to CPIC, RMS, articles and policy and procedures manuals, and various legislation impacting records and archival procedures.

Ability to present information to internal senior staff, outside agencies, and the Police Services Board, and to actively participate in group meetings with internal and external contacts. Assists the Manager, Records & Archives to prepare formal and informal presentations to staff on records management procedures to coach, mentor, orient, train and identify learning requirements.