



OFFICE OF THE SERVICES COMMISSIONS
(CENTRAL GOVERNMENT)
MINISTRY OF FINANCE AND THE PUBLIC SERVICE BUILDING
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CIRCULAR No. 437
OSC Ref. C. 5849¹¹

14th December, 2021

Permanent Secretaries, Heads of Department and Chief Executive Officers are asked to invite applications from suitably qualified officers in their Ministries/Departments/Agencies to fill the following **vacant** posts in the **Legal Aid Council**:

1. **Customer Service Officer (GMG/AM 2)**, salary range \$1,025,878 - \$1,219,446 per annum and any allowance(s) attached to the post.
2. **Paralegal Officer (PLG/LS 2)**, salary range \$696,635 - \$828,080 per annum and any allowance(s) attached to the post.
3. **Driver (LMO/DR 1)**, salary range \$11,179 - \$13,288 per week.

1. **Customer Service Officer (GMG/AM 2)**

Job Purpose

The incumbent, under the direction of the Human Resource & Administration Manager establishes and maintains a professional relationship with the Customers of the Legal Aid Council, ensuring that all their queries and complaints are met, and acts as one of the resource persons for the Council's mandate.

Key Responsibilities

- Greets and receives walk-in clients;
- Answers and directs telephone calls;
- Provides information to customers on the services of the Council;
- Interviews clients for Legal Aid assignments (Form C) and directs for consultation/legal advice;
- Completes assignment (Form D) for Court;
- Completes and produces Application and Assignment Forms duly for Executive Director's signature;
- Follows-up with Counsel and clients regarding assignments;
- Maintains a Computerized Registry of Incoming correspondence and Assignment logs;
- Refers customers to Legal Officer for legal advice;
- Refers unresolved customer' complaints to Human Resource & Administration/ Manager/Executive Director for further investigation;
- Analyzes documents submitted by Attorneys to ensure completeness and correctness;
- Provides empanelled Attorneys with ethical guidelines and other operational documents;
- Performs any other duties as assigned.

Required Knowledge, Skills and Competencies

- Excellent written and oral communication skills;
- Excellent customer service and interpersonal skills;
- Good time management skills;
- Proficiency in relevant computer applications;
- Ability to work in teams

Minimum Required Qualification and Experience

- Certificate in Business Management/Administration;
- Customer Service Training;
- Three (3) years' experience in customer service or related field.

2. Paralegal Officer (PLG/LS 2)

Job Purpose

To provide legal support to the Legal Affairs Unit, drafting bills and other legal documents in support the Council's mandate.

Key Responsibilities

- Gathers and analyzes research data, such as statutes, decisions, and legal articles, codes, and documents to inform decision-making processes;
- Creates and maintains Case Management database and ensures validity of data;
- Assists Attorneys with cases;
- Assists with the preparation of reports (monthly, quarterly, and annually) to the Ministry and the Public Administration and Appropriations Committee (PAAC) of Parliament respectively;
- Prepares the Duty Counsel Roster for attorneys available to call at specific Police Stations and ensures accuracy of contact information and circulation to key stakeholders such as the JCF, Courts Offices etc.;
- Assists with the update of list of attorneys empanelled to accept Court assignments;
- Prepares listing of empanelled Attorneys and submits for gazetting publication.

Required Knowledge, Skills and Competencies

- Knowledge of the Legal Aid Act
- Knowledge of Court proceedings and laws governing Jamaica
- Knowledge of legal research principles and practices
- Knowledge of the Code of Conduct for the Legal Profession
- Proficiency in Microsoft suite

Minimum Required Qualification and Experience

- Associate Degree in Paralegal Studies from a recognized institution
- Two (2) years related experience

3. Driver (LMO/DR 1)

Job Purpose

The incumbent is responsible for the safe operation and maintenance of vehicles to ensure safe custody and transport of personnel and delivery of mail Island wide, on behalf of the Legal Aid Council, operating in accordance with the Road Traffic Act.

Key Responsibilities

- Transports staff to authorized locations as scheduled or as directed by Supervisor;
- Dispatches mail twice daily to locations within the Corporate Area and St. Catherine;
- Collects mail, bills, packages, and other documents on behalf of the Council;
- Ensures vehicle is serviced when required, submitting relevant documentation to Supervisor;
- Takes vehicles to the Transport Licensing Authority for Certificate of Fitness to be granted;
- Updates the Daily Assignment Motor Vehicle Logbook as it relates to duties carried out;
- Co-ordinates schedule for major and periodic repairs and maintenance of vehicle to minimise service disruptions;
- Conducts routine vehicle checks prior to daily routine;
- Submits Gas Receipts, Gas Card, key, and work/Log Sheet daily;
- Monitors vehicle documents and ensures they are kept current;
- Reports vehicle defects, accidents/incidents to supervisor.

Required Knowledge, Skills and Competencies

- Knowledge of the Road Traffic Act
- Knowledge of geographical layout
- Good Driving skills

Minimum Required Qualification and Experience

- Secondary or High School Diploma/Certificate
- Three (3) years' experience in a similar position
- Possession of an Open General Drivers Licence
- Approved by the National Works Agency to operate motor vehicle

Applications accompanied by résumés should be submitted **no later than Tuesday, 28th December, 2021 to:**

**Executive Director
Legal Aid Council
3rd Floor, Oxford House
6 Oxford Road
Kingston 5**

Email: aid.legal@moj.gov.jm

Please note that only shortlisted applicants will be contacted.

Please ensure that a copy of this circular is placed at a strategic position on the Notice Board of the Ministry/Department/Agency and brought to the attention of all eligible officers.



**Merle I. Tam (Mrs.)
for Chief Personnel Officer**