**RECRUITMENT OF STAFF FOR THE JAMAICA COUNCIL FOR PERSONS WITH DISABILTIES**

**BACKGROUND**

February 14, 2022, signaled the dawn of a new era for persons with disabilities as the long-awaited Disabilities Act came into full effect, establishing the 49-year-old organization as a statutory body to ensure the full inclusion of persons with disabilities in Jamaica. The new JCPD is thus mandated to be the government’s policymaking, planning, monitoring, coordinating, and advocating entity for the prevention of the causes of disability, rehabilitation, and equalization of opportunities in the concept of a rights-based society for persons with disabilities and lead in the implementation of programs and projects.

The organization, is seeking to recruit suitable candidates for nineteen (19) vacant positions, namely:

* + One Director/Secretary DRT (GMG/SEG 2)
	+ One Head of Public Procurement (GMG SEG 1)
	+ One Manager Rehabilitation, Transition & Social Services (GMG/SEG 3)
	+ One Manager Policy, Research, and Project Management (GMG/SEG 3)
	+ One Manager, Access, Compliance & Investigation (GMG/SEG 3)
	+ One Grants Administrator - (GMG/AM 3)
	+ One Administrator – (GMG/AM 3)
	+ One Human Resource Officer (GMG/SEG 1)
	+ One Client Care & Information Officers (GMG/AM 3)
	+ Two Senior Social Workers (SWG/PS 4)
	+ Four Disability Management Officers (SWG/PS 3)
	+ Four Compliance and Investigation Officers (GMG AM 4)

If you believe you possess the above qualities and a strong desire to help the authority fulfill its mandate, submit an application accompanied by a detailed resume including the names of two (2) referees.

**NO LATER THAN AUGUST 8, 2023, TO:**

**Senior Director of Human Resources Management and Development**

**Ministry of Labour & Social Security**

**14 National Heroes Circle**

**Kingston 4.**

**Email:** **jcpd-jobs@mlss.gov.jm**

***The Job Descriptions of these positions are available on the following websites of the Ministry of Labour & Social Security -*** [***www.jcpd.gov.jm***](http://www.jcpdja.com)***;*** [***www.mlss.gov.jm***](http://www.mlss.gov.jm)***; and*** [***www.lmis.gov.jm***](http://www.lmis.gov.jm)

We thank all applicants for their interest, but responses will be sent only to shortlisted applicants.

**JAMAICA COUNCIL FOR PERSONS WITH DISABILITIES**

JOB DESCRIPTION

|  |  |
| --- | --- |
| JOB TITLE | Manager, Rehabilitation, Transition & Services  |
| GRADE | GMG/SEG 3 |
| DIVISION / DIVISION | Disabilities Management |
| SECTION / UNIT | Rehabilitation, Transition & Social Services Branch |
| REPORTS TO  | Executive Director  |
| MANAGES | Placement OfficerVocational CounsellorSecretaryDisabilities Management OfficersSenior Social Workers  |

This document will be used as a management tool and specifically will enable the classification of positions and the evaluation of the performance of the post incumbent.

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Head of Department Date

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Executive Director Date

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Date received in Human Resource Division Date Created/Revised

**PURPOSE OF JOB**

To provide strategic direction and leadership to facilitate effective multi-agency, multi-sector disabilities management through implementation of the Disabilities Act 2014. The incumbent ensures the provision of disability supports including economic and social activities, to ensure accessibility, portability, and an individual focus, in the provision of goods and services which would assist Persons with Disabilities overcome barriers to participating fully in daily living and have continued access to comparable supports when they make transitions across life situations or geographic locations. (S)he also facilitates employment of persons with disabilities and their full inclusion through sustained public education, by enhancing access to education, training, and skills development, and by providing disability supports and accommodation of persons with disabilities in learning institutions.

**KEY OUTPUTS**

* Strategic and operational plans developed/implemented/monitored.
* Programmes and Budget for habilitation and rehabilitation, and transition services for PWDs developed/implemented/monitored.
* Disability supports provided.
* PWDs accommodated in learning institutions.
* Employment of PWDs facilitated.
* Access to education, training and skills development enhanced.
* Access to Financial Support & Employment for persons with disabilities
* Technical advice provided to JCPD and the Minister on matters pertaining to persons with disabilities.
* Regular and periodic reports prepared/submitted.
* Recommendations for effective measures for prevention of disabilities, rehabilitation, and improved living conditions for persons with disabilities
* Regular programme reviews to ensure services are appropriate to clients’ needs.
* Competent staff

 **KEY RESPONSIBILITY AREAS**

**Management/Administrative Responsibilities**

* Contributes to organization’s strategic and operational decision making and policy development and review.
* Develops, implements, and monitors the Unit’s Annual Work Plan
* Plans, directs, supervises, and coordinates work activities of subordinates and staff relating to areas of responsibility.
* Prepares monthly and quarterly reports and periodic Unit operational reports.

**Technical / Professional Responsibilities**

* Assists in the development of strategy and policy for delivering disability services ensuring that aged and disability key results areas are aligned to overall strategic direction
* Provides support and advice on case management, service delivery issues and critical incident response
* Represents the JCPD at meetings of related professional bodies
* Conducts regular programme reviews to ensure services are appropriate to clients’ needs
* Builds and maintains strong partnerships with key agencies to improve and expand persons with disabilities - responsive services within the sector
* Conducts regular programme reviews to ensure services are appropriate to clients’ needs

***Rehabilitation & Transition***

* Ensures the provision of referral for rehabilitation (for those acquiring disabilities) and habilitation (for those born with disabilities) services
* Ensures the provision of devices and/or the referral of services to ensure to slow the progression of disability; and the development of secondary disabilities
* Ensures the provision of services for the enablement of persons with disabilities to gain new functional or communication skills
* Ensures the provision of referral and other services for the employment of persons with disabilities and other income generating opportunities, as well as funding for education and rehabilitation; and their overall social and economic development
* Ensures access to financial support and employment e.g., job placement, rehabilitation grants for income generation, school fee assistance, scholarships for tertiary level education, etc.
* Assists with finding employment for persons with disabilities through our Job Placement Officer

***Social & Economic Development***

* Coordinates, manages services, and ensures the distribution of and grants for the social and economic development of persons with disabilities
* Incorporates provisions such as scholarships, entrepreneurial, rehabilitation, and assistive aids grants
* Spearheads strategic positioning and capacity building for persons with disabilities

**HR Responsibilities**

* Provides advice and guidance in the development of strategies to ensure the recruitment, motivation and retention of the best talent available
* Participates in the recruitment process for senior staff
* Provides effective leadership to direct reports, and for the division by agreeing on strategic objectives and priorities, and monitoring and reviewing performance against agreed targets and competencies
* Manages the development of direct reports through regular performance appraisals, coaching, mentoring, and recommending training and development programmes and initiatives
* Promotes, models, and enforces the policies and procedures of the JCPD to ensure awareness and compliance
* Allocates/budgets financial resources toward staff training and development
* Promotes team building through understanding and applying principles of group development, diversity and dynamics
* Utilizes an integrated Human Resource Management System to support the HR functions within the organization and to drive organizational effectiveness and efficiency

**PERFORMANCE STANDARDS**

Key outputs should be produced within agreed time frames, to required industry and other standards, in accordance with the Financial Administration and Audit Act, the Public Service Regulations 1961, the Public Sector Staff Orders 2004, the Official Secrets Act, the Access to Information Act, the Corruption Prevention Act, and other relevant statutes and guidelines, in a manner consistent with the Disabilities Act, and in keeping with the JCPD goals and objectives as follows:

* Policies and procedures are updated to reflect changes in legislation, regulation and standards that relate to disability management
* Disability policies, procedures, forms, and templates are developed, reviewed, and maintained to JCPD standards and in accordance with the Disabilities Act 2014
* Programmes and Budget for habilitation and rehabilitation, and transition services for persons with disabilities developed/implemented/monitored within agreed time frame and expenditure is consistent with approved budget
* Programme reviews are conducted to ensure services are appropriate to client needs based on agreed schedule and to required standards
* All JCPD duties undertaken with an awareness of and sensitivity to diversity and equity in accordance with JCPD, mission, vision, policies and applicable/relevant legislation
* Disability supports provided in accordance with the Disabilities Act 2014, JCPD mission, vision, policies; and applicable/relevant legislation
* Systems, processes and procedures relating to the management of information are adequate and are reviewed and updated as necessary
* PWDs accommodated in learning institutions in accordance with JCPD, mission, vision, policies and applicable/relevant legislation
* Employment of persons with disabilities facilitated in accordance with JCPD, mission, vision, policies, and applicable/relevant legislation.
* Access to education, training and skills development enhanced in accordance with JCPD, mission, vision, policies, and applicable/relevant legislation.
* Access to Financial Support & Employment for persons with disabilities in accordance with JCPD, mission, vision, policies, and applicable/relevant legislation
* Technical advice provided to JCPD and the Minister on matters pertaining to persons with disabilities in accordance with the Disabilities Act 2014, JCPD mission, vision, policies; and applicable/relevant legislation.
* Routine, special, and ad hoc reports prepared/submitted to required standards within agreed time frame.
* Recommendations for effective measures for prevention of disabilities, rehabilitation, and improved living conditions for persons with disabilities

**CONTACTS**

**Internal**

Executive Director

Social Work Unit

Confidential Registry

Legal Unit

Heads of Divisions

All staff

**External**

Disability Associations

Ministry of Labour & Social Security

Ministry of Health & Wellness

Ministry of Education

Ministry of Local Government

Ministry of Justice

Ministry of Transportation

Private Sector Organization of Jamaica

Jamaica Manufacturers Association

Educational Institutions

Workplaces

Medical facilities

 **KEY COMPETENCIES**

**Core**

* Sound knowledge of management and supervisory principles and practices
* Excellent interpersonal, verbal, and written communication skills
* Demonstrated ability to lead and motivate staff
* Well-developed planning, organizing, analytical and negotiating skills
* Good conflict management and problem-solving skills
* Excellent interpersonal skills and ability to interact with various levels of the public
* Ability to build and sustain professional, cooperative and effective working relationships
* Ability to demonstrate good judgment, sensitivity to and respect for a diverse public
* Ability to be discreet and diplomatic in handling sensitive information and issues in a sometimes-stressful environment
* Ability to exercise creativity and initiative in the performance of functions
* Ability to demonstrate a high level of professionalism and confidentiality
* Ability to plan and prioritize to meet deadlines

**Technical**

* Knowledge of the JCPD’s policies and procedures governing disability management
* Knowledge of the Disability Act including its regulations, precedents, and other relevant laws
* Knowledge of the functioning of the Disability Rights Tribunal
* Working knowledge of customer service principles
* Proficiency in the use of MS Office applications

**MINIMUM REQUIRED EDUCATION AND EXPERIENCE**

* Bachelor’s degree in social work, or related discipline
* At least three (3) years related work experience in a managerial/supervisory position
* Certificate in Disability Management

**AUTHORITY**

* To approve payments of grants under the Disability Act
* To approve disbursement of funds from the approved budgetary allocation
* To interpret and provide guidance and advice on relevant Acts, Regulations and policies
* To direct and coordinate the plans, programmes and activities of the Unit
* To approve departmental and sick leave and recommend vacation leave
* To recommend policies, procedures, promotions, transfers, dismissals, study leave and disciplinary actions

**SPECIAL CONDITIONS ASSOCIATED WITH THE JOB**

* Required to travel island wide in the course of duties
* Required to possess a valid Driver’s Licence and a reliable motor vehicle.

**JAMAICA COUNCIL FOR PERSONS WITH DISABILITIES**

**Job Description**

|  |  |
| --- | --- |
| **JOB TITLE** | Manager, Policy, Research & Project Management  |
| **GRADE** | GMG/SEG 3 |
| **DIVISION / DEPARTMENT** | Social Policy, Planning & Research |
| **SECTION / UNIT** | Policy, Research, Project Management |
| **REPORTS TO**  | Deputy Executive Director |
| **MANAGES** | Research OfficerPolicy Analyst |

This document will be used as a management tool and specifically will enable the classification of positions and the evaluation of the performance of the post incumbent.

This document is validated as an accurate and true description of the job as signified below:

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Manager/Supervisor Date

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Head of Department Date

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Executive Director Date

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Date received in Human Resource Division Date Created/Revised

**Purpose of Job**

Under the general direction of the Executive Director, the Manager, Social Policy, Planning, Research plays an integral role in the development, implementation, monitoring and assessment of social policies, programmes, and projects.

The incumbent leads a team of technical staff in identifying policy areas and issues to explore, collect and analyze information, which form an integral part in the development, implementation, monitoring of social policies and programmes impacting the rights of the Persons with Disabilities and community stakeholders. In addition, the incumbent will develop and implement relevant laws, policies, and programmes relevant to the disability sector.

 **Key Outputs**

* Policies developed and implemented
* Strategic, Corporate and Operational plans developed and submitted
* Standard Operating Policies developed and implemented
* Division budgets prepared and maintained
* Reports, briefing papers and presentations prepared and submitted
* Meetings, conferences and other fora attended
* Strategic Partnerships formed and maintained
* Organizational Performance targets met
* Competent staff
* Staff appraisals conducted and submitted
* Performance appraisals completed and submitted
* Research methodologies developed and implemented
* Board and management requests executed
* Monitoring and evaluation framework developed and implemented

**Key Responsibility Areas**

**Management / Administrative Responsibilities**

* Recommends policy, programme and project development to the Board and develops strategies to implement decisions taken by the Board.
* Leads the development and implementation of Strategic, Corporate and Operational Plans for the Unit.
* Sets measurable goals with deadlines, measures progress against established indicators, corrects for variance as required.
* Oversees the development and implementation of Standard Operating Procedures for the JCPD; provides guidance for quality control and effectiveness.
* Oversees preparation of the required budgets.
* Prepares various reports, briefing papers and presentations related to persons with disabilities.
* Ensures the department’s compliance with all GOJ guidelines and organizational rules and regulation.
* Represents the organization at meetings, conferences and other functions as required.

**Technical/Professional Responsibilities**

**Research, Policy, Planning**

* Analyses feedback from internal and external customers and stakeholders to inform policies and recommendations to the Board of Management.
* Leads the development and implementation of a monitoring and evaluation framework for the JCPD and the Disabilities sector.
* Leads organizational research in international, regional, and local trends in the field and consults with key stakeholders in order to inform recommendations for strategic direction, policies and establishment of priorities.
* Develops, implements, monitors, and assesses social policies, programmes, and projects.
* Oversees the tracking of social progress, particularly changes in living conditions, the incidence and characteristics of poverty and the impact of social and economic policies on persons with disabilities.
* Builds relationships and network with stakeholders so as to improve the research process.
* Collaborates with other business units and departments to support continued research into existing and future policy needs.
* Leads the design and implementation of data gathering/management computer systems and software to aid in interpreting data accurately and efficiently.

**Project Management**

* Plans, develops, and evaluates programmes and projects in support of policies formulated by the Board.
* Plans, develops, and evaluates national programmes on the prevention of the causes of disabilities, rehabilitation, and equalization of opportunities.
* Prepares concept papers, project proposals and technical reports and other activities assigned by the Executive Director.
* See to the development and strengthening of national linkages concerning the welfare of persons with disabilities.
* Conducts technical assistance through trainings and other related activities concerning disabilities.
* Establishes and maintains linkages and networking with concerned international organizations and facilities resource exchange on disability related concerns.
* Plans, develops, and evaluates technical cooperation programmes to promote resource generation for local organizations of and for persons with disabilities.
* Promotes technology transfer of current international disability trends/standards and approaches to local Government Organizations and Non-Governmental Organizations.

**Human Resource Responsibilities**

* Provides leadership and guidance through effective planning, delegation, communication, training, mentoring, coaching and discipline.
* Evaluates and monitors the performance of direct staff in the departments and implements appropriate strategies to improve performance.
* Coordinates the development of individual work plans and recommends performance targets for the staff assigned.
* Participates in the recruitment and training of staff of the JCPD.
* Recommends transfer, promotion and approves leave in accordance with established Human Resource Policies and Procedures.
* Identifies skills/competencies gaps and contributes to the development and succession planning for the portfolio departments to ensure adequate staff capacity.
* Facilitates the timely and accurate completion of direct reports, annual performance appraisals and other periodic reviews.
* Effects disciplinary measures in keeping with established guidelines/practices.
* Ensures staff are aware of and adheres to policies and procedures of the JCPD.

**Other Responsibilities**

* Performs other related functions assigned from time to time by the Chairperson and Board of Management

 **Contacts**

**Internal**

Directors

Managers

Executive Director

Direct reports

**External**

Government ministries/agencies

Non-Government organizations

Private organizations

Industry associations and players

Consultants

Training providers

Persons with disabilities

 **Performance Standards**

* Policies developed, reviewed, implemented and compliant in keeping with JCPD’s goals and objectives.
* Reports, briefing papers and presentations prepared and submitted within the required timeframe and established standards and guidelines
* Meetings, conferences and other fora attended as required and in keeping with JCPD goals and objectives
* Strategic Partnerships formed and maintained as required and in keeping with JCPD goals and objectives
* Organizational Performance targets met against established JCPD corporate goals and objectives
* Research methodologies developed and implemented in keeping with JCPD’s goals and objectives
* Board and management requests executed as directed and within established timeframe.
* Monitoring and evaluation framework developed and implemented in keeping with organizational goals and objectives
* Strategic, Corporate and Operational plans are developed and submitted within the required time frame, in keeping with compliance requirements
* Standard Operating Procedures are current, support the mission of the organization and are disseminated and implemented according to agreed timeframes
* Division Budgets are prepared in the stipulated format and within the agreed timeframes and are aligned to the goals and objectives of the JCPD; variance is maintained within agreed range
* Staff needs addressed in keeping with the JCPD goals and objectives
* Organizational Performance targets are achieved annually as stipulated in the operational plan
* Staff appraisal completed and submitted within established timeframe and training and developmental activities executed

 **Key Competencies**

**Functional / Technical Competences**

* Expert knowledge of the laws and regulations governing disabilities management in Jamaica including the Disabilities Act, 2014, Standards for the Operation of Disabilities Institutions in Jamaica
* Sound knowledge of the relevant laws and regulations governing Statutory Boards including the Public Management Bodies and Accountability Act, the FAA Act and GOJ Procurement guidelines
* Expert knowledge of strategic planning and budgeting principles and practices.
* Sound knowledge of disabilities management
* Working knowledge of relevant computer applications

**Core Competencies**

* Excellent leadership, networking and relationship-building skills and ability to function as a team player and work with a diverse group of people.
* Demonstrated skills in staff supervision, coaching, team building and motivation of staff
* Excellent oral and written communication skills and excellent public speaking skills
* Excellent negotiation skills.
* Excellent project management skills

**Minimum Required Education and Experience**

* Master’s degree in political science, Social Science, Research, English, Economics, Business, or equivalent qualification
* Training in Project Management and Supervisory Management
* At least seven (7) year’s relevant work experience in a comparable position and business/work environment

 **Special Conditions Associated with the Job**

* May be required to work long hours to conduct analyses and provide reports
* Frequently required to travel which may sometimes be long distances

 **Authority**

* Develop and implement organizational policies and procedures
* Conduct interviews, select and recruit personnel
* Approve leave for direct reports
* Recommend disciplinary actions for staff
* Conduct performance appraisals for direct reports

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| --- | --- | --- |
| Date of Issue/Update | Job Holder | Job Holder’s Supervisor |
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**JAMAICA COUNCIL FOR PERSONS WITH DISABILITIES**

JOB DESCRIPTION

|  |  |
| --- | --- |
| JOB TITLE | Access, Compliance & Investigation Manager |
| GRADE | GMG/SEG 3 |
| DIVISION / DIVISION | Disabilities Management |
| SECTION / UNIT | Access, Compliance & Investigation |
| REPORTS TO  | Deputy Executive Director |
| MANAGES | Compliance & Investigation Officer (x 7)Secretary |

This document will be used as a management tool and specifically will enable the classification of positions and the evaluation of the performance of the post incumbent.

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Manager/Supervisor Date

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Head of Department Date

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Executive Director Date

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Date received in Human Resource Division Date Created/Revised

**PURPOSE OF JOB**

To provide strategic direction and leadership to facilitate effective multi-agency, multi-sector disabilities management through implementation of the Disabilities Act 2014. The incumbent ensures that JCPD is able to (1) advise the Minister on matters pertaining to persons with disabilities; (2) promote effective measures for (i) the prevention of circumstances which cause a disability in persons; (ii) the rehabilitation of persons with disabilities; (iii) public education concerning disabilities; and (iv) improvement in living conditions of persons with disabilities. (S)he monitors the implementation of the Disabilities Act via accessibility audits to ensure the environment is barrier free; and investigation of complaints about discrimination against persons with disabilities to facilitate the provision of legal assistance to persons with disabilities for matters of discrimination.

**KEY OUTPUTS**

* Operational plans developed/implemented/monitored
* Programmes and Budget developed/implemented/monitored
* Disability services provided
* Standards for disabilities management developed and stakeholders educated
* Incidents and conditions investigated
* Reports on investigations submitted to the Disabilities Rights Tribunal (DRT)
* Technical advice provided on matters pertaining to persons with disabilities
* Recommendations for effective measures for prevention of disabilities, rehabilitation, and improved living conditions for persons with disabilities
* Regular programme reviews conducted
* Feedback on service delivery are obtained, acted on and reported on
* Regular and periodic reports prepared/submitted
* Full compliance across all service delivery areas
* Competent staff

 **KEY RESPONSIBILITY AREAS**

**Management/Administrative Responsibilities**

* Contributes to organization’s strategic and operational decision making and policy development and review.
* Develops, implements, and monitors the Unit’s Annual Work Plan
* Plans, directs, supervises, and coordinates work activities of subordinates and staff relating to areas of responsibility.
* Prepares monthly and quarterly reports and periodic Unit operational reports

**Technical / Professional Responsibilities**

* Assists in the development of strategy and policy for delivering disability services ensuring that aged and disability key results areas are aligned to overall strategic direction.
* Provides support and advice on case management, service delivery issues and critical incident response.
* Represents the JCPD at meetings of related professional bodies
* Conducts regular programme reviews to ensure services are appropriate to clients’ needs

***Access & Compliance***

* Oversees the provision of services to ensure inclusion (e.g., communication access and interpretation, assistive devices)
* Develops standards and ensures stakeholders are educated on the Standards.
* Ensures effective monitoring on accessibility in regard to the environment and information
* Oversees the investigation of complaints and referrals to the DRT

***Investigations***

* Ensures and oversees the investigation of incidents or conditions involving persons with disabilities which are alleged to be illegal, dangerous, inhumane or result in mistreatment.
* Ensures that investigation of incidents of mistreatment and wrongs committed against people with disabilities are expeditiously reported to the DRT
* Ensures that all cases of suspected abuse/neglect involving PWDs are handled in an independent, thorough, and timely manner

**HR Responsibilities**

* Participates in the recruitment, selection, and hiring of staff, and recommends movement when appropriate
* Participates in the administration of staff benefits in keeping with established human resource policies, including recommending vacation leave, and approving sick and departmental leave
* Provides guidance and support to staff through training & development, coaching, and mentoring
* Models, promotes, and enforces compliance with the policies and procedures of the JCPD including recommending and administering disciplinary action
* Advocates for the provision of adequate and appropriate resources to enable staff to undertake their duties effectively and efficiently.
* Manages the work of direct reports by delegating, setting performance targets, monitoring, and evaluating performance, providing feedback and initiating reward & recognition, or corrective action where necessary to improve performance.
* Fosters teamwork, a harmonious working environment, and collaborative working relations
* Utilizes an integrated Human Resource Management System to support the HR functions within the organization and to drive organizational effectiveness and efficiency.

**PERFORMANCE STANDARDS**

Key outputs should be produced within agreed time frames, to required industry and other standards, in accordance with the Financial Administration and Audit Act, the Public Service Regulations 1961, the Public Sector Staff Orders 2004, the Official Secrets Act, the Access to Information Act, the Corruption Prevention Act, and other relevant statutes and guidelines, in a manner consistent with the Disabilities Act, and in keeping with the JCPD goals and objectives as follows:

* Operational plans developed/implemented/monitored
* Programmes and Budget developed/implemented/monitored
* Disability services provided in a manner consistent with the Disabilities Act
* Programme reviews are conducted to ensure services are appropriate to client needs based on agreed schedule and to required standards.
* Feedback on service delivery is timely, meet required standards and are acted upon.
* Annual Budgets are developed and monitored to ensure expenditure is consistent with approved budget; meet required standards and produced within agreed time frame
* Routine, special and ad hoc reports are produced within the agreed timelines and meet the required standards
* Standards for disabilities management developed and stakeholders educated in accordance with the Disabilities Act
* Incidents and conditions investigated in a manner consistent with the Disabilities Act
* Reports on investigations submitted to the Disabilities Rights Tribunal (DRT) within the agreed timelines and meet the required standards, and in accordance with the Disabilities Act
* Technical advice provided on matters pertaining to PWDs in accordance with the Disabilities Act and other relevant policies and guidelines
* Recommendations for effective measures for prevention of disabilities, rehabilitation, and improved living conditions for PWDs
* Regular programme reviews conducted within the agreed timelines and meet the required standards
* Feedback on service delivery are obtained, acted on and reported on within the agreed timelines and meet the required standards
* Regular and periodic reports prepared/submitted within the agreed timelines and meet the required standards
* Full compliance across all service delivery areas

**CONTACTS**

**Internal**

Executive Director

Confidential Registry

Heads of Divisions

All staff

**External**

Persons with disabilities and their families

Communities

Workplaces

Disability Associations

Disabilities Rights Tribunal

 **KEY COMPETENCIES**

**Core**

* Sound knowledge of management and supervisory principles and practices
* Excellent interpersonal, verbal and written communication skills
* Demonstrated ability to lead and motivate staff
* Well-developed planning, organizing, analytical and negotiating skills
* Good conflict management and problem-solving skills
* Excellent interpersonal skills and ability to interact with various levels of the public
* Ability to build and sustain professional, cooperative and effective working relationships
* Ability to demonstrate good judgment, sensitivity to and respect for a diverse public
* Ability to be discreet and diplomatic in handling sensitive information and issues in a sometimes-stressful environment
* Ability to exercise creativity and initiative in the performance of functions
* Ability to demonstrate a high level of professionalism and confidentiality
* Ability to prioritize to meet deadlines

**Technical**

* Knowledge of the JCPD’s policies and procedures governing disability management
* Knowledge of the Disability Act including its regulations, precedents, and other relevant laws
* Knowledge of the functioning of the Disability Rights Tribunal
* Working knowledge of customer service principles
* Proficiency in the use of MS Office applications

**MINIMUM REQUIRED EDUCATION AND EXPERIENCE**

* Bachelor’s degree in business administration, Social Work, or related discipline
* At least three (3) years related work experience in a managerial/supervisory position
* Certificate in Disability Management

**AUTHORITY**

* To interpret and provide guidance and advice on relevant Acts, Regulations and policies
* To direct and coordinate the plans, programmes and activities of the Unit
* To approve departmental and sick leave and recommend vacation leave
* To recommend policies, procedures, promotions, transfers, dismissals, study leave and disciplinary actions

**SPECIAL CONDITIONS ASSOCIATED WITH THE JOB**

* Required to travel island wide in the course of duties
* Required to possess a valid Driver’s Licence and a reliable motor vehicle.

**JAMAICA COUNCIL FOR PERSONS WITH DISABILITIES**

**JOB DESCRIPTION**

|  |  |
| --- | --- |
| JOB TITLE | Senior Social Worker |
| GRADE | SWG/PS 4 |
| DIVISION / DIVISION | Disabilities Management |
| SECTION / UNIT | Rehabilitation, Transition and Social Services Branch |
| REPORTS TO  | Manager, Rehabilitation, Transition and Social Services |
| MANAGES | Disabilities Management Officers (x 14) |

This document will be used as a management tool and specifically will enable the classification of positions and the evaluation of the performance of the post incumbent.

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Employee Date

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Manager/Supervisor Date

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Head of Department Date

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Executive Director Date

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Date received in Human Resource Division Date Created/Revised

**PURPOSE OF JOB**

To improve support in the community of persons with disabilities by overseeing the collection and submission of data for the planning for and mobilizing of Persons with Disabilities and management of the sector through data mining and data protection. The incumbent ensures the collection of important information for all sectors, needed to develop programs and policies to support employment pursuits of people with disabilities, and to help develop solutions for disability support issues. (S)he oversees and ensures the Registration of all Persons with Disabilities. The incumbent manages a team of Social Workers who also assist with the provision of disability support services.

**KEY OUTPUTS**

* Work Plan, Programmes and Budget developed/implemented/monitored
* Persons with Disabilities Registered
* Registration Certificates issued to each person with disabilities
* Access to Disability benefits facilitated by registration of person with disabilities
* Critical data collected for the development of programs and policies for disability support
* Confidential Registry updated and maintained
* Disability supports provided
* Access to Financial Support & Employment for person with disabilities supported
* Recommendations for effective measures for prevention of disabilities, rehabilitation, and improved living conditions for person with disabilities
* Regular and periodic reports prepared/submitted
* Feedback on service delivery is obtained, acted on and reported on
* Customer needs for information ascertained/met/satisfied
* Competent staff

 **KEY RESPONSIBILITY AREAS**

**Management/Administrative Responsibilities**

* Assists with the preparation of the Council’s annual Strategic Plan and budget.
* Prepares and monitors the Unit’s Operational Plan and budget ensuring the work of the Unit is carried out according to plan, and agreed targets achieved.
* Leads in the smooth and efficient operation of the Unit through the execution of daily operations
* Establishes internal control processes required to manage and grow the Unit
* Reports on work done against stated and agreed work plans for the Unit
* Fosters cooperative working relationships among the Units
* Prepares monthly and quarterly reports and periodic Unit operational reports

**Technical / Professional Responsibilities**

* Oversees the identification of persons with disabilities across Jamaica
* Ensures the collection and submission of information on persons with disabilities to maintains a current Confidential Register of persons with disabilities in Jamaica to facilitate more efficient planning for and mobilizing of persons with disabilities.
* Facilitates the provision of a Certificate of Registration to registered person with disabilities to be used to access certain benefits
* Collaborates with the Policy & Research Manager to collect data for monitoring trends and information from service delivery and initiate ideas and suggestions for research projects.
* Collaborates with other JCPD professionals to ensure the welfare of persons with disabilities. Builds and maintains strong partnerships with key agencies to improve and expand JCPD responsive services within the sector
* Conducts regular programme reviews to ensure services are appropriate to clients’ needs

**HR Responsibilities**

* Provides advice and guidance in the development of strategies to ensure the recruitment, motivation and retention of the best talent available
* Participates in the recruitment process for senior staff
* Provides effective leadership to direct reports, and for the division by agreeing on strategic objectives and priorities, and monitoring and reviewing performance against agreed targets and competencies
* Manages the development of direct reports through regular performance appraisals, coaching, mentoring, and recommending training and development programmes and initiatives
* Promotes, models, and enforces the policies and procedures of the JCPD to ensure awareness and compliance
* Allocates/budgets financial resources toward staff training and development
* Promotes team building through understanding and applying principles of group development, diversity and dynamics
* Utilizes an integrated Human Resource Management System to support the HR functions within the organization and to drive organizational effectiveness and efficiency

**Other:**

* Performs other related functions assigned from time to time by the Head of Department/Unit

**PERFORMANCE STANDARDS**

Key outputs should be produced within agreed time frames, to required industry and other standards, in accordance with the Financial Administration and Audit Act, the Public Service Regulations 1961, the Public Sector Staff Orders 2004, the Official Secrets Act, the Access to Information Act, the Corruption Prevention Act, and other relevant statutes and guidelines, in a manner consistent with the Disabilities Act, and in keeping with the JCPD goals and objectives as follows:

* Persons with Disabilities Registered in a manner consistent with the Disabilities Act
* Registration Certificates issued to each PWD consistent with the Disabilities Act, and in keeping with the JCPD policies, procedures, goals and objectives
* Access to Disability benefits facilitated by registration of PWDs consistent with the Disabilities Act, and in keeping with the JCPD policies
* Critical data collected for the development of programs and policies for disability support consistent with the Disabilities Act, and in keeping with the JCPD policies, procedures, goals and objectives
* Confidential Registry updated and maintained consistent with the Disabilities Act, and in keeping with the JCPD policies, procedures, goals and objectives
* Recommendations for effective measures for prevention of disabilities, rehabilitation, and improved living conditions for PWDs consistent with the Disabilities Act, and in keeping with the JCPD policies, procedures, goals and objectives
* Programme reviews are conducted to ensure services are appropriate to client needs based on agreed schedule and to required standards in keeping with the JCPD policies, procedures, goals and objectives
* Feedback on service delivery is timely, meet required standards and are acted upon
* All JCPD duties undertaken with an awareness of and sensitivity to diversity and equity in accordance with JCPD, mission, vision, policies, and applicable/relevant legislation.
* Disability policies, procedures, forms, and templates are developed, reviewed and maintained to JCPD standards and in accordance with the Disabilities Act 2014.
* Annual Budgets are developed and monitored to ensure expenditure is consistent with approved budget; meet required standards and produced within agreed time frame
* Systems, processes and procedures relating to the management of information are adequate and are reviewed and updated as necessary
* Routine, special and ad hoc reports are produced within the agreed timelines and meet the required standards

**CONTACTS**

**Internal**

Confidential Registry

Heads of Divisions

All staff

ICT Unit

**External**

Persons with disabilities and their families

Communities

Public and Private sector organizations

 **KEY COMPETENCIES**

**Core**

* Sound knowledge of management and supervisory principles and practices
* Excellent interpersonal, verbal, and written communication skills
* Demonstrated ability to lead and motivate staff
* Well-developed planning, organizing, analytical and negotiating skills
* Good conflict management and problem-solving skills
* Excellent interpersonal skills and ability to interact with various levels of the public
* Ability to build and sustain professional, cooperative and effective working relationships
* Ability to demonstrate good judgment, sensitivity to and respect for a diverse public
* Ability to be discreet and diplomatic in handling sensitive information and issues in a sometimes stressful environment
* Ability to exercise creativity and initiative in the performance of functions
* Ability to demonstrate a high level of professionalism and confidentiality
* Ability to plan and prioritize to meet deadlines

**Technical**

* Knowledge of the JCPD’s policies and procedures governing disability management
* Knowledge of the Disability Act including its regulations, precedents, and other relevant laws
* Knowledge of the functioning of the Disability Rights Tribunal
* Data collection and analysis
* Proficiency in the use of MS Office applications
* Statistical computer software programs and proficiency in the use of Microsoft Office Suite
* Creation and Usage of Databases
* Report Preparation
* Networking
* Research & Statistical methods

 **MINIMUM REQUIRED EDUCATION AND EXPERIENCE**

* Bachelor’s degree in social work, or related discipline
* At least five (5) years related work experience, with at least two (2) in a managerial/supervisory position
* Training in Project Management and Supervisory Management

**AUTHORITY**

* To recommend payments of grants under the Disability Act
* To approve disbursement of funds from the approved budgetary allocation
* To interpret and provide guidance and advice on relevant Acts, Regulations and policies
* To direct and coordinate the plans, programmes and activities of the Unit
* To approve departmental and sick leave and recommend vacation leave
* To recommend policies, procedures, promotions, transfers, dismissals, study leave and disciplinary actions

**SPECIAL CONDITIONS ASSOCIATED WITH THE JOB**

* Make decisions on the day-to-day operations of the team
* Supervise team to ensure deliverables

**JOB DESCRIPTION AND SPECIFICATION**

**Ministry/Entity: Jamaica Council for Persons with Disabilities**

|  |
| --- |
| **JOB TITLE: Director/ Secretary to the Tribunal**  |
| **JOB GRADE: GMG/SEG 2** |
| **POST NUMBER: 323324** |
| **DEPARTMENT: Jamaica Council for Persons with Disabilities** |
| **REPORTS TO:**  |
| **MANAGES: Chief Steno writer, Assistant Secretary, Records Officers,**  **Secretaries, Telephone Operator, and Office Attendant,**  **Driver/Bearer**. |

This document will be used as a management tool and specifically will enable the classification of positions and the evaluation of the performance of the post incumbent.

This document is validated as an accurate and true description of the job as signified below:

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Employee Date

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Manager/Supervisor Date

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Head of Department/Division Date

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Date received in Human Resource Division Date Created/revised

**JOB PURPOSE**

To lead, direct and coordinate all activities of the Disabilities Rights Tribunal (DRT) of the Jamaica Council for Persons with Disabilities (JCPD) in order to plan, co-ordinate, direct, manage and oversee all the activities of the DRT and to ensure the expeditious settlement of disputes as well as maintaining work systems, procedures and policies that enables and encourage the optimum performance of the unit.

**KEY OUTPUTS**

* Operational Plan Prepared
* Corporate Plan Prepared
* Training Needs Identified
* Emergency Sittings Held
* Staff Evaluation Prepared
* Information Disseminated to the Public, Tertiary Students and Disabilities Stakeholders /Practitioners Regarding Award and the DRT
* Disputes Allocated
* Complaints Addressed
* Seminars Held
* Attend Meetings

**KEY RESPONSIBILITY AREAS**

**Technical Responsibilities**

1. Lead in the smooth and efficient operation of the Unit through the Management of daily operations.
2. Ensure the work of the Unit is carried out according to plan and agreed target achieved
3. Established internal control processes required to manage and grow the Unit

**Management/Administrative Responsibilities**

1. Implement customer service standards and evaluate employees based on their ability to meet those standards
2. Ensure that emergency sittings are held and Non-discrimination Order actions are sent to the relevant persons for broadcasting
3. Together with the Chairman identify and put on standby a Division for

emergency meetings

1. Inform parties of the Term of Reference to the dispute
2. Prepares monthly reports for submission for performance reviews
3. Liaise with Chairman in preparing budget for the financial year
4. Under the Supervision of the Chairman, the Secretary/Director represents the DRT as required, including attending meetings and functions
5. Assists with the preparation of the DRT’s Strategic Plan and Budget ensuring the work of the unit is carried out according to plan and agreed targets
6. Work closely with the Chairman, discuss issues affecting the DRT and how they can be resolved and find ways in which to make the DRT more efficient
7. Facilitate in the settlement of matters of discrimination
8. Assist in achieving peaceful disputes resolution
9. Liaise with Assistant Secretary and if necessary, have discussions with the Chairman to ensure that Awards are handed down in a timely manner
10. Maintain a safe and secure work environment for Members and staff
11. Plan and allocate resources effectively so that staff can accomplish the work to meet the unit's objectives
12. Under the supervision of the Chairman make decisions that are financially responsible, accountable, justifiable, and defensible in accordance with the Ministry’s policies and procedures.
13. Liaise with Chairman in reviewing performance data in order to monitor and measure the Units productivity, objectives and overall effectiveness
14. Certify travelling claims forms for travelling officers within the unit as well as telephone bills and internet bills for payment

**Human Resource Responsibilities**

1. Provides leadership and guidance through effective planning, delegation, communication, training, mentoring, and coaching
2. Recommends transfer, promotion, and leave in accordance with established policies and procedures
3. Conduct performance appraisals with staff and provide guidance about potential improvements in each employee’s performance
4. Liaise with HR to ensure that the welfare of staff is met
5. Notify HR of contracts coming to an end
6. Ensure that Members performance appraisals are completed by the relevant persons and sent to HR for the necessary actions to be taken
7. Orient new Members as to the process and procedure of the DRT
8. Orient and train new administrative employees for their specific job function
9.

**PERFORMANCE STANDARDS**

1. Organizational plan, corporate plan and budgets are prepared with prescribed time
2. Persons receives training
3. Ongoing appraisals and feedback
4. Reports produce monthly and quarterly
5. Seminars are held according to need

**INTERNAL AND EXTERNAL CONTACTS** (*specify purpose of significant contacts*):

**Internal**

|  |  |
| --- | --- |
| Position | Purpose |
| Secretary/Director | Provides monthly and quarterly reports on the activities of the DRT. Provide guidance and consultation as it relates to operation of DRT  |

**External**

|  |  |
| --- | --- |
| Position | Purpose |
| Attorneys, Union Officers, Company Representatives, Attorneys General, Students | Provides awards, information on Industrial Relation matters, request brief from relevant parties. Provides guidance on the procedures of the DRT.  |

**RESOURCES MANAGED (budget, purchases, other assets)**

**REQUIRED COMPETENCIES**

* Good time management and organizing skills
* Sound analytic, problem solving and decision-making skills
* Excellent leadership, interpersonal and team building skills
* Sound knowledge of Public Sector, Industrial Relations practices and procedures including knowledge of the Staff Orders and the Public Service Regulations
* Sound knowledge of Government rules, regulations, and procedures
* Proficiency in the use of relevant computer applications
* Demonstrate ability to lead and develop the department
* Evidence to practice a high level of confidentiality

**CORE**

* Good interpersonal and people management skills
* Good communication skills
* Strong customer relations skills
* Good problem solving and conflict management skills

**TECHNICAL**

* Proficiency in the relevant software applications
* Knowledge of the operations of the Tribunal/Knowledge of the Ministry’s policies and procedures

# **MINIMUM REQUIRED QUALIFICATION AND EXPERIENCE**

* First Degree in Public Sector Management/Management Studies
* Knowledge of Labour Laws
* Five (5) years' experience
* Para legal training an asset

# **SPECIAL CONDITIONS ASSOCIATED WITH THE JOB**

* Extended hours of work
* May be required to work extended hours, weekends and public holidays

**AUTHORITY**

* Reschedule meetings
* Recommends vacation leave, departmental leave and time off
* Grants extension of time to prepare Briefs
* Set dates for meeting
* Refers for disciplinary action when necessary
* Recommend promotions

**JAMAICA COUNCIL FOR PERSONS WITH DISABILITIES**

JOB DESCRIPTION

|  |  |
| --- | --- |
| JOB TITLE | Disability Management Officer  |
| GRADE | SWG/PS 3 |
| DIVISION / DIVISION | Disabilities Management |
| SECTION / UNIT | Social Work |
| REPORTS TO  | Senior Social Worker |
| MANAGES |  |

This document will be used as a management tool and specifically will enable the classification of positions and the evaluation of the performance of the post incumbent.

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Manager/Supervisor Date

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Head of Department Date

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Executive Director Date

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Date received in Human Resource Division Date Created/Revised

**PURPOSE OF JOB**

To improve support in the disabled community by collecting and submitting data to facilitate planning for and mobilizing of Persons with Disabilities and management of the sector through data mining and data protection. The incumbent collects important information for all sectors needed to develop programs and policies to support employment pursuits of persons with disabilities, and to help develop solutions for disability support issues. (S)he facilitates the Registration of all Persons with Disabilities (S)he also assists with the provision of disability support services, serving as liaisons between different institutions and collaborating with other JCPD professionals to assist person with disabilities.

**KEY OUTPUTS**

* Work Plan, Programmes and Budget developed/implemented/monitored
* Persons with Disabilities Registered
* Registration Certificates issued to each person with disabilities
* Critical data collected for the development of programs and policies for disability support
* Confidential Registry updated and maintained
* Disability supports provided
* Case History Records and Reports
* Access to Financial Support & Employment for person with disabilities supported
* Regular and periodic reports prepared/submitted
* Feedback on service delivery is obtained, acted on and reported on
* Customer needs for information ascertained/met/satisfied

 **KEY RESPONSIBILITY AREAS**

**Management/Administrative Responsibilities**

* Leads in the smooth and efficient operation of the Unit through the execution of daily operations
* Reports on work done against stated and agreed work plans for the Unit
* Fosters cooperative working relationships
* Prepares monthly and quarterly reports and periodic Unit operational reports

**Technical / Professional Responsibilities**

* Identifies persons with disabilities across Jamaica
* Collects and submits of information on person with disabilities to maintain to Confidential Registry of person with disabilities in Jamaica to facilitate more efficient planning for and mobilizing of person with disabilities
* Facilitates the provision of a Certificate of Registration to registered person with disabilities to be used to access certain benefits
* Assists with the collection of data for monitoring trends and information
* Collaborates with other Council professionals to ensure the welfare of person with disabilities.
* Builds and maintains strong partnerships with key agencies to improve and expand Council responsive services within the sector
* Assists with the provision of disability support services
* Serves as liaison between different institutions to assist person with disabilities, collaborating with other professionals of the Council.
* Refers person with disabilities to community and other resources
* Addresses legal issues such as assisting with hearings and providing testimony relating to cases involving assigned person with disabilities
* Assists with research, policy development and advocacy for services
* Maintains case history records and prepares reports

**HR Responsibilities**

* Provides advice and guidance in the development of strategies to ensure the recruitment, motivation and retention of the best talent available
* Participates in the recruitment process for senior staff
* Provides effective leadership to direct reports, and for the division by agreeing on strategic objectives and priorities, and monitoring and reviewing performance against agreed targets and competencies
* Manages the development of direct reports through regular performance appraisals, coaching, mentoring, and recommending training and development programmes and initiatives
* Promotes, models, and enforces the policies and procedures of the Council to ensure awareness and compliance
* Allocates/budgets financial resources toward staff training and development
* Promotes team building through understanding and applying principles of group development, diversity and dynamics
* Utilizes an integrated Human Resource Management System to support the HR functions within the organization and to drive organizational effectiveness and efficiency

**PERFORMANCE STANDARDS**

Key outputs should be produced within agreed time frames, to required industry and other standards, in accordance with the Financial Administration and Audit Act, the Public Service Regulations 1961, the Public Sector Staff Orders 2004, the Official Secrets Act, the Access to Information Act, the Corruption Prevention Act, and other relevant statutes and guidelines, in a manner consistent with the Disabilities Act, and in keeping with the goals and objectives of the Council as follows:

* Persons with Disabilities Registered in a manner consistent with the Disabilities Act
* Registration Certificates issued to each person with disabilities consistent with the Disabilities Act, and in keeping with the policies, procedures, goals, and objectives of the Council.
* Access to Disability benefits facilitated by registration of persons with disabilities consistent with the Disabilities Act, and in keeping with the Council’s policies
* Critical data collected for the development of programs and policies for disability support consistent with the Disabilities Act, and in keeping with the Council’s policies, procedures, goals, and objectives.
* Confidential Registry updated and maintained consistent with the Disabilities Act, and in keeping with the policies, procedures, goals, and objectives of the Council.
* Recommendations for effective measures for prevention of disabilities, rehabilitation, and improved living conditions for PWDs consistent with the Disabilities Act, and in keeping with the Council policies, procedures, goals and objectives
* Feedback on service delivery is timely, meet required standards and are acted upon
* Case History Records and Reports in keeping with the JCPD policies, procedures, goals and objectives
* Routine, special and ad hoc reports are produced within the agreed timelines and meet the required standards

**CONTACTS**

**Internal**

Confidential Registry

Legal Unit

Heads of Divisions

All staff

ICT Unit

**External**

Persons with disabilities and their families

Communities

Public and Private sector organizations

 **KEY COMPETENCIES**

**Core**

* Sound knowledge of supervisory principles and practices
* Excellent interpersonal, verbal, and written communication skills
* Demonstrated ability to lead and motivate staff
* Well-developed planning, organizing, analytical and negotiating skills
* Good conflict management and problem-solving skills
* Excellent interpersonal skills and ability to interact with various levels of the public
* Ability to build and sustain professional, cooperative and effective working relationships
* Ability to demonstrate good judgment, sensitivity to and respect for a diverse public
* Ability to be discreet and diplomatic in handling sensitive information and issues in a sometimes stressful environment
* Ability to exercise creativity and initiative in the performance of functions
* Ability to demonstrate a high level of professionalism and confidentiality
* Ability to plan and prioritize to meet deadlines

**Technical**

* Knowledge of the Council’s policies and procedures governing disability management
* Knowledge of the Disability Act including its regulations, precedents and other relevant laws
* Knowledge of the functioning of the Disability Rights Tribunal
* Data collection and analysis
* Proficiency in the use of MS Office applications
* Statistical computer software programs and proficiency in the use of Microsoft Office Suite
* Creation and Usage of Databases
* Report Preparation
* Networking
* Research & Statistical methods

 **MINIMUM REQUIRED EDUCATION AND EXPERIENCE**

* Bachelor’s Degree in Social Work, or related discipline
* At least three (3) years related work experience, with at least one (1) in a managerial/supervisory position

**AUTHORITY**

* N/A

**SPECIAL CONDITIONS ASSOCIATED WITH THE JOB**

* Works indoor and outdoor conducting home visits
* May be required to visit volatile communities

**JAMAICA COUNCIL FOR PERSONS WITH DISABILITIES**

JOB DESCRIPTION

|  |  |
| --- | --- |
| JOB TITLE | Client Care & Information Officer |
| GRADE | GMG/AM 3 |
| DIVISION / COUNCIL | Corporate Services |
| SECTION /UNIT | Client Care & Information |
| REPORTS TO  | Client Care & Information Manager |
| MANAGES | N/A |

This document will be used as an Executives tool and specifically will enable the classification of positions and the evaluation of the performance of the post incumbent.

This document is validated as an accurate and true description of the job as signified below:

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Employee Date

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Manager/Supervisor Date

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Head of Department/Unit Date

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Date received in Human Resource Unit Date Created/Revised

 **PURPOSE OF JOB**

To provide relevant, accurate and timely information and quality customer service to stakeholders, exceeding their information and related needs. The incumbent will elevate and maintain customer service consciousness in the JCPD’s organizational culture, and develop, establish, and monitor customer service standards. (S)he will maintain responsiveness to customers and stakeholder needs by continuously obtaining, analysing, and addressing customer feedback.

 **KEY OUTPUTS**

* Accurate and timely information provided to customers
* Quality service provided to internal and external customers
* Current and accurate JCPD information i.e., information related to the services of the JCPD, the relevant policies and procedures, and public information produced by the JCPD
* Customer Service Charter implemented
* Customers’ enquiries, issues/and or complaints resolved, or escalated for resolution
* Periodic and ad hoc/special reports

Customer feedback and recommendations

 **KEY RESPONSIBILITY AREAS**

**Technical/Professional Responsibilities:**

* Greets, receives, and serves walk-in customers at the Client Care and Information (CCI) Unit in accordance with the Customer Service Charter
* Provides accurate and timely information to customers via the Client Care and Information Unit or refers to relevant staff, in accordance with the Customer Service Charter
* Receives calls made to the Client Care and Information Unit, ascertains nature of calls, and responds to enquiries or complaints, or transfers to relevant staff, in accordance with the Customer Service Charter
* Provides documented information requested by customers
* Acknowledges receipt of all enquiries/complaints in keeping with the Customer Service Charter
* Investigates, researches, and gathers information, and resolves issues or complaints, or escalates as necessary, in accordance with the Customer Service Charter
* Investigates and deals with emergency cases
* Logs and tracks all customer complaints and status on the database
* Prepares daily and weekly reports along with any other reports or information that may be required with respect to Customer Service including customer feedback

**Other Responsibilities:**

* Performs other related duties assigned from time to time by the CCI Manager

 **CONTACTS**

**Internal:**

* Executive Director
* Communication & Public Relations Unit
* Confidential Registry
* Administration Unit
* All Managers
* All staff
* Board Members

**External:**

* Persons with disabilities
* All Government Ministries, Agencies & Departments (MDAs)
* Service Providers
* Disability Sector Organizations e.g., Jamaica Association for the Deaf, and Jamaican Association on Intellectual Disabilities
* Local non-governmental organizations (NGOs)
* Disability advocates and experts from within the diaspora
* Members of the Private Sector of Jamaica
* General Public

 **PERFORMANCE STANDARDS**

Key outputs should be produced within agreed time frames, to required industry and other standards, in accordance with the Financial Administration and Audit Act, the Public Service Regulations 1961, the Public Sector Staff Orders 2004, the Official Secrets Act, the Access to Information Act, the Corruption Prevention Act, and other relevant statutes and guidelines, in a manner consistent with the Disabilities Act, and in keeping with the JCPD goals and objectives as follows:

* The Customer Service Charter is implemented and monitored consistently
* Completes annual Customer Service Training programme within the agreed timeframe
* Consistent interface is maintained between the JCPD and stakeholders compliant with the JCPD’s Customer Service Charter, Access to Information Act and other relevant statutory and legislative requirements
* Responses to all enquiries are specific, detailed, and accurate in accordance with Customer Service Charter
* Accurate and timely information is provided to customers
* Quality service provided to internal and external customers in accordance with Customer Service Charter and in response to results of customer service survey
* All issues/and or complaints satisfactorily and promptly resolved and logged
* Customer Service database contains current and accurate information on the services of the JCPD, relevant policies and procedures, and other public information produced by the JCPD
* Customer feedback surveys conducted annually and as necessary, feedback analyzed, reports submitted within stipulated timelines, and the necessary action taken, or recommendations made for resolution
* Periodic and special/ad hoc reports including clear, concise customer service statistics from customer feedback surveys produced within the agreed timeframe and meets agreed standards

 **KEY COMPETENCIES**

**Core:**

* Ethical conduct, Integrity, and confidentiality
* Strong customer orientation skills
* Planning and organizing skills
* Ability to prioritize amongst conflicting demands
* Excellent oral and written communication skills
* Critical thinking, analytical, decision making and problem-solving skills
* Excellent interpersonal skills and ability to interact with various levels of the public
* Ability to build and sustain professional, cooperative and effective working relationships
* Ability to demonstrate good judgment, sensitivity to and respect for a diverse public
* Ability to be discreet and diplomatic in handling sensitive information and issues in a sometimes-stressful environment
* Detailed and results oriented
* Professional deportment
* Ability to work effectively under pressure

**Technical:**

* Sound knowledge of the principles and methods of customer service
* Sound knowledge of the JCPD Customer Service Charter
* Sound knowledge of the role and functions of the JCPD
* Excellent understanding of the JCPD's regulatory environment & the requirements of the Disabilities Act, 2014 and other relevant Regulations & Instructions and other governing statutes
* Proficient in the use of relevant computer applications and database

**MINIMUM REQUIRED QUALIFICATION AND EXPERIENCE**

* Diploma in Public Administration, Management Studies, or related subject
* At least one (1) year’s related experience in customer service or related field,

OR

* Associate Degree in Public Administration or Management Studies from a recognized tertiary institution, OR equivalent
* At least three (3) years’ experience in customer service or related field,
* Formal training in customer service and eexperience working with web-based Customer Service database

 **SPECIAL CONDITIONS ASSOCIATED WITH THE JOB**

* Normal office conditions

 **AUTHORITY**

* Full and complete access to all information reasonably necessary to perform the responsibilities of this function
* Represent the JCPD to the public and issue information on behalf of the JCPD
* Resolve complaints and escalate as required

|  |  |  |
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| Date of Issue/Update | Job Holder | Job Holder’s Supervisor |
|  |  |  |

**JAMAICA COUNCIL FOR PERSONS WITH DISABILITIES**

JOB DESCRIPTION

|  |  |
| --- | --- |
| JOB TITLE | Head of Procurement  |
| GRADE |  |
| DIVISION / DEPARTMENT | Corporate Services |
| SECTION / UNIT | Administration |
| REPORTS TO  | Deputy Executive Director |
| MANAGES | Procurement Officer  |

This document will be used as a management tool and specifically will enable the classification of positions and the evaluation of the performance of the post incumbent.

This document is validated as an accurate and true description of the job as signified below:

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Manager/Supervisor Date

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Head of Department/Unit Date

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Date received in Human Resource Unit Date Created/revised

**PURPOSE OF JOB**

To ensure the timely and cost-effective procurement of good and services on behalf of the Jamaica Council for Persons with Disabilities (JCPD), obtain the best value, institute, and maintain adequate controls and reporting procedures, and ensure compliance with all legislation and GoJ Procurement Policies, Regulations and Procedures, Agreements, and generally accepted public/ethical policies for the procurement of goods and services.

**KEY OUTPUTS**

* Annual Procurement plan and budget developed and implemented
* Purchasing and inventory control policies, procedures documented
* Information, advice and recommendations provided to Deputy Executive Director on all matters pertaining to procurement
* Adequate furniture, equipment and other physical resources and office supplies, and outsourced services required for the execution of the JCPD’s responsibilities, procured
* Tender documents and procurement reports
* Purchasing records maintained
* Inventory records maintained
* Inventory re-order levels established
* Supplier listing maintained
* Reports (including progress) prepared and submitted

**KEY RESPONSIBILITY AREAS**

**Management/Administrative Responsibilities:**

* Develops Unit plans and budgets to facilitate and support decision-making
* Prepares monthly and special reports on areas of responsibility
* Prepares reports on purchases of goods and services to be submitted to the Ministry of Finance, funding agencies and other relevant parties
* Recommends, institutes and maintains adequate purchasing and inventory control policies, procedures and levels to ensure proper and timely recording and reporting of the physical flows of all materials, equipment, supplies and services
* Monitors all procurement activities, identifies bottlenecks /problems and recommends strategies for increased efficiency and effectiveness
* Maintains systems and procedures for the accurate classification and coding of goods and services
* Continuously evaluates and maintains lists of qualified suppliers in keeping with the approved list from the Office of the Contractor General
* Promotes the building of institutional knowledge by ensuring that established systems and procedures are documented and disseminated

**Technical / Professional Responsibilities:**

* Prepares and maintains an annual procurement plan for goods, consultancies and other services
* Anticipates acquisitions and advises on priorities and allocation of resources
* Provides expert advice, briefings and support to the Assistant Executive Director on all matters pertaining to Procurement
* Facilitates the placement of advertisements as required, inviting bids, proposals, quotations or applications through the desired media, so as to ensure a reasonable opportunity to respond by all interested parties
* Prepares tender/bid documents including Requests for Proposals (RFP) and Requests for Quotation (RFQ) to effect procurement
* Organizes bidders’ conferences and public bid openings
* Coordinates the evaluation of tenders and guides recommendations through approval processes.
* Participates in the negotiation of purchasing agreements, credit arrangements and service contracts
* Prepares and places orders and follows through on the delivery of goods and services
* Monitors re-order levels and coordinates stocktaking at appropriate intervals
* Prepares and monitors corporate contracts to ensure adherence to the requisite terms and conditions
* Ensures that terms and conditions of contract are met, prior to submission of accounts payables
* Liaises with Payables Clerks to ensure timely processing of invoices
* Liaises with suppliers and assists in resolving discrepancies on a timely basis
* Prepares procurement reports and submits to procurement committee, National Contracts Commission and Cabinet for approval as required
* Prepares and submits monthly, quarterly and annual procurement reports to the relevant authorities

**Human Resource Responsibilities:**

* Provides leadership to staff through effective objective setting, delegation and communication
* Identifies and manages the developmental and welfare needs of staff in the Unit
* Collaborates with the Human Resource Management Unit in developing and implementing a succession planning programme
* Fosters teamwork and a harmonious working environment and promotes collaborative working across units
* Ensures that training and other development needs of employees are adequately identified and addressed
* Develops and manages the performance of staff, including transferring skills, motivating staff through coaching and mentoring, arranging for training, setting performance targets, monitoring performance, providing feedback to staff, and initiating corrective action where necessary to improve performance
* Participates in the recruitment and selection of staff and recommends movement when appropriate
* Recommends vacation leave and approves sick and departmental leave
* Recommends disciplinary action in keeping with established human resource policies
* Ensures that staff is provided with adequate and appropriate physical resources to enable them to undertake their duties efficiently and effectively

**Other Responsibilities:**

* Performs other related duties that may be assigned from time to time by the Deputy Executive Director

**PERFORMANCE STANDARDS**

* Annual Procurement plan and budget completed and submitted within agreed time-frame and standards
* Purchasing and inventory control policies, procedures documented recommended in accordance with GOJ and other procurement policies and the relevant statutes and guidelines such as the Finance Administration and Audit (FAA) Act
* Sound technical information, advice and recommendations provided to the Deputy Executive Director, management, staff and other stakeholders in a timely manner
* Goods and services purchased in keeping with GOJ and other procurement policies and guidelines, and in a cost effective manner
* Timely preparation of tender documents and procurement reports
* Current and accurate purchasing records maintained in keeping with GOJ and other procurement policies and guidelines
* Current inventory records maintained in keeping with GOJ and other procurement policies and guidelines
* Inventory re-order levels established and maintained at acceptable standards
* Current and comprehensive supplier listing maintained
* Reports, including progress reports meet quality standards and produced within agreed time-frame
* Welfare and professional development of staff is clearly identified and addressed

**CONTACTS**

**Internal:**

* Procurement Committee
* Divisional /Unit Heads
* All staff
* Administration Unit
* Finance and Accounts Unit

**External:**

* Office of the Contractor General
* Auditor General’s Department
* Contractors
* Service providers
* Consultants
* National Contracts Commission
* Cabinet Office
* Ministry of Finance and Planning
* External Auditors

**KEY COMPETENCIES**

**Core:**

* Excellent planning and organizing skills
* Sound analytical skills, judgment, and problem solving skills
* Excellent negotiation skills
* Excellent written and oral communication, and presentation skills
* Interpersonal and customer service skills
* Skills in teamwork and collaboration
* Leadership and teambuilding skills
* High level of integrity

**Technical:**

* Excellent project management skills
* Sound inventory management skills
* Knowledge of estimating, budgeting, and scheduling practices
* Knowledge of GOJ procurement regulations, policies and procedures
* Knowledge of purchasing principles and practices related to industrial and volume buying
* Sound Logistics Management skills
* Good Networking skills
* Proficiency in the use of computer programs, including computerized maintenance management software and MS Office suite.

**MINIMUM REQUIRED EDUCATION AND EXPERIENCE**

* Bachelor’s Degree from a recognized institution in Business Administration, OR Management Studies, OR equivalent
* Professional qualification in Procurement/Purchasing and Inventory Management
* At least five (5) years’ experience in purchasing with at least two (2) in the Government service
* Sound knowledge of GOJ procurement regulations, policies and procedures
* Sound knowledge of purchasing principles and practices related to industrial and volume buying
* Preparation of tenders and negotiating contracts for goods and services
* Working knowledge of the Finance Administration and Audit Act (FAA Act)
* Experience in analyzing stock movements and establishing re-order levels

**AUTHORITY**

* To negotiate contractual agreements on behalf of the JCPD
* Request quotations from suppliers
* Receive, sign for, and issue goods supplied to the JCPD
* Return unacceptable goods to suppliers
* To recommend vacation, departmental and sick leave
* Take disciplinary action in relation to staff supervised, in accordance with human resource policies and procedures.

**SPECIAL CONDITIONS ASSOCIATED WITH THE JOB**

* Normal office environment
* Required to lift, bend and stretch to access stock
* Exposure to dust within storage areas

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| Date of Issue/Update | Job Holder | Job Holder’s Supervisor |
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**JAMAICA COUNCIL OF PERSONS WITH DISABILITIES**

**JOB DESCRIPTION**

|  |  |
| --- | --- |
| JOB TITLE | Grants Administrator |
| GRADE | GMG SEG 1 |
| DIVISION / DEPARTMENT | Disabilities Management |
| SECTION / DIVISION | Disabilities Management |
| REPORTS TO  | Manager, Rehabilitation, Transition and Social Services |
| MANAGES | N/A |

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Manager/Supervisor Date

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Head of Department Date

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Deputy Executive Director Date

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Date received in Human Resource Division Date Created/Revised

**PURPOSE OF JOB**

The Grants Administrator is responsible for the efficient and effective coordination of the Rehabilitation Grants Programme of the Council, which includes Economic Empowerment Grant (EEG), Margaret Moody Scholarship Fund (MMSF), the Assistive Aid Grant (AAG) and any other social assistance. The incumbent will support the Division Head and, by extension, the daily operations of the Disabilities Management Division.

* **KEY OUTPUTS**
* Recruitment activities coordinated;
* Status checks on tuition payments made;
* Suppliers contacted;
* Applications received, reviewed and collated;
* Training/seminar materials produced;
* Draft reports and other documents prepared;
* Programme information disseminated;
* Records maintained;
* Communication with stakeholders and partners maintained;
* Budgetary oversight support provided.
* **KEY RESPONSIBILITY AREAS**

**Professional /Technical Responsibilities**

* Co-ordinate the dissemination of information regarding applications for support through the following grant programmes.
* Implement follow-up actions emanating from meetings and any other directives aimed at the success of the project.
* Liaise and network with stakeholders, partners and suppliers of goods and services on issues related to the three grant programmes of the project.
* Monitor and report on the balance of the monetary allocation to ensure approvals are within available sums for each grant.
* Undertake, with the assistance of the Accountant of the Council, detailed periodic evaluation of the budget to ensure expenditures are in keeping with the progress for budget lines.
* Report on all challenges which require the intervention of the Council and the sub-committee of the Board of Management (BoM) for resolution.
* Co-ordinate the recruitment activities for applicants to the MMSF; including disseminating information on dates for receipt of application; scheduling interview date, time, and venue; and informing each applicant of the status of their application and results of the selection process.
* Follow-up with the Manager, Rehabilitation, Transition & Social Services or assigned officer regarding the status of payments to tertiary institutions under the MMSF and keep the institutions and recipients informed of the progress of payments.
* Contact other potential AAG suppliers, as necessary, to ascertain the competitiveness of prices and services provided.
* Contact successful applicants to the AAG Programme and inform them of the status of their application and when they can obtain the assistive device, treatment, or therapy.
* Work closely with the Senior Social Worker to ensure social reports are prepared for each applicant to the Economic Empowerment Grant, including further checks on applications referred for additional information or follow-up.
* Confirm with EEG suppliers the availability and provision of goods and/or services based on the type of project.

**Management/Administrative**

* Receive, review, and collate applications, ensuring that all forms are properly completed and supporting documentation is in place.
* Ensure that Grant records are enclosed and documented onto client’s files.
* Attend all sub-committee meetings to report on activities related to the portfolio responsibilities and properly brief the Manager, Rehabilitation, Transition & Social Services, or any other officer assigned on the progress of the portfolio responsibilities. (Where it is not possible to attend the meetings, ensure that the Manager, Rehabilitation, Transition & Social Services, and relevant Social Worker are properly briefed on the progress of the portfolio.)
* Facilitate the production (printing and binding) of training seminar materials.
* Utilize modern technology to record and store information related to the project; including names, addresses, disability, project type, projects approved, projects rejected and reasons; the grant history of the client as well as the amount approved.
* Prepare and submit reports on the different grant programmes. The data, including total number of applications received and number of parishes, project type etc. (This information should be placed in a matrix for ease of reference.)
* Coordinate committee review meetings for the grant programme.
* Coordinate the business management sessions for recipients to the Economic Empowerment Grant Programme.

**Other:**

* Perform any other duties/activities related to the project which may be assigned from time to time.
* **CONTACTS**

***Internal:***

* Executive Director
* All Managers
* All Staff

***External:***

* Members of the Public
* Service contractors
* Tertiary institutions
* Relevant Private Sector organizations
* Relevant Government Ministries and Agencies
* Disability Sector Partners

**PERFORMANCE STANDARDS**

* Recruitment activities coordinated in accordance with established guidelines and within agreed timelines.
* Status checks on tuition payments made within established timelines.
* Suppliers contacted in a timely manner.
* Applications to programmes received, reviewed, and collated according to established practices and within established timeframes.
* Draft reports and other documents prepared in accordance with established standards and within stipulated timelines.
* Programme information disseminated is accurate and timely.
* Records maintained in accordance with the established records management standards and or best practices.
* Communication with stakeholders and partners maintained with confidentiality and tact.
* Budgetary oversight support provided with keen attention to detail.
* Courtesy and professionalism displayed in the conduct of duties.

**KEY COMPETENCIES**

**Technical:**

* Sound knowledge of office practices and procedures.
* Good knowledge of the organization’s policies and operations.
* Knowledge of record keeping and records/file management techniques.
* Knowledge of the operation of standard office equipment, including photocopiers.
* Working knowledge of Microsoft Office suite.

**Core:**

* Excellent planning and organizing skills;
* Excellent written and oral communication skills;
* Excellent interpersonal skills;
* Good analytical skills;
* Detail-oriented;
* Good problem-solving skills;
* Sound judgement.

**MINIMUM REQUIRED QUALIFICATION AND EXPERIENCE**

* Bachelor’s degree in Business Administration, Social Work, Management Studies, or other Social Science;
* At least two (2) years’ experience in a similar position;
* Knowledge of the GoJ FAA Act would be an asset.
* Experience working with small and large groups of persons, especially those in the community of persons with disabilities would be a distinct asset.
* **SPECIAL CONDITIONS ASSOCIATED WITH THE JOB**
* Normal office environment;
* Required to travel to meetings locally;
* May be required to work beyond normal hours from time to time to meet deadlines.

 **AUTHORITY**

* Access confidential correspondence, files, and information within the Disabilities Management Division

**JAMAICA COUNCIL FOR PERSONS WITH DISABILITIES**

**JOB DESCRIPTION**

|  |  |
| --- | --- |
| JOB TITLE | Human Resource Officer |
| GRADE | GMG/SEG 1 |
| DIVISION / DEPARTMENT | Corporate Services |
| SECTION / UNIT | Human Resource Management & Administration |
| REPORTS TO  | Manager, Human Resource Management & Administration |
| MANAGES | N/A |

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Manager/Supervisor Date

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Head of Department Date

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Date received in Human Resource Division Date Created/Revised

* **PURPOSE OF JOB**

To coordinate the recruitment, selection, compensation, and internal movement of staff within the JCPD in keeping with the JCPD’s human resource policies and procedures. The incumbent will be responsible for administering staff benefits, providing technical advice and guidance - interpreting and administering government policies, regulations and guidelines as it relates to the management of the human resource to ensure effective employee and industrial relations. (S)he also populates, maintains and updates the Human Resource Information System (HRMIS) and produces relevant reports from the system.

* **KEY OUTPUTS**
	+ - * Technical advice to management and staff on all matters relating to Human Resources policies, procedures and services
			* Advice, guidance and interpretation on and of government policies and guidelines available to the JCPD
			* Current Human Resources Policies and Procedures Manual disseminated and staff sensitized
			* HRMD Programmes, policies and procedures administered and enforced
			* Human Resource Management Strategy implemented
			* Staff hired, oriented, and appointed, and redeployed
			* Staff benefits administered
			* Exit Interviews conducted
			* Human Resource Information System (HRMIS) maintained/populated and updated
			* Competent staff recruited and retained
			* HRMIS data and relevant reports provided
* **KEY RESPONSIBILITY AREAS**

**Technical/Professional Responsibilities:**

* Provides accurate and timely interpretation and application of Human Resource policies and procedures
* Participates in the development and implementation of a comprehensive Human Resource strategy to support the hiring, retention, welfare, training, and development of staff;
* Coordinates the recruitment, selection and engagement of qualified staff
* Develops and coordinates staff orientation programmes in collaboration with the Training Officer
* Collaborates with the Training Officer to develop Human Resource training programmes for managers and supervisors to enable effective HR planning, coaching, disciplining, performance monitoring, and appraisal of employees
* Maintains staff benefits programs; informing staff of benefits, recommending benefit programs to management; processing benefit claims; obtaining and evaluating and recommending benefit contract bids; and designing and conducting sensitization sessions on benefit programs.
* Updates the HRMIS with current employee data, and ensures personnel records are maintained by establishing an efficient and effective filing and retrieval system for both current and past employee personnel records
* Conducts and analyses exit interviews and recommends relevant action
* Prepares profiles of staff to be appointed, promoted, retired and granted study leave etc.
* Serves on internal committees, working groups and /or ad hoc task forces providing human resource management expertise and contributing to the attainment of organizational goals
* Prepares quarterly staff reports
* Participates as a member of any Disciplinary Committee to deal with infractions by staff

**Other:**

* Performs other related functions that maybe assigned from time to time
1. **PERFORMANCE STANDARDS**
* The Unit’s Operational Plan and Budget are implemented within established guidelines and timeframes
* HRM programmes are administered in a fair and equitable manner and support the strategic objectives of the JCPD and in compliance with the Staffing Orders and other GOJ policies and guidelines
* The JCPD is adequately staffed with competent and trainable employees and staff movements are coordinated in compliance with HR policies, standards and guidelines
* Advice, guidance and technical support provided to the JCPD are sound, timely and in line with the Government’s and JCPD’s priorities and direction
* Policies and Procedures manuals consistent with the Staff Orders for the Public Service 2004 and other labour laws and regulations, and disseminated and promoted.
* Personnel records and files are accurate and up-to-date
* Human Resource Information System (HRMIS) is current updated with accurate data
* Reports meet quality standards and are produced within agreed time-frame

**CONTACTS**

**Internal:**

* Executive Director
* Division Heads
* Managers
* All Staff

**External:**

* Employment Agencies
* Media houses e.g. Gleaner Company
* Heads of related agencies and their senior management teams
* Office of the Services Commissions
* Ministry of Finance and the Public Service
* Ministry of Labour and Social Security

**KEY COMPETENCIES**

**Core:**

* Integrity and confidentiality
* Ability to exercise sound judgement and conviction of purpose in unfavorable/unpopular situations
* Strong customer orientation skills
* Ability to prioritize amongst conflicting demands
* Excellent Interpersonal skills
* Ability to motivate and influence others
* Sound oral and written communication skills
* Excellent critical thinking, analytical and problem- solving skills

**Technical:**

* Knowledge of government recruitment, promotion and separation practices – Knowledge of the Staffing Orders and policies governing the Disabilities sector
* Practical knowledge of the applied use of information technology and productivity software, such as Microsoft Office and HRMIS
* Ability to understand the impact of policy changes on human resource management.

**MINIMUM REQUIRED EDUCATION AND EXPERIENCE**

* A Bachelor’s degree from a recognized institution in the disciplines of Human Resources Management or equivalent
* Training in Industrial Relations and Labour Laws is desirable
* At least five (5) years Post Qualification experience in Human Resource Management

**AUTHORITY**

* Recommend policies and procedures
* Full and complete access to all activities, records, property and personnel of the JCPD reasonably necessary to perform the responsibilities of this function

**SPECIAL CONDITIONS ASSOCIATED WITH THE JOB**

* Typical office environment

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| Date of Issue/Update | Job Holder | Job Holder’s Supervisor |
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**JAMAICA COUNCIL OF PERSONS WITH DISABILITIES**

**JOB DESCRIPTION**

|  |  |
| --- | --- |
| JOB TITLE | Administrator |
| GRADE |  |
| DIVISION / DEPARTMENT | Corporate Services |
| SECTION / UNIT | Administration |
| REPORTS TO  | Administration Manager |
| MANAGES | N/A |

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Manager/Supervisor Date

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Head of Department Date

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Deputy Executive Director Date

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Date received in Human Resource Division Date Created/Revised

**PURPOSE OF JOB**

To perform and coordinate a wide variety of complex and confidential, administrative and secretarial activities to support the Unit Head, and the daily operations of the Administration Unit. The incumbent supports the provision of adequate office accommodation, physical facilities, and messenger/bearer services, and to maintain a clean, hygienic and comfortable working environment, conducive to high levels of staff morale and productivity. (S)he coordinates and carries out activities related to mail and messenger services, transportation, security, and ancillary services.

* **KEY OUTPUTS**
* Draft Policy and Procedure documents prepared
* Draft Reports, spreadsheets, illustrations and other documents prepared
* Documents typed
* Correspondence typed/composed
* Department schedules prepared and maintained
* Travel schedules/reservations/appointments
* Meetings/events arranged
* Minutes prepared
* Calls, mail and visitors processed
* Files maintained
* **KEY RESPONSIBILITY AREAS**

**Management/Administrative Responsibilities:**

* Researches and analyses data and prepares draft reports on routine matters or other informational or statistical materials required.
* Prepares special and recurring departmental reports by gathering, compiling and typing data from various sources
* Responds to requests, inquiries and complaints from staff, other departments, organizations and the general public; refers persons to the relevant authorities where deemed necessary and follows through on the resolution of issues
* Coordinates the flow of paperwork, including periodic and special reports between the Head of Unit and the various Units
* Sets up and maintains pertinent working files (administrative reference and follow-up files of a confidential nature); and keeps confidential correspondence and reports available for easy retrieval and efficient operation of the Unit
* Composes and types correspondence, directives, bulletins, schedules, agendas and other documents
* Assists in the organization of events and activities by scheduling rooms, issuing information, coordinating speakers where relevant, monitoring the budget, etc.
* Manages the Head of Unit’s calendar and arranges tentative schedules for Unit
* Makes arrangements for meetings; attends meetings and prepares and transcribes Minutes
* Makes travel and accommodation arrangements as required
* Answers the telephone, screens callers, and takes and relays messages
* Receives, greets and directs visitors to the department
* Opens, sorts and screens mail for the attention of the Unit head of Unit; drafts responses on matters for which authority has been delegated
* Orders office supplies for the Unit and maintains all associated records

**Professional /Technical Responsibilities:**

* Receives and sorts incoming/outgoing mail and arranges for their dispatch/distribution; liaises with the Drivers accordingly
* Maintains the log and dispatch books for correspondence and packages
* Liaises with Service Providers and the Maintenance Officer regarding office accommodation, physical facilities, and follows through on requests, complaints and concerns received

**Other:**

* Performs other related functions assigned from time to time by the Head of Department/Unit
* Liaises with the Office Attendants on behalf of the Unit Head, monitoring the provision of ancillary services and addressing routine requests and concerns
* **CONTACTS**

***Internal:***

* Office Attendants
* Drivers
* All Managers
* All Staff
* Procurement

***External:***

* Members of the Public
* Service contractors
* Relevant Private Sector organizations
* Relevant Government Ministries and Agencies
* **PERFORMANCE STANDARDS**
* Established policies and procedures are observed in the conduct of duties
* Correspondence, reports and Minutes are prepared in a timely manner in accordance with established standards and within stipulated timelines
* Confidentiality, dependability and tact are displayed in the conduct of job functions
* Courtesy and professionalism are displayed in the conduct of duties
* Department schedules including office equipment maintenance, travel schedules/reservations/appointments prepared and maintained in accordance with established standards and within stipulated timelines
* Meetings/events arranged in accordance with established standards and within stipulated timelines
* Stipulated deadlines are consistently met
* Files are accurate and up-to-date
* Incoming/outgoing mail is dispatched in a timely manner
* **KEY COMPETENCIES**

**Technical:**

* Sound knowledge of office practices and procedures
* Good knowledge of the organization’s policies and operations
* Knowledge of record keeping and records/file management techniques
* Knowledge of the operation of standard office equipment, including photocopiers, fax machines
* Working knowledge of relevant computer packages including spreadsheet, word processing, presentation

**Core:**

* Excellent shorthand/speedwriting and typing skills
* Excellent interpersonal skills
* Excellent written and oral communication skills
* Good time management and organizing skills
* Good team working and supervisory skills
* Good analytical skills
* Ability to work with details
* Good judgement and initiative

**MINIMUM REQUIRED QUALIFICATION AND EXPERIENCE**

* First Degree in Administrative Management or equivalent qualifications OR Business Administration OR equivalent
* Certified Professional Secretary
* At least five (5) years working experience in an administrative position

**SPECIAL CONDITIONS ASSOCIATED WITH THE JOB**

* Normal office environment
* Required to travel to meetings locally to take minutes
* May be required to work beyond normal hours from time to time to meet deadlines

 **AUTHORITY**

* Access confidential correspondence, files and information within the Administration Unit
* Make appointments for the Unit Head and schedule the activities of the Unit

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| --- | --- | --- |
| Date of Issue/Update | Job Holder | Job Holder’s Supervisor |
|  |  |  |