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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 **Jamaica Council for Persons with Disabilities**:

1. **Senior Social Workers (SWG/PS 4) - Rehabilitation, Transition and Social Services Branch**, salary range \$6,820,273 - \$9,172,509 per annum.
2. **Disability Management Officer (SWG/PS 3) - Rehabilitation, transition and Social Services Branch**, salary range \$4,594,306 - \$6,178,830 per annum.
3. **Manager Rehabilitation, Transition and Social Services (GMG/SEG 3) - Rehabilitation, transition and Social Services Branch**, salary range \$4,594,306 - \$6,178,830 per annum.
4. **Manager Policy, Research and Project Management (GMG/SEG 3) - Policy, Research, Project Management Unit**, salary range \$4,594,306 - \$6,178,830 per annum.
5. **Manager Access, Compliance, and Investigation (GMG/SEG 3) - Access, Compliance and Investigation Unit**, salary range \$4,594,306 - \$6,178,830 per annum.
6. **Director/Secretary to the Tribunal (GMG/SEG 2)**, salary range \$3,770,761 – 5,071,254 per annum.
7. **Head of Public Procurement (GMG/SEG 1) - Administration Unit**, salary range \$3,094,839 – 4,162,214 per annum.
8. **Grants Administrator (GMG/SEG 1) – Corporate Services, Client Care & Information Unit**, salary range \$3,094,839 - \$4,162,214 per annum.
9. **Human Resource Officer (GMG/SEG 1) - Human Resource Management and Administration Unit**, salary range \$3,094,839 – 4,162,214 per annum.
10. **Access, Compliance & Investigation Manager (AM 4) - Access, Compliance & Investigation Unit**, salary range \$2,478,125 - \$3,332,803 per annum.
11. **Administrator (GMG/AM 3) – Corporate Services, Client Care & Information Unit**, salary range \$1,984,305 - \$2,668,670 per annum.
12. **Client Care & Information Officer (GMG/AM 3) – Corporate Services, Client Care & Information Unit**, salary range \$1,984,305 - \$2,668,670 per annum.

1. Senior Social Workers (SWG/PS 4)

Job Purpose

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 Responsibilities

Management/Administrative:

- 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 co-operative working relationships among the Units;
- Prepares monthly and quarterly reports and periodic Unit Operational reports.

Technical/Professional:

- Oversees the identification of persons with disabilities across Jamaica;
- Ensures the collection and submission of information on persons with disabilities to maintain 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.

Human Resource:

- 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;
- Performs other related functions assigned from time to time by the Head of Department/Unit.

Required Knowledge, Skills, and 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 Qualification 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

Special Conditions Associated with the Job

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

2. Disability Management Officer - (SWG/PS 3)**Job Purpose**

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 programmes 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 Responsibilities***Management/Administrative:***

- 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 co-operative working relationships;
- Prepares monthly and quarterly reports and periodic Unit operational reports.

Technical/Professional:

- 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.

Human Resource:

- 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.

Required Knowledge, Skills, and 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, co-operative 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 Qualification 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.

Special Conditions Associated with the Job

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

3. Manager Rehabilitation, Transition and Social Services (GMG/SEG 3)**Job Purpose**

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. He/she 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 Responsibilities

Management/Administrative:

- Contributes to the 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 co-ordinates work activities of subordinates and staff relating to areas of responsibility;
- Prepares Monthly and Quarterly Reports and periodic Unit Operational Reports.

Technical/Professional:

- 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 rehabilitation (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 and Economic Development:

- Co-ordinates, 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.

Human Resource:

- 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.

Required Knowledge, Skills and Competencies

Core:

- Sound knowledge of management and supervisory principles and practices
- Excellent interpersonal, oral 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 Qualification and Experience

- Bachelor's degree in social work, or related discipline;
- Three (3) years related work experience in a managerial/supervisory position;
- Certificate in Disability Management.

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.

4. Manager Policy, Research and Project Management (GMG/SEG 3)

Job Purpose

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 Responsibilities

Management/Administrative:

- 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:

- Analyzes 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;
- Sees 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 facilitates resource exchange on disability related concerns;
- Plans, develops and evaluates Technical Co-operation 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:

- 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;
- Co-ordinates 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;
- Performs any other related functions assigned from time to time by the Chairperson and Board of Management.

Required Knowledge, Skills, and Competencies

Core:

- 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

Functional/Technical:

- 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

Minimum Required Qualification and Experience

- Master's Degree in Political Science, Social Science, Research, English, Economics, Business, or equivalent qualification;
- Training in Project Management and Supervisory Management;
- 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.

5. Manager Access, Compliance, and Investigation (GMG/SEG 3)**Job Purpose**

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 advise the Minister on matters pertaining to persons with disabilities; promote effective measures for the prevention of circumstances which cause a disability in persons; the rehabilitation of persons with disabilities; public education concerning disabilities; and improvement in living conditions of persons with disabilities. He/she 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 Responsibilities***Management/Administrative:***

- Contributes to the 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 co-ordinates work activities of subordinates and staff relating to areas of responsibility;
- Prepares Monthly and Quarterly Reports and Periodic Unit Operational Reports.

Technical/Professional:

- 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 and 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.

Human Resource:

- 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 and 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.

Required Knowledge, Skills and Competencies

Core:

- Sound knowledge of management and supervisory principles and practices
- Excellent interpersonal, oral, 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 Qualification and Experience

- Bachelor's Degree in business administration, Social Work, or related discipline;
- Three (3) years related work experience in a managerial/supervisory position;
- Certificate in Disability Management.

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.

6. Director/Secretary to the Tribunal (GMG/SEG 2)

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 Responsibilities

Technical:

- Leads in the smooth and efficient operation of the Unit through the Management of daily operations;
- Ensures the work of the Unit is carried out according to plan and agreed target achieved;
- Establishes internal control processes required to manage and grow the Unit.

Management/Administrative:

- Implements Customer Service standards and evaluates employees based on their ability to meet those standards;
- Ensures that emergency sittings are held and Non-discrimination Order actions are sent to the relevant persons for broadcasting;
- Identifies and puts on standby a Division for emergency meetings together with the Chairman;
- Informs parties of the Term of Reference to the dispute;
- Prepares monthly reports for submission for performance reviews;
- Liaises with Chairman in preparing Budget for the Financial Year;
- Represents the DRT under the Supervision of the Chairman, attending meetings and functions;
- 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;
- Works closely with the Chairman, discusses issues affecting the DRT and how they can be resolved and find ways in which to make the DRT more efficient;
- Facilitates in the settlement of matters of discrimination;
- Assists in achieving peaceful disputes resolution;
- Liaises with Assistant Secretary and if necessary, have discussions with the Chairman to ensure that Awards are handed down in a timely manner;
- Maintains a safe and secure work environment for members and staff;
- Plans and allocates resources effectively so that staff can accomplish the work to meet the Unit's objectives;
- Make decisions that are financially responsible, accountable, justifiable, and defensible in accordance with the Ministry's policies and procedures; under the supervision of the Chairman;
- Liaises with Chairman in reviewing performance data in order to monitor and measure the Units productivity, objectives and overall effectiveness;
- Certifies travelling claims forms for travelling officers within the Unit as well as telephone bills and internet bills for payment.

Human Resource:

- Provides leadership and guidance through effective planning, delegation, communication, training, mentoring, and coaching;
- Recommends transfer, promotion, and leave in accordance with established policies and procedures;
- Conducts Performance Appraisals with staff and provides guidance about potential improvements in each employee's performance;
- Liaises with HR to ensure that the welfare of staff is met;
- Notifies HR of contracts coming to an end;
- Ensures that members Performance Appraisals are completed by the relevant persons and sent to HR for the necessary actions to be taken;
- Orients new Members as to the process and procedure of the DRT;
- Orients and trains new administrative employees for their specific job function.

Required Knowledge, Skills, and Competencies

Core:

- Good interpersonal and people management skills
- Good oral and written 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
- 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

Minimum Required Qualification and Experience

- First Degree in Public Sector Management/Management Studies;
- Knowledge of Labour Laws;
- Five (5) years' experience;
- Paralegal training an asset.

Special Conditions Associated with the Job

- Extended hours of work;
- May be required to work extended hours, weekends, and public holidays.

7. Head of Public Procurement (GMG/SEG 1)

Job Purpose

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 Responsibilities

Management/Administrative:

- 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 and the Public Service, 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;
- Evaluates and maintains lists of qualified suppliers in keeping with the approved list from the Office of the Contractor General continuously;
- Promotes the building of institutional knowledge by ensuring that established systems and procedures are documented and disseminated.

Technical/Professional:

- 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;
- Co-ordinates 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 co-ordinates 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:

- 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;
- Performs any other related duties that may be assigned from time to time by the Deputy Executive Director.

Required Knowledge, Skills, and 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 Qualification 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;
- 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.

Special Conditions Associated with the Job

- Required to lift, bend and stretch to access stock;
- Exposure to dust within storage areas.

8. Grants Administrator (SEG 1)

Job Purpose

The Grants Administrator is responsible for the efficient and effective co-ordination 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 Responsibilities

Management/Administrative:

- Receives, reviews, and collates applications, ensuring that all forms are properly completed and supporting documentation is in place;
- Ensures that Grant Records are enclosed and documented onto client's files;
- Attends 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.);
- Facilitates the production (printing and binding) of training seminar materials;
- Utilizes 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;
- Prepares and submits reports on the different grant programmes, the data, including total number of applications received and number of parishes, project type etc.;
- Co-ordinates committee review meetings for the Grant programme;
- Co-ordinates the Business Management Sessions for recipients of the Economic Empowerment Grant Programme.
- Performs any other duties/activities related to the project which may be assigned from time to time.

Technical/Professional:

- Co-ordinates the dissemination of information regarding applications for support through the following grant programmes;
- Implements follow-up actions emanating from meetings and any other directives aimed at the success of the project;
- Liaises and network with stakeholders, partners and suppliers of goods and services on issues related to the three grant programmes of the project;
- Monitors and report on the balance of the monetary allocation to ensure approvals are within available sums for each grant;
- Undertakes, 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;
- Reports on all challenges which require the intervention of the Council and the sub-committee of the Board of Management (BoM) for resolution;

- Co-ordinates 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;
- Follows-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;
- Contacts potential AAG suppliers, as necessary, to ascertain the competitiveness of prices and services provided;
- Contacts successful applicants to the AAG Programme and informs them of the status of their application and when they can obtain the assistive device, treatment, or therapy;
- Works 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;
- Confirms with EEG suppliers the availability and provision of goods and/or services based on the type of project.

Required Knowledge, Skills, and Competencies

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.

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.

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.

9. Human Resource Officer (GMG/SEG 1)

Job Purpose

To co-ordinate 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. He/she also populates, maintains and updates the Human Resource Information System (HRMIS) and produces relevant reports from the system.

Key Responsibilities

Technical/Professional:

- 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;
- Co-ordinates the recruitment, selection and engagement of qualified staff;
- Develops and co-ordinates 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 Programmes; 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 programmes;
- 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;
- Performs any other related duties that may be assigned from time to time.

Required Knowledge, Skills and 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 Qualification and Experience

- 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;
- Five (5) years Post Qualification experience in Human Resource Management.

10. Access, Compliance & Investigation Manager (AM 4)

Job Purpose

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 Responsibilities

Management/Administrative:

- Receives, reviews, and collates applications, ensuring that all forms are properly completed and supporting documentation is in place;
- Ensures that Grant records are enclosed and documented onto client's files;
- Attends 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.);
- Facilitates the production (printing and binding) of training seminar materials;
- Utilizes 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;
- Prepares and submits 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.);
- Co-ordinates Committee Review Meetings for the Grant Programme;
- Co-ordinates the Business Management Sessions for recipients to the Economic Empowerment Grant Programme;
- Performs any other duties/activities related to the project which may be assigned from time to time.

Technical/Professional:

- 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;
- 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;
- 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;

Human Resource:

- 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.

Required Knowledge, Skills, and 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 Qualification 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

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.

11. Administrator (GMG/AM 3)

Job Purpose

To perform and co-ordinate 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 Responsibilities

Management/Administrative:

- 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;
- Co-ordinates 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, co-ordinating 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.

Technical/Professional:

- 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;
- 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.

Required Knowledge, Skills, and Competencies

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

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

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

- Required to travel to meetings locally to take minutes
- May be required to work beyond normal hours from time to time to meet deadlines

12. Client Care & Information Officer (GMG/AM 3)

Job Purpose

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 Responsibilities

Technical/Professional:

- 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;
- Performs other related duties assigned from time to time by the CCI Manager.

Required Knowledge, Skills, and 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 experience working with web-based Customer Service database.

Applications accompanied by résumés should be submitted **no later than Tuesday, 15th August, 2023 to:**

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

Email: jcpd-jobs@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.

A handwritten signature in black ink, appearing to be 'Merle I. Tam', with a long, sweeping horizontal stroke extending to the right.

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