



## **Dufferin Child & Family Services**

**child and youth mental health • child protection • developmental support**

Dufferin Child and Family Services is a multi-service agency providing Child and Youth Mental Health, Child Protection, and Developmental Support.

The agency currently requires:

### **1- 18 Month Contract – Disclosure Clerk, Receptionist**

**You** are seeking:

- An opportunity to work with disclosure and access information requests in relation to CYFSA, Part X, and PHIPA.
- A role that supports the organization through providing a professional and welcoming atmosphere for those accessing our agency.
- A challenging role that offers flexibility, learning opportunities and work within a multi-disciplinary team.

**We** are seeking an individual who:

#### **Disclosure**

- Responds to disclosure and access to information requests in relation to the CYFSA, Part X and PHIPA.
- Communicates with requestors to define the scope, requirements, and entitlement of a request.
- Obtains all records from the case information system(s), reviews, and redacts.
- Records in accordance with consent, legislative and regulatory requirements, policies and procedures and provincial business harmonization
- Liaises with Child Protection Workers, Child Protection Managers, Clinical Services Managers and Legal Counsel to obtain and confirm information produced for disclosure.
- Updates case management system data and information regarding disclosure requests.
- Provides disclosure documents.
- Responds to routine and non-routine telephone calls, emails, directs messages, etc. and provides information and/or assistance; Directs or refers as appropriate with urgency, if required.
- Produces, collages, packages, expedites, and processes documents and files.
- Collaborates with staff across the organization on disclosure and access to personal information needs.

#### **Reception**

- Greets all individuals attending DCAFS in a professional and welcoming manner, connecting them with the person they are meeting with.
- Answers all phone calls in a professional manner and directs callers appropriately; Monitors and reviews the General Voice Mailbox and directs messages accordingly.

- Monitors onsite staff via trace software; Maintains record of signed out visitor FOBs.
- Distributes incoming and outgoing mail; Directs faxes and electronic communication to the appropriate recipient in a timely manner.
- Ensures agency waiting room and interview rooms are maintained in a tidy fashion; Attends to children who may be seated unsupervised in the waiting room.
- Ensures accurate schedule information is available for Child Protection, Intake, and After Hours staff.
- Maintains confidentiality of all client information in accordance with agency policy and procedures.
- An awareness of key collaborative services and their referral processes.
- Performs all duties within the framework of our agency values and an anti-oppressive approach.
- Other duties, relevant to the position, shall be assigned as required.

**Qualifications:**

- Diploma or Degree from a recognized college or university in the areas of Business/Administration, Law Clerk, Records Management, Library Science or a BA in Business.
- Two years of specific work-related experience in personal information and records management.
- Basic knowledge of the Child, Youth & Family Services Act and Part X, as well as familiarity with privacy legislation (MFIPPA, FIPPA, PHIPA).
- Proficient knowledge of relevant CAS/industry computer applications (CPIN), and advanced skills in Microsoft Office Suite and/or Office 365, Adobe Pro and the ability to comprehend new software database programs quickly.
- Valid G Driver's License and access to a reliable motor vehicle with appropriate liability insurance required.
- Excellent grammatical, spelling, and proof-reading skills along with demonstrated written communication skills.
- Exceptional inter-personal skills and professional mannerisms with comfort in handling sensitive information and situations.
- Personal values aligned with the agency's mission, vision, and values.
- Strong organizational and time management skills; demonstrated ability to multi-task with ease.
- Ability to work independently and within teams.

If you are interested in this job opportunity, please apply by email on or before **Thursday March 12, 2026** to [hr@dcafs.on.ca](mailto:hr@dcafs.on.ca) quoting reference number **2026-011**.

As an employer committed to employment equity and accessibility for persons with disabilities, we encourage applications from members of equity-seeking communities including racialized and Indigenous persons, persons with disabilities, women, and persons of all sexual

orientations and gender identities/expressions. Our hiring framework is founded in equity, truth and reconciliation, anti-black racism, and anti-oppressive practices.

DCAFS is committed to providing a recruitment and selection process that is both inclusive and free from barriers. Accommodations for job applicants with disabilities are available upon request, and will be provided in accordance with the **Ontario Human Rights Code** and the **Accessibility for Ontarians with Disabilities Act**.

Applicants are required, in advance, to make any accommodation request known to Human Resources by contacting the department at (519) 941-1530 and Human Resources will strive to provide reasonable and appropriate accommodation for all applicants during the recruitment and selection process, which will ensure the process, is conducted in a fair and equitable manner.

**Thank you for your interest; however, only those selected for an interview will be contacted.**

**Role Location:** 655 Riddell Rd, Orangeville

**Reports to:** Manager, Admin Services

**Hours of Work:** 33 hours per week; 5 X per week

**Salary Range:** \$52,000-\$69,000