

JOB DESCRIPTION
MANAGEMENT EXCLUSION

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| 1. Position No. 32005,81129, | 2. Descriptive Working Title PRIVACY, ACCESS & QUALITY MANAGER | | 3. Present Classification Excluded Mgmt |
| 4. Branch CORPORATE SERVICES | 5. Department INFORMATION MANAGEMENT & TECHNOLOGY | 6. Proposed Classification | Date NOVEMBER 2018 |
| 7. Position No. of Supervisor 81086 | 8. Descriptive Work Title of Supervisor CHIEF PRIVACY OFFICER | | 9. Classification of Spvr Excluded Mgmt |

SCOPE OF THE ORGANIZATION

The British Columbia Housing Management Commission (BC Housing) is a crown agency of the provincial government and is responsible for providing a range of housing programs for British Columbians. BC Housing, together with its partners, works across the housing continuum to: ensure the most vulnerable have housing and support options that provide stability and maximize independence; increase the supply of affordable and supported housing options for people with low and moderate incomes; administer rent assistance programs; oversee the management of provincial housing properties and programs; support strong non-profit and Indigenous housing sectors; and provide a licensing system in which residential builders achieve a high bar of professionalism. BC Housing has an annual budget of \$1.28 billion in 2018/19 and assists more than 107,200 households in 290 communities throughout the province. BC Housing seeks sustainable housing solutions that are supported by excellence in service delivery and research, and that take into account social, financial and environmental impacts.

Corporate Services is responsible for providing a full range of financial, administrative and information management, legal, program analysis and corporate planning services for BC Housing. The Branch develops financial policies and controls, undertakes budgeting, accounting, reporting, cash management and investing activities, oversees mortgage administration for BC Housing and Provincial Rental Housing Corporation (PRHC), and provides construction financing through the BC Housing's status as a National Housing Act approved lender. The Branch is instrumental in creating financial and business solutions to promote and advance construction and development projects, and working with the non-profit housing sector in initiatives to maximize the allocation of funds and return on investments. The Branch is responsible for information technology development and operations, and for corporate administration including business support services, purchasing, risk management and insurance, facilities and records management, and FOI and Ombudsman liaison. The Branch also provides program analysis, corporate research, planning, and legal services and advice in advancing and supporting the achievement of BC Housing's objectives.

POSITION SUMMARY

The Privacy, Access & Quality Manager is responsible for administering BC Housing's obligations under the *Freedom of Information and Protection of Privacy Act* (FIPPA) and the resolution of complaints, including representing BC Housing at the Human Rights Tribunal. The incumbent interacts with BC Housing's CEO, Vice-Presidents and senior management to provide advice on complex and sensitive matters, and develops effective trust-based working relationships with the Office of the Information and Privacy Commissioner, the Office of the Ombudsperson, the Human Rights Tribunal Commission, and other government entities to facilitate the resolution of issues. The Manager participates in the planning and formulation of departmental objectives, plans, policies and procedures to ensure accomplishment of business objectives, and acts as back-up for the the Privacy Officer and Senior Manager Information Services. Incumbents may focus on one primary function but are expected to be knowledgeable and experienced in all areas of responsibility.

MAJOR RESPONSIBILITIES**1. Freedom of Information:**

- Manages and completes FOI requests, some of which are highly complex and involve a large number of records, including identifying and collecting records from program areas; processing, reviewing and redacting records in compliance with FIPPA; preparing fee estimates, notifications to third parties and time extensions, where appropriate; reviewing requests completed by team members to provide quality assurance; mediating with the Office of the Information and Privacy Commissioner (OIPC) in request for reviews; preparing and organizing review materials for the OIPC; and managing the process and progress of all FOI requests to ensure compliance with FIPPA

2. Privacy:

- Provides support to the Privacy Officer and Senior Manager, Information Services for the management of an effective freedom of information and protection of privacy program at BC Housing
- Prepares and reviews Privacy Impact Assessments (PIAs), including for significant IT implementations
- Develops, recommends and implements the privacy audit program, and conducts privacy audits
- Investigates reported privacy breaches, in collaboration with IT Security where appropriate. Completes privacy breach reports in accordance with BC Housing and OIPC procedures; prepares breach notification letters; makes recommendations regarding preventative measures; prepares reports for the OIPC, where appropriate; and considers guidance from OIPC in decision-making
- Provides advice and guidance regarding the application of the *Personal Information Protection Act*, to which non-profit housing providers are subject
- Reviews contracts, information sharing agreements and other BC Housing agreements to ensure terms and conditions are consistent with the requirements of FIPPA, participates in the drafting of information sharing agreements; and provides expert advice to BC Housing program areas in matters of collection, use, retention and disclosure of information

3. Quality Assurance:

- Manages the complaints resolution process and serves as BC Housing's liaison with the Office of the Ombudsperson, including managing the receipt of a dynamic and complex caseload of customer enquiries, compliments and complaints; acting as Chair of the Home Adaptations for Independence Appeal Committee; and ensuring fairness, objectivity and a results-oriented attitude to resolution of complaints while adhering to business processes, policies and procedures
- Mediates, negotiates and problem-solves where established regional processes have not satisfactorily resolved a complaint
- Chairs the Complaints Resolution Committee as the final step in the complaints resolution process; investigates the complaint, prepares documentation for the Committee's review; sets the meeting and agenda, chairs the meeting, takes minutes; prepares the final draft letter to the complainant for review by the Committee, and sends the final letter
- Serves as the Commission's liaison with the Office of the Ombudsperson (OO), including researching matters brought to BC Housing's attention by the OO; working cooperatively with all areas of BC Housing to consider options to resolve the complaint; developing strategies and mediating the resolution of issues. Participates in any Ombudsperson-initiated investigations; leads the investigation for the Commission and provides any options to the Ombudsperson's office on proposed remedies.
- Serves as Commission liaison with the the Human Rights Tribunal, including investigating complaints about BC Housing to Human Rights Tribunal and determining whether it falls within the jurisdiction of the Human Rights Act; notifying legal counsel of an impending Human Rights case; gathering all records related to the complaint and preparing records for distribution to legal counsel, with legal counsel, representing BC Housing at the Human Rights Tribunal hearing; ensuring that any settlement negotiated is implemented. Conducts research into areas of concern to BC Housing to assist in determining strategies for ensuring BC Housing reflects best practices in its programs and practices

4. General Responsibilities:

- Interacts with BC Housing's CEO, Vice-Presidents and senior management, exercising considerable discretion and providing advice on sensitive and complex FOI, privacy and complaints matters
- Develops and maintains effective trust-based working relationships with the OIPC, the OO, the Human Rights Tribunal Commission, and other government entities and with BC Housing staff in order to facilitate the resolution of issues
- Maintains current working knowledge of, and accurately applies, relevant federal and provincial statutes and regulations and departmental policies and procedures, and ensures that managers are kept informed of developments and their implications
- Supports the development of a training strategy and develops and provides privacy, FOI and quality assurance training
- Provides input and recommendations in the planning and formulation of departmental objectives, plans, policies and procedures to ensure accomplishment of business objectives and to mitigate risks
- Develops, facilitates and maintains an effective corporate approach to the management of FOI requests, privacy matters and complaints
- Maintains a tracking system of FOI, privacy and complaints-related matters.
- Prepares quarterly summaries of statistics for the Vice-President Corporate Services and CFO for presentation to the Board of Commissioners.
- Continually seeks, establishes and implements 'best practice' techniques, and develops opportunities for reducing risk and achieving efficiencies
- May assume acting responsibilities for the Privacy Officer and Senior Manager, Information Services
- Maintains a high level of confidentiality and security in all aspects of work

ORGANIZATION

There are four positions reporting to the Chief Privacy Officer; three Privacy, Access & Quality Managers and a Manager, Records and Information Centre

No positions report to the Privacy, Access & Quality Managers.

QUALIFICATIONS**Education, Experience and Occupational Certification**

Bachelor degree or diploma in a related discipline supplemented by industry recognized professional courses, such as IAPP certification.

Considerable experience processing FOI requests of varied complexity, completing Privacy Impact Assessments, including for complex Information Technology (IT) systems and environments, completing Information Sharing Agreements and handling complaints of varied complexity. Considerable experience in communicating with senior level staff, organizations such as the OO, the Human Rights tribunal, the OIPC, and clients

Knowledge, Skills and Abilities**Core Competencies**

- Personal Effectiveness
- Communication
- Results Oriented
- Teamwork
- Service Oriented

Extensive knowledge of freedom of information, privacy and human rights legislation

In depth knowledge and understanding of BC Housing's business operations

Demonstrable expertise in analysing the requirements of FIPPA and the impact of OIPC decisions

Basic knowledge of IT Security

Ability to plan and manage the development and implementation of a complaint resolution program in accordance with legislation and business requirements

Ability to chair review and appeal committees

Ability to communicate clearly, in both spoken and written communications, and provide complex and sensitive information where there may be significant barriers to acceptance

Well-honed problem solving skills, and ability to analyze and solve issues and make effective decisions in a results-oriented environment

Proven communication, facilitation and negotiation skills

Ability to build strong and trusting relationships with BC Housing executive, managers and staff, the OIPC, the Human Rights tribunal and other government agencies

Ability to maintain confidentiality, and utilize diplomacy and tact in dealing with confidential matters

Effective organizational, planning and project management skills

Effective leadership, communication, presentation and interpersonal skills

Ability to be flexible and have excellent interpersonal skills

Ability to analyze and solve issues and make effective decisions in a results-oriented environment

Effective negotiation, conflict resolution, problem solving and consensus building skills