



OFFICE OF THE SERVICES COMMISSIONS
(CENTRAL GOVERNMENT)
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CIRCULAR No. 275
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22nd June, 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 in the **South East Regional Health Authority**:

1. **Director, Strategic Planning and Performance Monitoring and Evaluation (GMG/SEG 3) – Regional Office – (Vacant)**, salary range \$4,594,306 - \$6,178,830 per annum.
2. **Enterprise Risk Management Analyst (GMG/SEG 3) – Regional Office – (Vacant)**, salary range \$4,594,306 - \$6,178,830 per annum.

1. Director, Strategic Planning & Performance Monitoring & Evaluation (GMG/SEG 3)

Job Purpose

Reporting to the Regional Director, the Director, Strategic Planning and Performance Monitoring and Evaluation is responsible for leading the process of establishing and maintaining the RHA's Strategic and Operational Plans and the correlated Performance Monitoring Process. The Director, Strategic Planning & Performance facilitates the Management Team of the RHA in defining the strategic direction of the RHA and putting in place mechanisms to achieve goals and targets.

Key Responsibilities

Core

- Facilitates the Management Team in forging the strategic direction of the RHA and develops Strategic and Operational Plans;
- Participates in the development and implementation of systems and procedures to guide the Strategic Planning and Evaluation process;
- Ensures that sufficient information and communication systems are in place in the RHA to guide the planning process;
- Proactively supports the management control process through the implementation of a Performance Monitoring and Evaluation Framework;
- Presents to the Regional Director for approval a Timetable for the planning and reporting process;
- Advises Management when there is significant divergence from targets and the need for alternate strategies;
- Identifies problems and potential barriers to effective implementation of planned programmes/projects and provides solutions;
- Participates in project design and forecasting;
- Prepares reports, briefings, presentations, and other responses to strategic planning
- Issues on behalf of the Regional Director;
- Conducts research on Strategic Planning and other technical activities and makes recommendations on policy and programme issues to support work of the RHA;
- Represents the RHA at meetings with external partners where necessary to provide information on strategic planning and performance in the organization, and also gathers critical information on external factors which may impact the RHA;
- Ensures the production of Quarterly, Semi-annual, and Annual Performance Monitoring Reports to the Ministry of Health and Wellness and the Ministry of Finance & the Public Service;
- Ensures production of monthly Performance Monitoring Reports to Management;
- Issues Performance Monitoring and evaluation guidelines to Management;
- Establishes evaluation schedules and guides Management Team on the importance of evaluation exercises;
- Designs Monitoring and Evaluation Instruments and develops Performance Benchmarks;

- Ensures that policies, technical and other inputs into the development and review of Strategic and Operational Plans are obtained as required;
- Manages the flow of information and communication systems in the RHA to guide the planning process;
- Monitors the implementation of projects and programmes to ensure that targets and planned outcomes are in direct relation to the needs of the Organization;
- Ensures that Strategic and Operational Plans are based on key outputs and objectives, that performance targets are set and that plans are linked to budget forecasts;
- Consults with staff on planning direction and targets;
- Organizes Planning Meetings with all members of staff;
- Reviews the level of compliance with RHA's approved policies and procedures and evaluate the policies and procedures for adequacy to achieve its objectives;
- Evaluates the systems established to ensure compliance with those policies, plans, procedures, laws, and regulations which could have significant impact on the RHA;
- Follows-up on recommendations made, where corrective action has not been taken or is considered inadequate, until matters are satisfactorily resolved.

Management/Administrative

- Provides information and guidance to participants in Strategic Planning process;
- Maintains an overview of key deliverables from reporting Units;
- Elicits cooperation from internal partners/provides support to internal partners;
- Participates as an active change management facilitator in sensitising staff with regards to Strategic Planning initiatives which impact their job function.

Required Knowledge, Skills, and Competencies

Core

- Excellent presentation, written and oral communication skills
- Skilled in managing external relationships/partnerships
- Ability to exercise sound judgement and conviction of purpose in unfavourable/unpopular situations
- Strong negotiating skills
- Excellent research and analytical skills
- Good problem solving and decision-making skills
- Strong interpersonal skills
- Excellent organizing skills
- Confidentiality

Technical

- Excellent knowledge of Strategic Planning, Operational Planning and Budgeting Processes and Procedures.
- Good working knowledge of performance monitoring techniques and their applications.
- Good working knowledge of policy formulation, monitoring and evaluation processes.
- Understanding of the workings of the Public Sector
- Knowledge of Government of Jamaica financial administration rules
- Effective manager of change/transition.

Minimum Required Qualification and Experience

- First degree in Business Administration, Strategic Planning Management; Public Policy; Public Administration or any closely related field
- Five (5) years' related experience at a technical/professional level
- Specialized training in Corporate/Strategic Planning & Performance Monitoring

Special Conditions Associated with the Job

- Normal office working conditions; may be required to work outside of regular working hours to meet deadlines.
- May be required to travel.

2. Enterprise Risk Management Analyst (GMG/SEG 3)

Job Purpose

Under the general direction of the Regional Director, the Enterprise Risk Management Analyst is responsible for facilitating the identification, evaluation, and analysis of risks inherent to the operations of the RHA and formulating, implementing and evaluating Risk Management strategies to efficiently and cost effectively manage these risks.

The Incumbent assists the Director in providing support to the Management Team in ensuring the RHA is compliant with regulations, legislature, policies, procedures and standards. The incumbent also participates in educating and advising management and staff on risk management objectives.

Key Responsibilities

Technical/Professional

- Collects information and reviews documentation to ensure that risk scenarios are identified and evaluated;
- Identifies, with the respective managers legal, regulatory and contractual requirements and organizational policies and standards related to the Ministry's operations to determine their potential impact on the business objectives;
- Identifies, with senior leadership potential threats and vulnerabilities for business processes, associated data and supporting capabilities to assist in the evaluation of enterprise risk;
- Implements the ERM Framework and ongoing ERM Practices suitable for the requirements of the RHA;
- Updates and maintains a Strategic and Operational Risk Register to ensure that all identified risk factors are accounted for;
- Assembles and analyses risk scenarios to determine the likelihood and impact of significant events to the Ministry's business objectives;
- Correlates identified risk scenarios to relevant business processes to assist in identifying risk ownership;
- Facilitates the establishment of risk tolerance with Senior Leadership and key stakeholders to ensure alignment;
- Assists in the development of a Risk Awareness Programme and conducts training to ensure that stakeholders understand risk and contribute to the Risk Management process and to promote a risk-aware culture;
- Identifies and evaluates risk response options and provides Executive Management with information to enable risk response decisions;
- Participates in the review of risk responses with the relevant stakeholders for validation of efficiency, effectiveness and economy;
- Applies risk criteria to assist in the development of the Risk Profile for Executive Management approval;
- Assists in the development of Risk Response Action Plans to address risk factors identified in the organizational Risk Profile;
- Collects and validates data that measure Key Risk Indicators (KRIs) to monitor and communicate their status to relevant stakeholders;
- Monitor and communicate Key Risk Indicators (KRIs) and management activities to assist relevant stakeholders in their decision-making process;
- Facilitates Independent Risk Assessments and Risk Management process reviews to ensure they are performed efficiently and effectively;
- Identifies and reports on risk, including compliance, to initiate corrective action and meet business and regulatory requirements;
- Influences and when necessary, challenges decisions that give rise to material risks;
- Builds awareness of business continuity and disaster recovery risks, including encouraging the preparation of Business Continuity and Disaster Recovery Management Plans.

Management/Administrative

- Develops Individual Work Plans based on alignment to the overall Plan for the Section;
- Participates in meetings, seminars, workshops and conferences as required;
- Prepares reports and programme documents as required.

Human Resources

- Contributes to and maintains a system that fosters a culture of teamwork, employee empowerment and commitment to the Division's and organization's goals;
- Assists with the preparation and conducts presentations on role of Division/Unit for the Orientation and Onboarding programme.

Customer Service

- Maintains customer service principles, standards and measurements;
- Identifies and incorporates the interests and needs of customers in business process design;
- Ensures critical success factors are identified and meets expectations;
- Prepares quarterly and/or annually Customer Service reports in accordance with established standards.
- Performs all other duties and functions as may be required from time to time.

Required Knowledge, Skills, and Competencies**Core**

- Excellent interpersonal and team management skills
- Excellent communication skills
- Strong analytical and problem solving skills
- Strong leadership skills
- Strong customer relations skills
- Excellent planning and organizing skills
- Excellent judgment and decision making skills
- Ability to influence and motivate others
- Proficiency in the use of relevant computer applications

Technical

- Sound understanding of enterprise risk management frameworks and tools
- Must be able to demonstrate a broad technical knowledge and expertise covering conduct of business matters, corporate governance matters and regulatory risk and regulatory change matters
- Practical and commercial approach to problem solving
- Sound understanding of Research Methodology
- Excellent capability to track policies/programmes/project benefits realization and lessons learnt activities to feed into on-going improvements
- Ability to monitor and report on programme/project budgets
- Advanced IT skills in relation to Word, PowerPoint, Excel and MS Project or other project tool.

Minimum Required Qualification and Experience

- Bachelor's Degree in Management Studies, Public Administration, Business Administration or a related discipline;
- Specialized training in Risk Management;
- Three (3) years related experience.

Special Conditions Associated with The Job

- Work will be conducted in an office outfitted with standard office equipment and specialized software. The environment is fast paced with on-going interactions with critical stakeholders and meeting tight deadlines which will result in high degrees of pressure, on occasions. May be required to travel locally and overseas to attend conferences, seminars and meetings.

Applications accompanied by Résumés should be submitted **no later than Wednesday, 5th July, 2023 to:**

**The Director, Human Resource Management & Industrial Relations
South East Regional Health Authority
The Towers, 2nd Floor
25 Dominica Drive
Kingston 5**

Email: www.serha.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**