



Giving Back

We rely on the people around us for different forms of support; whether professional, emotional, financial, physical or spiritual. As much as this need for connection is entrenched in us, it also goes the other way.

As human beings, we have the innate need to share with those around us. Whether it comes in the form of something small like being there for a friend in need, or something grand like contributing financially to a worthwhile cause, we do realize the importance of giving.

Beyond just generally being a good thing to do, giving can also be good for you. There have been a number of studies that suggest that generosity and giving back could positively impact an individual's health both mentally and physically.

Giving back may cause you to experience a surge of happiness when you do something kind or generous for someone else. It can also boost your overall life satisfaction.



For this Christmas season, there are many ways you can give back. Giving back to your community through volunteer groups, non-profit organizations, charities or other means are very important especially when individuals see the need to contribute to the common good. In this Christmas Edition of the HR Quarterly Newsletter, we will share stories of Public Servants giving back to their communities. We will also deliver on our promise to provide you with the key content areas for your Human Resource Policies and Procedures Manual. Updates on the long awaited HR Shared Services Centre will also be provided and colleagues from across the Public Sector will share their favourite Christmas memories.

On behalf of the Chief Personnel Officer and staff, we wish you a happy holiday and a prosperous new year.

Happy Reading!!

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Civil Servants of the Year Award 2019



CEO of First Heritage Cooperative Credit Union (FHC) Roxann Linton (left); 2019-2020 Civil Servants of the Year: Management- Celia Lindsay; Technical Support- Candice Henry; Middle Management-Sophia Levy. Chairman of the Civil Service Week (CSW) Steering Committee- Lorna Phillips.

Source: <https://jis.gov.jm/top-civil-servants-for-2019-20-awarded/> First Heritage Co-operative Credit Union- Carlene Coley

MEET THE AWARDEES

Miss Celia Lindsay –

Acting Director,
Research, Print &
Production
Division, *Jamaica
Information
Service (JIS)*,

awarded for outstanding
performance in **Management**.

She has been employed to the government
service for over twenty (20) years.



The Civil Servants of the Year Award Ceremony had a different flavour this year as the Civil Service Week Steering Committee, through the Ministry of Finance and the Public Service (MOFPS), partnered with the First Heritage Cooperative Credit Union (FHC) and revamped the programme.

The function was held on Friday, November 15, 2019, at the Jamaica Pegasus Hotel in Kingston. The FHC, the current executors of the awards, selected three (3) civil servants from eight (8) shortlisted nominations.

Miss Celia Lindsay, Mrs. Sophia Levy and Miss Candice Henry are the 2019 Civil Servants awardees. These three(3) civil servants were awarded in areas of Management, Middle Management and Technical Support, respectively.

The awardees each received \$200,000, a plaque and citation courtesy of the FHC Credit Union. In addition to these tokens, the FHC also offered the winners a \$150,000 allocation for a joint community project.

The three (3) awardees should each submit a project proposal for a charitable project within their communities and the winning proposal will receive the \$150,000 and all three awardees should complete the project together.

Mrs. Sophia Levy –
Customer Service
Manager,
*Administrator
General's
Department (AGD)*,
awarded for
outstanding
performance in
Middle Management.

Miss Levy has been employed to the
government service for thirty-one (31) years.



Miss Candice Henry—
Administrative
Assistant,
*Jamaica Defence
Force - Coast
Guard*,
awarded for
outstanding
performance in
Technical Support.

Miss Henry has been employed to the
government service for over seven (7) years.





HANDOVER



CIVIL SERVICE WEEK



(L-R) Claude Fraser: second-place winner, Ricondi Salkey: third place winner, Noel-Jonathon Ellis: first-place winner and Roxann Linton: CEO of FHC. Civil Service Week 2019/First Heritage Co-operative (FHC) Credit Union 5K run/walk.



Roxann Linton - Chief Executive Officer of First Heritage Co-operative Credit Union Limited, Dr. The Honourable Nigel Clarke - Minister of Finance and Public Service, Lorna Phillips - Chairman of the Civil Service Week (CSW) Steering Committee and guests in attendance at the Civil Servants of the Year Awards Function 2019.



(L-R) Carlene Smith - Deputy Financial Secretary, Corporate Planning and Administration Division, Ministry of Finance and the Public Service (MOFPPS), Sandra Fairclough - Acting Principal Finance Officer, MOFPPS, Dr. The Honourable Nigel Clarke - Minister of Finance and the Public Service, Roxann Linton - Chief Executive Officer, First Heritage Cooperative Credit Union, Lorna Phillips - Civil Service Week 2019 Steering Committee Chair and O'Neil Grant - President of the Jamaica Civil Service Association

Civil Service "GIVING BACK" to WOMAN INC.

The Civil Service Week (CSW) Steering Committee identified the Woman Incorporated (**WOMAN INC.**) as the charitable organisation to benefit from its recently held charity run/walk. The CSW's charity 5K run/walk which took place on Saturday, November 16, 2019, saw First Heritage Co-operative Credit Union (FHC) partnering with CSW Steering Committee to organize the event that was geared towards raising funds for **WOMAN INC.** Teenagers Noel-Jonathan Ellis and Crystal Coke emerged as champions of the event which was held in New Kingston.



Proceeds from CSW's Charitable 5k Run/Walk 2019, was be handed over to **WOMAN INC.** The funds will be used to assist with repairing the Crisis Centre and Crisis Shelter houses for abused women.



ABOUT WOMAN INC.

WOMAN INC. is a Non-Governmental Organisation (NGO) that was established in 1984 as a Crisis Centre for abused women. They currently offer services ranging from crisis

counselling to referral services. The 24-hour Crisis Centre deals with issues ranging from rape and incest, to domestic violence and sexual harassment. Women who are being unfairly treated are encouraged to take advantage of the many benefits offered by **WOMEN INC.** Currently there is a Crisis Centre and a Crisis Shelter which houses abused women, a 24-hour hotline, the **Woman INC.** Hotel and Training Centre which provides housing and skills training for women between the ages of 18-25 years who have left the Government Children's Home and lack family support, a Legal Aid Clinic which provides legal advice to centre/shelter clients and also make representations in Court proceedings and Training and Counselling sessions initiated through the Police Training Academy at Twickenham Park, Spanish Town, St. Catherine.



Human Resource Policies & Procedures Manual (Continued)

POLICIES & PROCEDURES

In this quarter, we will examine the contents of the HR Policies and Procedures Manual. For ease of reference, a Human Resource (HR) Policy and Procedure Manual is a document detailing an organisation's policies regarding employee management and relationship between managers and employees.

Below, are the twelve (12) suggested chapters and content areas for your Human Resource (HR) Policies and Procedures Manual. This list is not exhaustive and based on the nature of your Entity, more or less chapters and content areas may be required.

01

RECRUITMENT & SELECTION

- Recruitment and Selection Process
- Selection Criteria
- Recruitment and Selection Tools
- Recruitment and Selection Records
- Composition of Interview Panel
- Interview Types and Formats
- Onboarding

02

WORK ETHICS

- Punctuality and Attendance
- Code of Conduct
- Confidentiality
- Dress Code
- Nepotism
- Standards of Behaviour
- Rules and Regulations

03

EMPLOYEE RELATIONS

- Employee Engagement
- Employee Assistance
- Sexual Harassment
- Collective Bargaining
- Grievance
- Industrial Relations

04

PERFORMANCE MANAGEMENT

- Performance Evaluation Process
- Performance Evaluation Tool
- Performance Management Cycles
- Performance Management Strategies
- Appeal Process

05

APPOINTMENTS

- Appointment Types
- Appointment Process
- Medical Examination
- Probationary Period
- Appeal Process

06

TRAINING & DEVELOPMENT

- Selection Criteria
- Local and Overseas Training
- Study Leave and Day Release
- Tuition Refund & Bonding Policy
- Succession Planning and Career Coaching
- Appeal Process

As communicated in the previous newsletter, you may include the following headings in each chapter of your HR Policies and Procedures Manual:

- i. *Policy Statement*
- ii. *Objectives*
- iii. *Procedures*
- iv. *Responsibilities*



You are reminded to consult with *the Staff Orders, 2004, Public Service Regulations, 1961* along with other government guidelines as well as the Office of the Services Commissions, before finalizing your Manuals.

07**COMMUNICATION**

- Communication Channels
- Communication Tools
- Communication Protocols
- Responsible Officers
- Social Media Guidelines

08**EMPLOYEE RECORDS**

- Records Management Process
- Employee Records
- Safety and Security
- Storage and Retention
- Confidentiality
- Access to Information Guidelines

09**SEPARATION**

- Forms of Separation
- Separation for Cause
- Separation Process
- Appeal Process

10**DISCIPLINARY PROCEDURES**

- Breaches and Penalties
- Due Process
- Disciplinary Committee
- Employee Rights and Responsibilities
- Appeal Process

11**EMPLOYEE BENEFITS**

- Employee Benefits
- Eligibility Criteria
- Administration of Employee Benefits
- Employee Obligations

12**HEALTH, SAFETY & WELFARE**

- Occupational Health and Safety
- Security
- Employee Welfare
- Disaster Preparedness
- Emergency Management
- Employee Responsibility



HR Shared Services Centre



What?

Human Resource Shared Services (HRSS) in the context of the Government of Jamaica (GoJ) is the delivery of select operational HR activities to the Public Service from a soon-to-be established HR Shared Services Centre (HRSSC). It is a way of providing services that are common across Ministries, Departments and Executive Agencies.

The execution of HRSS will be phased and will follow the implementation of MyHR+, which is the foundation for the operation of HRSS. At the start-up of the HRSS operations, the Centre will provide the following services:

1. Leave Administration
2. Employee Records/MyHR+ Updating
3. Employee Queries
4. Talent Acquisition
5. Onboarding Support
6. Employment Verification Letters and Personnel Actions
7. Reporting and Data Analytics

Business processes have been developed for each service indicating the key responsibilities of all the stakeholders in the process. These processes will be facilitated by the HRSSC enabled by technology to include MyHR+, Case Management and Knowledgebase System, Call Management and Telephony System, Online Chat and Email.

When?

It is hoped that implementation activities will commence at the HRSS Centre for the pilot entries by the *first quarter in 2020*.

Where?

The HRSSC Centre will be located at 6 Saxthorpe Avenue, Kingston 8.

Why?

HRSS is expected to positively impact HR operations in the Public Sector. Some of the key impacts will include:

1. Standardised Service Delivery
2. Data Driven HR Decisions
3. Leaders empowered to manage their teams through the provision of data to make informed decisions
4. Employees empowered to apply for their HR services

Mrs. Deborah King-Murray, Head of HR Shared Services, informed that the HR Transformation Vision is *"A Public Sector HR function that promotes fairness, equity and development to enable sustainable organisational growth through excellence in people"*.

HR Shared Services envisions comparing favourably with other public and private sector HR services when benchmarked against common standards and hopes to deliver demonstrable and sustainable continuous improvement over the long term.

DEBORAH KING-MURRAY

Head - HR Shared Services
Transformation Implementation Unit
Ministry of Finance and the Public Service





Favourite Memories



Mrs. Lorraine Henry-Grant, Director Human Resource Management at the Court Management Services, recalls days before Christmas her home would be filled with excitement as each family member chimed in to clean and decorate the house.

She and her siblings would stay up very late on Christmas Eve thinking about all the gifts they would receive on Christmas morning, while drinking hot chocolate tea. *Her most unforgettable Christmas memories include the trips to Grand Market and the joy of seeing the fridge packed with lots of "goodies".*

While the Christmas dinner was good and going to Grand Market unforgettable, her most favourite thing to do at Christmas was going to Church and being with her family.



Mrs. Juliet Lakeman, Director Human Resource Management at the Ministry of Education, Youth and Information, shares that at Christmas time her house was always bustling with lots of relatives and filled with much chatter, laughter and noise. She recalls that food was a major part of the family's Christmas Celebrations.

As a young adult, her favourite Christmas traditions were going to the country, carolling in the wee hours of the morning on the streets, attending Christmas morning service and then walking along the country road and visiting relatives.

Memorable Christmas moments were also made on their trips to the country, cousins and other family members would get together and swing in the back yard and bathe in the river.



Ms. Marjorie Goodgame, Stenotype Writer, at the Office of the Services Commissions, recounts that as a child she always looked forward to Christmas. *She enjoyed the singing of Christmas carols, attending her school Christmas fairs, performing in her church's Christmas programmes, and listening to all the special radio programmes.*

Getting the house ready for Christmas was never optional as she and her siblings had to clean and decorate. She however, worked joyously as she knew she would be rewarded graciously on Christmas Day. On Christmas Day she and her siblings had to walk several miles in some instances to take a "*Shet Pan*" to the homes of many of their neighbours.



In the News: *The Public Sector signs MOU with HRMAJ*

The Ministry of Finance and the Public Service (MoFPS) and the Office of the Services Commissions (OSC), has signed a Memorandum of Understanding (MOU) with the Human Resource Management Association of Jamaica (HRMAJ).

The MOU allows for partnership between the two entities (Public Sector and HRMAJ) in order to develop and enhance human resource (HR) practice toward professional recognition and advancement of the training of HR practitioners within the private and public sector.

The MOU will serve as a framework for establishing and expanding collaboration between the Public Sector and the HRMAJ for the advocacy and advancement of the Human Resources Profession throughout the country, which is expected to redound to the mutual benefit of all Jamaicans. OSC's Chief Personnel Officer, Mrs. J. Mendez, JP, expressed appreciation of the signing and looks forward to specific areas as agreed, being incorporated into practice.

Source: <https://mof.gov.jm/mof-media/media-centre/press/2610-the-public-sector-signs-mou-with-hrmaj.html>



Seated at the table (l-r) Mrs. Darlene Morrison, Financial Secretary, Mr. Karl Williams, President-HRMAJ, Mrs. Jaqueline Mendez, JP, Chief Personnel Officer. Standing (l-r) Mrs. Sherona King, Senior Director, Strategic Operations & Support, SHRMD and Mrs. Lois Walters, Principal Director, Compensation Management and Implementation Branch, SHRMD.

Join US!

NEXT ISSUE

- Sexual Harassment
- Highlights from OSC's HR Workshop
- Easter Celebrations

From the Staff at OSC:



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