

JOB DESCRIPTION
MANAGEMENT EXCLUSION

1. Position No. 32005, 81486	2. Descriptive Working Title Privacy & Access Program Manager		3. Present Classification Excluded Mgmt
4. Branch General Counsel & Corporate Secretary	5. Department Privacy and Information Services	6. Work Location Hybrid – Site Central	Date Nov 2018 Revised Nov 2020; Nov 2021; Jun 2024
7. Position No. of Supervisor 81086	8. Descriptive Work Title of Supervisor Director, Privacy and Information Services		9. Classification of Supervisor Excluded Mgmt

POSITION SUMMARY

Reporting to the Director, Privacy and Information Services, the Privacy & Access Program Manager is responsible for administering BC Housing’s obligations under the *Freedom of Information and Protection of Privacy Act* (FIPPA). The incumbent interacts with BC Housing’s executive and senior management to provide advice on complex and sensitive freedom of information and privacy matters and develops effective trust-based working relationships with the Office of the Information and Privacy Commissioner. He/she/they provides support in managing effective freedom of information and protection of privacy programs at BC Housing and participates in the planning and formulation of departmental objectives, plans, policies and procedures to ensure the accomplishment of business objectives. He/she/they manages complaints about BC Housing’s programs and inquiries from the Ombudsperson’s Office as required during periods of limited coverage.

MAJOR RESPONSIBILITIES

1. Freedom of Information:

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

2. Privacy:

- Prepares and reviews Privacy Impact Assessments (PIAs), including those for significant Information Management Technology (IMT) implementations.
- Develops, recommends, and implements privacy audit programs and conducts privacy audits.
- Investigates reported privacy breaches in collaboration with IMT 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.
- Develops and reviews contracts, information sharing agreements, and other BC Housing agreements to ensure terms and conditions are consistent with the requirements of FIPPA.

- Provides expert advice to BC Housing program areas in matters of collection, use, retention and disclosure of information.

3. **General Responsibilities:**

- Provides support to the Director, Privacy and Information Services, and the organization in managing effective FOI and privacy protection programs at BC Housing.
- Advises executive and senior management on sensitive and complex FOI, privacy, and complaints matters, exercising considerable discretion.
- Develops and maintains effective trust-based working relationships with the OIPC, other government entities, and BC Housing staff in order to facilitate the resolution of issues.
- Stays updated on relevant federal and provincial statutes, regulations, and departmental policies and procedures accurately applies them, and ensures managers are kept informed of developments and their implications.
- Supports the development of a training strategy and develops and provides privacy and FOI 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 managing FOI requests and privacy matters.
- Maintains a tracking system of FOI and privacy-related matters.
- Prepares quarterly and annual statistics summaries for presentation to the Executive Committee and the Board of Commissioners.
- Continually seeks, establishes and implements 'best practice' techniques and develops opportunities for reducing risk and achieving efficiencies.
- Manages complaints about BC Housing's programs and inquiries from the Ombudsperson's Office as required during periods of limited coverage.
- 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 Privacy & Access Program Manager reports to the Director, Privacy and Information Services.

There are no positions reporting to the Privacy & Access Program Manager.

QUALIFICATIONS

Education, Experience and Occupational Certification

Bachelor's degree in a related discipline supplemented by industry-recognized professional courses, such as International Association of Privacy Professionals (IAPP) certification.

Considerable experience processing FOI requests of varied complexity, communicating with senior-level staff and organizations, including the OIPC, completing Privacy Impact Assessments for complex Information Technology (IT) systems and environments and completing Information Sharing Agreements.

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

Extensive knowledge of freedom of information and privacy legislation.

Sound knowledge of IT Security.

Ability to analyze the requirements of FIPPA and the impact of OIPC decisions.

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

Ability to learn and understand BC Housing's business operations.

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

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

Ability to be flexible and have excellent interpersonal skills.

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

Strong communication, facilitation, problem-solving and negotiation skills.

Strong organizational, planning and project management skills.

Strong leadership, communication, presentation and interpersonal skills.

Criminal Record Check Required