

1. Position No. 81765	2. Descriptive Working Title Criminal Record Review Program Coordinator		3. Present Classification CK4
4. Department Supply Chain Management	5. Branch/Section Corporate Services	6. Proposed Classification	Date May 2021
7. Position No. of Supervisor 80239	8. Descriptive Work Title of Supervisor Manager Procurement		9. Classification of Supervisor Excluded Management
10. Job Summary:			

Reporting to the Manager Procurement, the Criminal Record Review Program Coordinator is responsible for managing the supplier Criminal Record Check (CRC) process with the Ministry of Public Safety and Solicitor General (MPSSG) office. The position manages the submission of CRC applications, expedites applications, maintains confidential and private application records, provides application status updates to project teams and suppliers, prioritizes applications and regularly interfaces with the MPSSG to review and implement changes required by the Criminal Records Review Program (CRRP). He/she/they assists with the development, implementation and maintenance of systems required to successfully administer BC Housing's compliance with the Criminal Records Review Act. The position facilitates the Criminal Record Check (CRC) process for all personnel who are performing work on BC Housing tenanted buildings that place them around vulnerable individuals and children. The incumbent serves as the CRRP subject matter expert by ensuring the program is administered in compliance to MPSSG standards, providing guidance to all internal and external stakeholders, resolving all application issues and conducting training to BC Housing staff on the CRRP process.

11. Duties:

1. In collaboration with the Manager, Procurement and Information Management Technology staff develop and implement processes, policies and infrastructure required for the administration of the CRRP. Works closely with Privacy staff to ensure confidential information is handled in adherence with the Freedom of Information and Protection of Privacy Act, BC Housing policy and applicable government requirements.
2. Serves as BC Housing's main point of contact for the CRRP and is responsible for developing and maintaining a strong working relationship with the MPSSG. Ensures the program is administered in compliance with MPSSG requirements. Responds to all internal and external inquiries regarding the CRC process.
3. Liaises with BC Housing personnel to identify projects that require CRCs, verify required personnel and engage suppliers in the application process. Identifies new individuals requiring CRCs after project commencement.
4. Issues electronic and manual application packages to suppliers/subcontractors and responds to all inquiries. Coordinates the ID verification of all applicants by ensuring information on their form is valid, accurate and consistent with submitted pieces of identification (i.e. driver's license, BC Services Card).
5. Maintains and updates all CRC records in the enterprise resource planning system. Verifies all CRC logs are properly linked to Purchase Orders and Supplier Address Book Records. Ensures personnel changes are updated and CRC of suppliers/sub-contractors remain valid for the duration of all projects.
6. Assesses and resolves all application processing issues (i.e. system errors, processing delays, change in personnel) by promptly communicating with suppliers, project contact person or the MPSSG office to ensure projects move according to plan. Communicates with the MPSSG office to expedite applications, as well as follow up on the status of any outstanding CRC requests.
7. Acts as a subject matter expert on the Criminal Records Review Act, Criminal Records Review Program and associated laws, policies and procedures. Provides guidance and support to departments on all aspects on the

CRRP program.

8. Resolves supplier concerns and disputes related to the CRC application process and escalates to the Manager, Procurement accordingly.
9. Assesses the efficiency of the program by analyzing quality measurements of involved processes (i.e. application turnaround times, request patterns, MPSSG processing times). Identifies gaps and provides recommendations for improvement.
10. Fosters effective, working relationships with all departments and stakeholders in the CRRP process. Liaises with all stakeholders to communicate important updates and information which may impact project deadlines.
11. Works with Project teams to establish priority applications and expedites these applications with the MPSSG.
12. Conducts training to BC Housing staff on the CRRP process. Prepares training materials including presentations and guide sheets. Mentors and provides guidance to new team members.
13. Works closely with Supply Chain Management team members on continuous improvement initiatives of other related projects.
14. Performs other related duties that do not affect the nature of the job, including participating on project task teams or assisting with special assignments.

STAFFING CRITERIA

1. Position No. 81765	2. Descriptive Working Title Criminal Record Review Program Coordinator	3. Present Classification CK4
4. Education, Training and Experience		

Diploma in business administration, information management or relevant discipline.

Sound experience in public policy administration, as well as implementing digitized processes.

or an equivalent combination of education, training and experience acceptable to the employer.

5. Knowledge, Skills and Abilities

Core Competencies:

- Personal Effectiveness
 - Communication
 - Results Oriented
 - Teamwork
 - Service Oriented
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- Sound knowledge of The Criminal Records Review Act
 - Sound knowledge of the Freedom of Information and Protection of Privacy Act
 - Good knowledge of implementing digitized processes and procedures
 - Good knowledge of developing training materials and facilitating training sessions
 - Strong interpersonal and communication skills
 - Strong organizational and time management skills
 - Strong problem-solving skills
 - Excellent customer service skills
 - Proficient in the use of computer applications including Microsoft Excel, Word, Outlook, and PowerPoint
 - Ability to exercise sound judgement and discretion when handling confidential information
 - Ability to understand and apply BC Housing's privacy and record keeping policies
 - Ability to exercise attention to detail
 - Ability to handle a high volume of work and multitask effectively
 - Ability to work independently or as part of a team
 - Ability to manage conflicting priorities within tight project deadlines

6. Occupational Certification

Completion of Authorized Contact Criminal Record Check (Province of British Columbia) required.