

County of Henrico Job Classification

DSS Records Coordinator



General Summary of Classification:

Coordinates and fulfills records and compliance needs for the Services division. Conducts ongoing compliance monitoring of assigned units and ensures external audit readiness. Applies expert knowledge of regulatory requirements and meticulous attention to detail to reduce risk and ensure compliance.

Examples of Primary Tasks, Duties and Responsibilities (TDR):

- Conducts targeted case file reviews of Adult Protective Services, Child Protective Services, Family Preservation, Foster Care, and Adoption records.
- Assists managers with internal compliance reviews.
- Leads the appropriate storage, distribution, archiving, and destruction of records.
- Maintains effective tracking systems, including dashboards, to monitor audits, corrective actions, and other needs.
- Proposes changes to policies, procedures, and resources in response to internal and external audit findings and evolving regulations.
- Fulfills FOIA responses, litigation subpoenas, and authorized disclosures with rigorous redaction standards.
- Maintains official standardized operating procedures, forms, and templates.
- Completes meticulous routine and ad hoc reporting for a range of audiences.
- Serves as a division resource on confidentiality and record handling; advises managers on requirements and risk mitigation.
- Trains on the appropriate stewarding sensitive client information across its full lifecycle.
- Performs other duties as assigned.

Knowledge, Skills, and Abilities (KSA) Typically Required:

- **Occupation-specific:** Existing expert-level knowledge of salient regulatory frameworks governing client records, audit responses, and FOIA; familiarity with VDSS/OCS expectations and accreditation requirements; considerable knowledge records management; demonstrated auditing and report preparation experience.
- **Technical:** Ability to use electronic records systems and business software; skill in data collection, basis data analysis, and report preparation; ability to develop and maintain forms and documentation systems.
- **Interpersonal, Communication and Customer Service:** Strong oral and written communication skills; ability to establish and maintain positive working relationships with staff, stakeholders, and regulatory agencies; excellent customer service skills, tact and courtesy.
- **Decision-making and Authority:** Makes routine decisions within established guidelines; refers unusual or complex issues to supervisor.

- **Leadership:** Non-supervisory; regularly provides expert guidance to personnel.
- **Environment:** Typically works in an office setting; may be required to work in various indoor locations based on program needs.
- **Physical:** Physical condition and hearing acuity sufficient to fulfill job duties; ability to travel between work locations as needed.
- locations and carry out activities inherent to records and compliance work.

Minimum Education and Experience:

- **Education:** Four (4) year degree in human services or other job-related field.
- **Experience:** Two (2) years of professional job-related experience.
- **OR:** Any equivalent combination of experience and training which provides the necessary Knowledge, Skills, and Abilities.

Other Requirements (License, Certifications, Training, etc.):

- Criminal history record check and fingerprinting of all employees in authorized and hourly safety sensitive positions.
- Child Abuse and Neglect Central Registry check.
- Successful completion of all required NIMS courses.

Job Code: G.B.R.0019

Date of Last Revision: 19-Sep-2026

This is a generalized class specification and not a job description. Actual duties, qualifications, and requirements vary by position. For more information, contact the Henrico County Department of Human Resources.