

1. Position No. 81086	2. Descriptive Working Title Director, Privacy & Information Services		3. Present Classification Excluded Mgmt
4. Branch Corporate Services	5. Department Information Management and Technology	6. Work Location Telework Eligible	Date June 2012  Revised August 2021
7. Position No. of Supervisor 33036	8. Descriptive Work Title of Supervisor Chief Information Officer		9. Classification of Supervisor Excluded Mgmt

## POSITION SUMMARY

Reporting to the Chief Information Officer, the Director, Privacy & Information Services provides strategic expertise related to the delivery of services under the *Freedom of Information and Protection of Privacy Act (FIOPPA)* and the *Information Management Act (IMA)*. He/she/they is responsible for leading the Commission's privacy, freedom of information and records management programs. The position also serves as the Commission's liaison with the Office of the Ombudsperson.

## MAJOR RESPONSIBILITIES

1. Leads the development of privacy, freedom of information and records management strategies and programs for the Commission. Assesses organizational and legislative requirements, and develops policies, standards, systems and procedures in order to meet current and emerging business needs, while ensuring compliance with the *Freedom of Information and Protection of Privacy Act* and the *Information Management Act*.
2. Leads the implementation of privacy, information management and complaints resolution programs, ensuring strict adherence to applicable laws, rules and processes. Proactively resolves complex issues by regularly making recommendations for new approaches to lifecycle management, privacy breaches and development of contingency plans to address anticipated issues and risks.
3. Oversees the commission's records management program, ensuring appropriate governance processes are in place that make certain all records are managed effectively and in accordance with legal requirements. Leads digital records initiatives.
4. Builds and maintains an excellent relationship with the Office of the Information & Privacy Commissioner (OIPC) and the Ministry of Citizens' Services Communicates all new data-sharing initiatives and integrated programs or activities to the OIPC and collaborates regularly with the OIPC with respect to Privacy Impact Assessments (PIA) and FOI matters. Works directly with the OIPC regarding investigations, mediation, and other formal inquiry processes.
5. Proactively oversees and facilitates the personal information management lifecycle process, including: advising business units on information and privacy design requirements; determining information and privacy requirements for vendors; conducting Privacy Impact Assessments on all new programs, projects or activities that involve personal information; conducting regular on-going operational checks of personal information usage to ensure that it is accessed and secured as set out in the PIA; and making sure PIAs are completed in a timely manner and provided to the OIPC, as applicable.
6. Establishes an internal audit process and leads internal compliance audits on all personal information in the Commission's custody and control.

7. Develops and implements a commission-wide privacy and information management training program that includes onboarding training, yearly refresher training and role-based training for employees who manage sensitive personal information.
8. Provides leadership in the planning, design and evaluation of privacy and security related projects, in collaboration with the Chief Information Security Officer. Collaborates on cyber privacy and security policies and procedures.
9. Proactively develops, maintains, and manages consultative relationships with all business units and provides senior level advice and direction as the Commission's Information Access and Privacy expert.
10. Works with senior officials in other levels of government to establish information sharing agreements and Memoranda of Understanding regarding the sharing of client information.
11. Works with other agencies and the public concerning issues and applications and manages the preparation of responses to applications for information, including reviewing responses for the CEO's signature.
12. Serves as the Commission's liaison with the Office of the Ombudsperson. Research matters brought to the Commission's attention, develops strategies and mediates the resolution of issues, and responds to the Ombudsperson. Develops a close working relationship with management in all branches to facilitate a quick resolution to complaints.
13. Maintains awareness of emerging trends in information management and privacy, and maintains expertise in information security, business applications and information technology architecture and infrastructure. Initiate's business improvement opportunities to ensure programs continue to meet business needs and changes in legislation.
14. Provides advice and guidance as requested to the non-profit sector on the *Personal Information Protection Act*.
15. Supervises the work of staff in accomplishing the business activities of the program area. Creates a supportive and progressive environment, coaches, trains and ensures staff are provided with information necessary to perform their assigned duties. Completes performance evaluations, addresses performance issues, and takes disciplinary action, which may include suspension and the recommendation for termination. Plays a key role in recruitment activities, including hiring, promotion and demotion decisions, and recommends compensation activities of staff. Resolves grievances up to the second stage of the process. May contribute and participate on the negotiating committee as a management representative. Manages resources required to fulfill operational requirements, develops staffing plan, and recommends staffing levels to accomplish goals.
16. Performs other related duties that do not affect the nature of the job, including conducting special studies, making presentations and participating in task force, project teams and committee work.

## ORGANIZATION

The Director, Privacy and Information Services reports to the Chief Information Officer.

The Director, Privacy and Information Services supervises a team of staff, including excluded and bargaining unit employees.

## QUALIFICATIONS

### Education, Experience and Occupational Certification

Bachelor's degree in Public Administration or a related field, supplemented by industry recognized professional courses.

Completion of Certified Information Privacy Professional (CIPP/C) designation.

Extensive experience leading a privacy, freedom of information and records management program for a multi-faceted organization. Considerable experience in Provincial Government ARCS/ORCS records management.

Or an equivalent combination of education, training and experience acceptable to the Employer.

### Knowledge, Skills and Abilities

#### Core Competencies

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

#### Leadership Competencies

- Alignment & Results
- Team Development
- Relationship Building/Management

Considerable knowledge of FOIPPA legislation

Considerable knowledge of privacy, freedom of information and records management practices and standards, and knowledge of a range of analytical methods to assess program risks

Ability to learn and understand the Commission's business operations

Ability to plan and manage the development and implementation of an information management and privacy program in accordance with legislation and business requirements

Ability to assess information and privacy risks, develop effective action plans, and strive for continuous improvement in the implementation of programs

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

Ability to establish and maintain effective working relationships with internal and external stakeholders

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

Ability to lead, coach and motivate staff in a team setting.

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

Effective organizational, planning and project management skills

Effective leadership, communication, presentation and interpersonal skills