

	<b>Position Title:</b> Records and Information Release Officer	<b>Team:</b> Organisational Effectiveness, Records and Information Release Team	<b>Region:</b> Central <b>Office:</b> Richmond
	<b>Supervisor:</b> Records Manager	<b>Delegations and Authorities:</b> In Line with Delegations Policy	<b>Band:</b> A <b>Salary:</b> BM 4.1 – 4.3 <b>Date Completed:</b> September 2019

OUR VISION AND PURPOSE	ROLE CONTEXT
<p><b>We believe children, young people and families should be safe, thriving and hopeful.</b></p> <p><b>Our Vision for 2022: Together we will courageously change lives and reimagine service systems.</b></p> <p>For over 140 years, Berry Street has adapted to a changing world, and we will continue to adapt to achieve our purpose.</p> <p>Berry Street will continue to be a strong and independent voice for the children, young people and families with whom we work. In collaboration with others, we will advocate for investment in early intervention and prevention services that enable families to be safe and stay together. We will use approaches that are culturally safe and informed by the best evidence available. We will measure and learn from the impact of our work, and we will continually contemporise our models of practice.</p> <p><b>We look forward to working with children, young people, families, carers, staff and partners to achieve this vision. Together.</b></p>	<p>The Records and Information Release Officer is responsible for the provision of accurate records management and release of information in relation to the records of Berry Street Staff and its clients. This includes the accurate and diligent creation, capture, maintenance and ongoing management of Berry Street electronic and hard copy documents and records. The position aims to ensure the care and management of the organisation's historical client records and agency archives dating back to 1877 and to ensure policies and procedures guide appropriate practice across the agency.</p>
OUR VALUES	PRIMARY OBJECTIVES OF THE ROLE
<p><b>We expect all staff to apply these Values in all aspects of their work.</b></p> <p><b>Courage:</b> to never give up, maintain hope and advocate for a 'fair go'</p> <p><b>Integrity:</b> to be true to our word</p> <p><b>Respect:</b> to acknowledge each person's culture, traditions, identity, rights, needs and aspirations</p> <p><b>Accountability:</b> to constantly look at how we can improve, using knowledge and experience of what works, and ensure that all our resources and assets are used in the best possible way</p> <p><b>Working Together:</b> to work with our clients, each other and our colleagues to share knowledge, ideas, resources and skills</p>	<p>The key objectives of the role include:</p> <ul style="list-style-type: none"> <li>• To provide Berry Street staff and clients with compliant records management and archival services.</li> <li>• Assist in processing requests for information, such as from current and past clients, and in relation to the heritage collection.</li> <li>• Assist in the preparation of records for the release to court in response to subpoenas.</li> <li>• Prepare corporate and client files for archiving.</li> <li>• Assist the Records Manager in the development of new procedures, processes and staff training programs.</li> <li>• Contribute collaboratively to areas of business improvement and change management.</li> <li>• Foster strong working relationships with all internal and external customers of the records management area.</li> </ul>
	REPORTING RELATIONSHIPS
	<p>This role is based at our Richmond office. It is part of the broader Organisational Effectiveness Team. This role reports to the Records Manager who will provide supervision and review.</p> <p>This role has no direct reports and works in conjunction with other team members.</p>

EXPECTATIONS	
<ul style="list-style-type: none"> <li>• Conduct oneself in accordance with the Berry Street Code of Conduct which is underpinned by the values of accountability, courage, integrity, respect and working together within the principles of continuous improvement and occupational health and safety.</li> <li>• Berry Street is committed to diversity and inclusion. We aim to ensure every individual is treated with dignity and respect regardless of their cultural background, ability, ethnicity, gender identity, sexual orientation, spirituality or religion.</li> <li>• Berry Street is committed to being a child safe, child friendly and child empowering organisation. In everything we do we seek to protect children. We are committed to the cultural safety of Aboriginal and Torres Strait Islander children; children from culturally and/or linguistically diverse backgrounds; children with a disability; children who identify with a sexual and or gender minority identity.</li> </ul>	
KEY SELECTION CRITERIA: KNOWLEDGE, SKILLS AND ABILITIES REQUIRED TO FULFIL THE ROLE	
<ul style="list-style-type: none"> <li>• Excellent written and oral communication skills (including public speaking, presentations and facilitation skills).</li> <li>• Demonstrated ability to flexibly manage competing priorities and stressful situations, monitoring own stress levels and practising and promoting self-care strategies.</li> <li>• Self-motivated with the ability, in consultation with the Records Manager, to initiate and develop logical systems to improve efficiency and effectiveness of Berry Street's record management.</li> <li>• Excellent time management skills and experience in managing a high workload with minimal direct supervision, prioritising work within established policies, guidelines and procedures.</li> <li>• Have a sensitive non-judgmental approach and be aware of the needs of clients, staff and other people.</li> <li>• Accuracy and high attention to detail with the ability to manage confidential matters</li> <li>• Excellent communication skills – verbal and written – including being able to communicate effectively</li> <li>• Experience in working with MS Office Suite, particularly Excel spreadsheets &amp; functions, Word formatting and database management.</li> <li>• Skills in assisting all levels of staff and external bodies with a supportive demeanour.</li> </ul>	
QUALIFICATIONS AND OTHER REQUIREMENTS	DESIRABLE
<ul style="list-style-type: none"> <li>• A relevant tertiary qualification and/or equivalent experience</li> <li>• Knowledge and experience of records and archive management</li> <li>• Staff must hold a valid WWCC, current drivers licence at all times and undergo a Criminal Records Check prior to employment. Subsequently, staff must report any criminal charges or court appearances.</li> </ul>	<ul style="list-style-type: none"> <li>• Previous experience of records and archives management in the community service or government sector.</li> <li>• Knowledge of legislation and standards relating to records management.</li> </ul>

## KEY ACCOUNTABILITIES AND RESPONSIBILITIES

ACCOUNTABILITY	SPECIFIC RESPONSIBILITIES
<b>Direct Service Delivery</b>	<ul style="list-style-type: none"> <li>• Assist with the administration of records, document management, and archiving.</li> <li>• Retrieve records from offsite storage on request, track these in use and oversee their timely return to storage.</li> <li>• Collect archive boxes from regional offices on an ongoing basis, which involves driving long distances and manual handling.</li> <li>• Maintain a record of the archives collection, including inactive client and business records and historical materials.</li> <li>• Assist the Records Manager to establish and implement strategies for the management of historical archival materials, including digitisation and cataloguing of materials, and planning for long term preservation and continued access.</li> <li>• In collaboration with the Records Manager, liaise with the Manager (Media and Communications), Development Unit and other Berry Street teams and individuals, to ensure that significant events, news, publications, etc. are captured for the archival record.</li> <li>• Provide assistance to staff regarding electronic document and records management, policies and procedures.</li> <li>• Assist with the development of and adherence to management policies, processes and guidelines.</li> </ul>
<b>Release of Information</b>	<ul style="list-style-type: none"> <li>• Assist with the preparation of records for release in response to enquiries from past clients, the courts or others, when required, in accordance with Berry Street's Privacy Policy including photocopying, printing and presentation.</li> <li>• Conduct searches for and retrieve records from storage.</li> <li>• Maintain accurate and complete records of the progress of each enquiry, and of communication with the enquirer.</li> <li>• Collect statistics on the number and nature of enquiries, to be reported to the Records Manager.</li> </ul>
<b>Networking / Liaison</b>	<ul style="list-style-type: none"> <li>• Participate in team meetings and Central Office staff meetings</li> <li>• Establish and maintain effective working relationships with peers at Berry Street.</li> </ul>
<b>Other</b>	<ul style="list-style-type: none"> <li>• Participate in ongoing learning and development</li> <li>• Assist with the development of protocols for the ongoing retention of the organisation's history, culture and identity.</li> <li>• Berry Street supports White Ribbon, Australia's campaign to stop violence against women. There is an expectation that staff never commit, excuse or remain silent about violence against women.</li> <li>• Berry Street are committed to the safety, participation and empowerment of all children, including those with a disability and culturally and/or linguistically diverse backgrounds. Berry Street are also committed to cultural safety, inclusion and empowerment of Aboriginal children, their families and communities.</li> <li>• Other duties as directed.</li> </ul>

## INHERENT REQUIREMENTS OF WORK ACTIVITIES / ENVIRONMENT

Following is a table that outlines the main physical and psychological requirements of the position.

Element	Key Activity	Frequency
<b>Work Environment</b>	Manage demanding and changing workloads and competing priorities.	Daily
	Work in a team environment.	Daily
	Work in different geographic locations.	Occasional
	Be exposed to all outdoor weather conditions.	Regular
	Work in unstructured environments (e.g. outreach).	Occasional
	Work office hours with the possibility of extended hours.	Occasional
	Work on-call after hours.	Occasional
	Work in an open plan office.	Daily
	Work in buildings which may be two-storey.	Daily
	Sit at a computer or in meetings for extended periods.	Daily
	Work in an environment with competing demands.	Daily
	Present at court and other jurisdictions.	Occasional
<b>People Contact</b>	Liaise with government, non-government and community organisations.	Daily
	Work with clients who may have a physical or sensory disability.	Regular
	Interact with members of the public who may display the full range of emotional expressions, including parents, partners, significant others, family members, advocates, doctors, police.	Regular
	Interact with clients and members of the public who could display verbal or physically challenging behaviour.	Occasional
	Facilitate access to specialist, generic and community services.	Daily
	Undertake training and professional development activities.	Regular
<b>Manual Handling</b>	Undertake manual handling (eg: lifting, pulling, pushing, moving, transferring, digging, twisting, restraining, supporting) of equipment, which would be of varying weight and size.	Daily
<b>Administrative Tasks</b>	Undertake administrative tasks which may include the following: computer work, filing, writing reports, case notes/plans and client records, participating in meetings, concentrating for long periods of time, managing resources and budget and researching and analysing information and data.	Daily
	Use technology including photocopier, telephones including mobiles, fax, overhead projectors, televisions, videos, and electronic whiteboards.	Daily
<b>Transport</b>	Drive vehicles possibly over long distances and in all traffic and weather conditions.	Regular
	Drive vehicles with possible distractions from client behaviour, verbal or physical.	Occasional

