



Family and Children's Services of St. Thomas & Elgin

Family & Children's Services of St. Thomas & Elgin is committed to becoming allies with First Nations, Inuit and Métis communities; those of African-Canadian/Black heritage; other racially marginalized and 2SLGBTQIA+ persons, through our Truth and Reconciliation commitments, our ongoing 'Diversity, Equity and Inclusivity' work and antiracism/anti-oppression education.

Our Mission

We protect and support children and youth in partnership with families and communities.

ACCESS TO RECORDS AND COURT DISCLOSURE CLERK

Full-time, Permanent – Existing Vacancy

SCOPE OF JOB:

The Access to Records and Court Disclosure Clerk provides case related disclosure of information and reports to the Privacy Designate. This position is responsible for collecting, reviewing and vetting case information and providing disclosure in accordance with the applicable provincial legislation including the Personal Health Information Act (PHIPA), PART X of the Child, Youth and Family Services Act (CYFSA), and the rules of civil procedure. The incumbent will also respond directly to disclosure requests from counsel, service recipients, and other Children's Aid Societies and Indigenous organizations. With a focus on customer service, this position demonstrates productivity, organization, and a high level of responsiveness.

This is a full-time, in office, Union position. Normal office hours are Monday to Friday, from 8:30 am to 4:30 pm, however, some work outside of regular hours and/or overtime may be required.

QUALIFICATIONS:

Applicants must have:

- Post-secondary education related to records & information management and/or post-secondary education and 3 years of child welfare experience considered;
- Preference given to applicants with a Diploma in Legal Administration, Law Clerk, Records & Information Management and/or equivalent education in the field of information management;
- Demonstrated ability to be highly organized and have excellent communication and interpersonal skills;
- Ability to effectively manage stress and balance competing demands, while maintaining a professional demeanor;
- Demonstrated proficiency in computer skills, including Microsoft Windows, Excel, case management systems, redaction tools and software, and Adobe, in a digitized environment;
- Ability to navigate the Child Protection Information Network (CPIN) would be an asset;
- Sensitivity to and awareness of issues facing First Nations, Inuit and Métis (FNIM) people;



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- Demonstrated knowledge of Anti-Opressive Practice, Indigenous history, anti-black racism and equity considerations in child welfare;
- Must have the ability to secure an Agency approved police Vulnerable Persons record check, and a clear provincial Child Protection search; and
- Valid G Ontario driver's license and available vehicle.

SKILLS:

- Knowledge of legislation related to disclosure in court matters and access to personal information;
- Excellent written skills with an ability to synthesize information;
- Detail oriented, demonstrated through thoroughness and accuracy when completing tasks;
- Strong organizational skills and the ability to perform during periods of multiple demands;
- Ability to understand and manage complex situations;
- Superior customer service skills with a focus on empowerment, respect and collaboration;
- Strong communication skills and proven ability to work collaboratively across the agency;
- Strong bias for action, ability to work independently and strong critical thinking and negotiating skills;

DUTIES:

- Records Management & Retrieval – locate, retrieve, and organize case files (electronic and physical) in response to access and disclosure requests, maintain accurate tracking systems for all requests, disclosures, and file movement, ensure records are stored, handled, and archived according to agency policy and legislative requirements;
- Review & Redaction – review case files to determine what information can be disclosed under the Child, Youth and Family Services Act (CYFSA), Part X and O. Reg. 158/18 (Adoption information disclosure), apply redactions to protect third-party information, confidential sources, and legally restricted content, prepare disclosure packages that are complete, accurate, and compliant with legislation;
- Processing Requests – receive, log and process requests from former clients, legal representatives, other agencies, and internal staff, verify identity and authority of requester to ensure proper access, communicate timelines, requirements, and next steps to requesters in a clear and trauma-informed manner;
- Legislative Compliance – ensure all disclosures align with: CYFSA (Part X and O. Reg. 158/18), FIPPA/MFIPPA principles, PHIPA, Agency privacy and confidentiality policies, identify and escalate complex or high-risk disclosure issues to supervisors or legal counsel;
- Collaboration & Communication – work closely with internal departments (e.g., legal, service teams, CPIN specialists) to gather required information, liaise with external organizations such as police, courts, and other child welfare agencies when coordinating disclosures, provide clear, professional communication to requesters, including explanations of redactions or withheld information;
- Data Entry & Documentation – enter and update information in CPIN and other records systems, maintain detailed audit trails for all disclosures, redactions, and decisions, prepare letter, summaries, and documentation related to access requests;



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- Quality Assurance & File Integrity – ensure files are complete, organized, and properly indexed before disclosure, identify missing or incomplete documents and coordinate retrieval or correction, support agency compliance audits and internal reviews;
- Trauma-Informed Practice – recognize the emotional impact that accessing historical child welfare records may have on former clients, provide communication that is sensitive, respectful, and supportive, refer individuals to appropriate supports when needed (e.g., cultural, mental health, or community resources);
- Administrative Support – maintain secure filing systems, support privacy breach investigations by gathering relevant records;
- Participate in agency staff meetings, team meetings, regular supervision, and agency and professional training; and
- Other duties as required.

REPORTS TO: Manager, Quality Assurance, Privacy and Organizational Effectiveness

SALARY RANGE: \$49,287 to \$60,447 (2025 Union Salary Grid)

DEADLINE TO SUBMIT RESUME: March 31, 2026

Qualified applicants should submit their resumes to:

Family & Children's Services St. Thomas and Elgin

Attention: Shelley Wright

E-mail: swright@caselgin.on.ca

“Family and Children’s Services of St. Thomas and Elgin is committed to a barrier-free, respectful, accessible and inclusive work environment. We will endeavor to remove any barrier to the hiring process to accommodate those applicants with disabilities.

Please inform Human Resources in advance should accommodation be required at any point in the recruitment and selection process.”

***Thank you for your interest in our organization.
Only those candidates selected for interviews will be contacted.***

Family and Children’s Services of St. Thomas and Elgin may use Artificial Intelligence (AI) tools to screen, assess, or select applicants during the hiring process at present.