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(CENTRAL GOVERNMENT)
MINISTRY OF FINANCE AND THE PUBLIC SERVICE BUILDING
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CIRCULAR No. 15
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12th January, 2023

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 posts (***on contract for 2 years***) in the **Ministry of Labour and Social Security**:

1. **Social Worker 1 (SWG/PS 1) – (14 posts: one per parish)**, salary: \$2,735,387 per annum.
2. **Career Development Officer (GMG/SEG 1) – (2 posts: Kingston and St. James)**, salary: \$2,735,387 per annum.
3. **Employee Service Representative (GMG/SEG 1) – (2 posts: Kingston and St. James)**, salary: \$2,735,387 per annum.

1. **Social Worker 1 (SWG/PS 1)**

Job Purpose

Under the supervision of the Administrator, Social Assistance Programmes, the Social Worker 1 provides social interventions, counselling and career development support to clients of the Public Assistance Division of the Ministry including PATH, Steps to Work, Social Intervention Programme, by assisting them to identify barriers to their economic well-being and working with them to advise strategies to overcome these barriers. The Social Worker must ensure that the social work functions are executed efficiently and effectively throughout the assigned parish through the use of appropriate case management methodologies established for the programmes as a part of the Government of Jamaica guidelines and procedures.

Key Responsibilities

- Conducts social investigations and assessments with potential clients and, where required, with their families to determine needs and identify underlying causes of socio-economic issues;
- Appraises clients on the requirements and provisions of the social assistance and other programmes most suitable to address needs identified;
- Identifies families non-compliant with conditions of PATH and at-risk of termination from the Programme;
- Identifies and conducts assessment of PATH at-risk families and works with families to identify interventions most appropriate to effectively address their needs;
- Develops and documents **Individualised Development Plans** for at risk PATH beneficiaries that identify their priorities, desired outcomes and the strategies and resources that will be needed to attain these outcomes;
- Identifies and links clients of PATH and other social intervention programmes of the Public Assistance Division with the referral services, resources and opportunities identified as appropriate for addressing their needs;
- Prepares Treatment Plan for clients requiring medium and long term task centred interventions;
- Provides Case Management support for clients of each programme in the assigned parish, including home and field visits;
- Provides information, counselling and career development support to guide clients in selecting the best course of action to meet their individual development needs;
- Recommends interventions, assists clients to make decisions between a range of options and guides clients to select the best alternative actions where interventions of first choice are not immediately accessible;
- Liaises with, makes referrals to and maintains close contact with assigned representatives in supporting agencies to monitor progress of cases referred;
- Monitors and evaluates progress of clients to ascertain continued appropriateness and effectiveness of interventions chosen;
- Works with clients to ensure transition from one phase to the next in their individualised Development Plans;

- Ensures that clients register with all required Government Agencies and have at least one form of Government Identification, Taxpayer Registration Number (TRN) and registered under the National Insurance Scheme;
- Ensures that clients in entrepreneurship ventures register for and are compliant with statutory obligations;
- Conducts assessments of and makes recommendations for Entrepreneurship, Education, Rehabilitation, Compassionate or Emergency Grants;
- Monitors clients' participation in social intervention programmes and income generating projects through at least one quarterly visit to their homes, businesses and/or training institutions;
- Prepares and maintains accurate and up to date client case history records and prepares social work case management reports;
- Assesses the circumstances and damage to dwellings of victims of disasters and make recommendations for assistance;
- Monitors and assists with the distribution of relief supplies to victims of disasters;
- Participates In Training, Team Meetings and Case Management Meetings, both internal and inter-agency;
- Attends meetings, seminars, conferences, exhibitions, expositions of community groups and other organisations to promote PATH and the other social intervention programmes of the Ministry;
- Prepares monthly Activity Reports for submission to the Administrator, Social Assistance Programmes.

Required Knowledge, Skills and Competencies

- Excellent interviewing, investigating, analysing and monitoring techniques
- Excellent interpersonal skills
- Good oral and written communication skills
- Good time management skills
- Good case management skills
- Excellent report writing skills
- Proficiency in the relevant computer applications
- Knowledge of the services offered by various social assistance agencies
- Sound knowledge of Social Intervention Programmes, PATH and the functions of the Public Assistance Division

Minimum Required Qualification and Experience

- First Degree in Social Services and Certificate in Social Work or Bachelor of Science Degree in Social Work;
- Three (3) years related work experience;
- Own and operate a reliable motor vehicle.

Special Conditions Associated with the Job

- Ability to work in volatile communities;
- Ability to work long hours and on Public Holidays, as required;
- Ability to work in immediate post-disaster environments, man-made and natural.

2. Career Development Officer (GMG/SEG 1)

Job Purpose

The incumbent will plan, administer and deliver career development programmes to in-house clients and stakeholders in communities, business places and schools island-wide.

Key Responsibilities

Technical/Professional:

- Provides information and assistance about career development, career search and careers to clients;
- Interviews clients to obtain employment history, education and career goals;
- Assists clients to establish career goals and develop Educational and Career Plans;
- Identifies barriers to employment;
- Administers and interprets tests designed to determine the interests, aptitude and abilities of clients (psychometric testing);

- Assesses the need for assistance such as rehabilitation, financial aid or further training;
- Assists clients with implementing Educational or Career Plans;
- Meets with clients on a regular basis to review files and circumstances;
- Assists clients with job readiness skills, job search techniques, résumé writing and job interview preparation;
- Assists in short-listing of job candidates;
- Provides workers with information on coping skills;
- Provides workers with information on making a mid-career change;
- Collects labour market information for clients regarding job openings, entry and skill requirements and other occupational information;
- Provides consultation to in house clients on career development;
- Provides consultation to community groups and agencies, business and industry, and to other organizations involved in providing community-based career planning;
- Identifies and assesses clients' employability skill gaps and making referrals to relevant institutions;
- Plans, organizes and facilitates Employability Skill Sessions for clients island wide;
- Plans and participates in community events regarding education and career development;
- Plans and participates in Career Fairs and other community activities;
- Makes presentations to community groups, schools and other stakeholders;
- Administers Career Development programmes.

Management/Administrative:

- Refers clients to the appropriate services/institutions;
- Fosters and maintains relations with relevant institutions and other stakeholders;
- Maintains ongoing communications with clients;
- Participates in promotional activities;
- Distributes career, educational and employment information;
- Submits required reports (monthly and quarterly statistical reports);
- Performs any other duties assigned.

Required Knowledge, Skills and Competencies

Core:

- Experience in, and/or knowledge of, working with people of diverse socioeconomic, cultural and ethnic backgrounds, including those with different levels of academic preparation and varying physical and learning abilities.
- Ability to administer Career Development programmes
- Ability to work in a team
- Good analytical and problem-solving and decision-making skills
- Effective written and oral communication skills
- Effective negotiation and mediation skills
- Basic counselling skills
- Stress management skills
- Time management skills

Technical:

- Proficient in the use of relevant computer software such as Microsoft Office
- Career development planning
- Excellent planning and organising skills

Minimum Required Qualification and Experience

- Bachelor's Degree in Psychology, Career Development, Business Administration, Human Resources or Public Sector Management;
- Specialized training in Career Development would be an asset or two years' experience working in a similar position.

Special Conditions Associated with the Job

- General island-wide travelling;
- Will be required to work long hours, weekends and public holidays.

3. Employee Service Representative (GMG/SEG 1)

Job Purpose

The incumbent will:

- Promote the services of the LMIS to the public, Non-Government Organizations (NGOs) and private companies in an effort to solicit jobs;
- Create synergies between employers and the LMIS.

Key Responsibilities

Technical/Professional:

- Solicits employers to list existing job openings with the LMIS;
- Liaises with employers to resolve problems, such as the LMIS effectiveness, employer complaints, and alternative employer actions for recruiting qualified applicants;
- Facilitates job matching through a variety of methods including organizing Job FSairs and conducting targeted recruitment events;
- Refers individual applicants to specific job openings through the LMIS Website or other services as determined to be relevant and useful to employers;
- Sets up and co-ordinates employers' drive island-wide in order to populate the LMIS database with job openings.

Management/Administrative:

- Identifies prospective Firms/Industries and sets appointments for presentations with regards to the services offered by the LMIS;
- Peruses print and electronic media to identify emerging vacancies, as well as networking;
- Develops strategies in collaboration with the Corporate Communications Officer to identify prospective employers in an effort to increase their usage of the LMIS;
- Promotes the LMIS through telephone calls, letters, emails and distribution of various LMIS publications;
- Assists in planning and organizing Information Sessions and other events to provide labour market and job search strategy information to employers, jobseeker and customers;
- Ensures that high quality services and the professional business image of the LMIS is maintained;
- Answers employer queries concerning the LMIS and the services available;
- Receives job orders from employers by phone or in person and recording information to facilitate the selection and referral process;
- Prepares reports regarding placements, job needs and employer needs for the Labour Component Co-ordinator;
- Creates an Employer Visitation Plan (itinerary);
- Provides a high level of customer satisfaction.

Required Knowledge, Skills and Competencies

Core:

- Ability to travel throughout the region as required
- Available to work a flexible schedule
- Excellent written and oral communication skills
- Excellent interpersonal and customer service skills
- Ability to work in a team
- Good analytical, problem-solving and decision-making skills
- Effective marketing skills
- Stress management skills
- Time management skills

Technical:

- Proficient in the use of the relevant computer software such as Microsoft Office
- Excellent planning and organising skills
- Effective written and oral communication skills
- Effective negotiation and mediation skills

Minimum Required Qualification and Experience

- Bachelor of Arts Degree in Business Administration, Public Relations, Management Studies or its equivalent with at least two years' experience performing administrative duties.

Special Conditions Associated with the Job

- Island-wide travelling;
- Will be required to work long hours, weekends and public holidays, occasionally.

Applications accompanied by résumés should be submitted **no later than Wednesday, 25th January, 2023 to:**

**Senior Director
Human Resource Management and Development
Ministry of Labour and Social Security
14 National Heroes Circle
Kingston 4**

Email: resume@mlss.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**