simcoe muskoka DISTRICT HEALTH UNIT
Your Health Connection

Simcoe Muskoka District Health Unit
POSITION DESCRIPTION

POSITION TITLE: RECORDS ADMINISTRATOR	**POSITION NUMBER:**
SERVICE AREA: Corporate Services	**PROGRAM AREA:** Facilities and Infrastructure
REPORTS TO: Office Support Supervisor	**REVIEW DATE:** October 15, 2026

PURPOSE OF POSITION: The Records Administrator develops, implements, modernizes and maintains the Agency-wide records and information management system. The role provides leadership, training, and advice to staff on managing records throughout their life cycle and supports the Agency's freedom of information and privacy procedures including access requests, privacy compliance and information governance.

POSITION SKILLS & COMPETENCIES REQUIRED:

Education: Post secondary diploma in records, information management, library, business administration or information sciences (2 years) plus a certificate in records management or the equivalent in education and experience as determined by the Vice President.

Related Experience: Minimum of 5 years records experience, including demonstrated experience supporting freedom of information requests and privacy administration.

Specific knowledge, skills, abilities:

- Advanced knowledge of the aspects of federal and provincial legislation that affect the management of records and demonstrated experience in researching legislated records retention requirements in federal and provincial statutes and regulations
- Advanced organizational and record management skills including the concepts of inventory, cataloguing, storage, retrieval and retention
- Advanced knowledge of records management software and demonstrated skill and experience in the use of computer-based systems for managing information. Strong system and technology skills. Familiarity with Automated Record Management Systems
- Advanced knowledge and demonstrated experience in planning and implementing a records inventory in all media (electronic, video, audio, paper)
- Advanced knowledge and demonstrated experience in the development and appropriate use of classification systems and the application of classification principles, including appraisal of record values, and distributing approve retention schedules and strategies for securing compliance.
- Advanced knowledge and demonstrated experience in the theory and practice of records retention decision-making, including the appraisal of record value(s), developing and distributing approved retention schedules and strategies for securing compliance
- Advanced understanding of the various media options available for archiving paper and electronic records, when to use them including the equipment, supplies and procedures required to manage and protect active, inactive, and archival records
- Advance knowledge and demonstrated experience in the application of options for protecting records against loss and the relationship with disaster recovery or contingency planning
- Advanced organizational and record management skills including the concepts of inventory, cataloguing, storage, retrieval and retention
- Intermediate knowledge and experience in the use of the features and functions of different types of software for managing electronic records including how to determine an organization's requirements for RM software and the technical criteria for evaluating software
- Intermediate knowledge and experience in the use of document management systems including electronic imaging systems

- Intermediate skills in Microsoft Word, Excel, PowerPoint and Outlook
- Intermediate organizational and time management skills with ability to set priorities and meet deadlines
- Demonstrated interpersonal and verbal communication skills, with ability to engage and coordinate activities across program areas.
- Demonstrated written communication skills, including the ability to prepare clear procedures, technical documentation and staff guidance.
- Ability to travel reliably and efficiently to locations within and outside health unit district.
- Ability to work independently within established parameters and to function effectively as a member of a team.

KEY AREAS OF RESPONSIBILITY (ACCOUNTAB ILITY):

Responsible for the development, implementation, and maintenance of the Agency Records Management System **Average % of time: 40%**

- Lead, facilitate and coordinate the development, implementation, modernization and maintenance of a records management system for the agency
- Lead the development of policies and procedures, standards and guidance for the program
- Conduct Statute reviews and update retention schedules as required, including legislative and operational requirements affecting Agency records.
- Maintain centralized records rooms and support the transition of paper-based practices to modern electronic information management.
- Facilitate, coordinate and reinforce the implementation of records management policies
- Develop and maintain an electronic Records Management System
- Develop and administer agency record retention and disposition schedules, including disposition and legal holds.
- Administer storage procedures and disposition reports and destruction processes for inactive records
- Support records inventories, classification, migration, and clean-up activities associated with records modernization

Consult with management and provide leadership, consultation and advice to staff on records retention, filing, and records projects **Average % of time: 15%**

- Train and support administrative staff on designated records administration duties within each department or program
- Develop training material and train employee groups on records administration and information governance
- Participate as a team member by working closely with co-workers and supporting group decisions and agency goals
- Promote records management and information governance practices within the organization

Provide analysis, coordination, and project management for special records management projects. These include policy and procedure development, records review, and file consolidations to support a records management program. **Average % of time: 15%**

- Provide leadership to projects including managing resources and evaluating outcomes
- Coordinate records modernization, including inventories, migrations, Cloud based storage clean-up, classification improvements and implementation of lifecycle controls.
- Conduct regular audits of each file room, electronic storage and records practices.
- Analyze records and information management risks and recommend improvements to support operational requirements.

Responsible for the coordination of agency policy development and review **Ave. % of time: 15%**

- Ensures the timely documentation and coordination of archiving of board level bylaws and policies, manuals and other administrative documents
- Reviews all agency records processes for compliance with agency standards
- Supports privacy inquiries, incident documentation, follow up actions and the maintenance of privacy-related procedures, guidance and records.

Liaise with staff in other health units, Ministry of Health, health care facilities etc. to enhance information management practices **Ave. % of time: 5%**

- Participates in interdisciplinary activities and peer support
- Represents the Agency and service area on committees as appropriate
- Maintains awareness of current public-sector records, access privacy and information-governance practices and shares relevant developments with management and staff.

Reinforce information management principles and standards **Ave. % of time: 10%**

- Provides input into department/program plans, policies and procedures
- Makes recommendations of Agency policy and practice in relation to information management and record retrieval

Contribute to team and agency effectiveness **Ongoing**

- Assists program and functional units in carrying out their mandates
- Demonstrates commitment to, and functions in a way that is consistent with, the Agency mission, vision, values and strategic directions
- Respects and ensures confidentiality in all work performed on behalf of the Agency
- Demonstrates a strong customer service focus in dealing both internally and externally
- Participates in Agency-related committees as assigned
- Understands the need to become redeployed and/or reassigned as part of the public health response to an emergency or natural disaster

Management has the right to change position requirements from time to time as Agency conditions dictate.

CONTACTS & COMMUNICATION:

Internal: MOH, AMOHs, Vice-Presidents, managers and supervisors across programs and services; privacy/FOI lead, legal/other advisors as applicable and program and administrative staff.
External: Information management personnel in other health care organizations, Health Units.

RESPONSIBILITY FOR RESOURCES:

Staff: Coordinates records management activities. Provides training, consultation, support and advice to administrative staff performing records administration functions within each department.
Financial: Makes recommendations for purchase through direct supervisor.
Information: Provides leadership and direction in the management of agency records and supports appropriate access to, privacy of, retention, protection and disposition of information.
Materials: Reviews recommendations of equipment, software and materials required for efficient, effective and appropriate records management across the organization.
Equipment: Use of equipment related to job functions.

EFFORT REQUIRED:

Mental:

- Considerable attention to detail/audio concentration for responding to information search requests, training of staff, in searching and reviewing information;
- Considerable attention to detail/visual concentration for using computer, online searches.
- High volume of work – position is initiating and establishing routine practices for the records management systems and practices for the agency.
- Moderate interruptions related to response-oriented service to staff requests for resources, information, access and privacy matters.
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Physical:

- Moderate lifting/moving resources books, up to 40 pounds
- Moderate sitting, bending, squatting
- Moderate manual dexterity required in use of computer for role

WORKING CONDITIONS SPECIFIC TO POSITION:

- Standard office environment applies to the position.
- Limited requirement to work in storage room and therefore subject to those conditions
- Limited travel is required to coordinate activities across all health unit offices, train staff etc.

I have read the Position Description and understand the duties and responsibilities as assigned.

EMPLOYEE'S SIGNATURE: _____ **DATE:** _____

MANAGER'S SIGNATURE: _____ **DATE:** _____

Position Approvals:

Vice-President's SIGNATURE: _____ **DATE:** _____

Vice-President, Corporate Services Department

POSITION HISTORY: Position approved October 13, 2006, revisions April 18, 2013, to more accurately reflect position requirements prior to posting.
September 2025 – minor revisions to reflect current processes. October 2026 – revisions to include privacy and modernization.