



## Office of the Services Commissions

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### **CIRCULAR No. 447** **OSC Ref. C. 4859<sup>18</sup>**

**14<sup>th</sup> November, 2024**

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 **University Hospital of the West Indies (UHWI)**:

1. **Director, Human Resource Development (GMG/SEG 3)**, salary range \$5,198,035 - \$6,990,779 per annum.
2. **Director, Employee Relations (GMG/SEG 2)**, salary range \$4,266,270 - \$5,737,658 per annum.
3. **Quantity Surveyor (SOG/ST 4) - (3 years Contract)**, salary range \$2,803,771 - \$3,770,761 per annum.
4. **Administrative Assistant (GMG/AM 3)**, salary range \$2,190,302 - \$2,945,712 per annum.
5. **Senior Secretary (OPS/SS 3)**, salary range \$1,711,060- \$2,301,186 per annum.

#### **1. Director, Human Resource Development (GMG/SEG 3)**

##### **Job Purpose**

Reporting to the Senior Director, Human Resource Management and Administration, the Director Human Resource Development is responsible for maintaining the highest standards in human resource management, by the continuous development of all professional and non-professional staff at the University Hospital of the West Indies.

##### **Key Responsibilities**

- Plans, organizes and directs a multi-sectional training programme for the University Hospital of the West Indies, to impact on the various manpower development needs and functions of the institutions e.g. Pharmacists, Radiographers, Administrators and Technical Personnel;
- Plans and forecasts for training needs on both a short-term and long-term basis;
- Plans, organizes, directs and controls employee training programmes which are designed to orient employees, improve job skills and develop potential capabilities;
- Liaises with the Personnel and Industrial Relations Director in instituting supervisory training programmes to develop more effective relationships between supervisors and sub-ordinates;
- Confers with supervisors and Department Heads to determine the need for training in order to increase job proficiency or improve morale;
- Co-ordinates national training programmes, H.E.A.R.T., N.Y.S. etc. in liaison with senior representatives of the National Training Agencies and the Human Resource Development Department, to facilitate and support the government's training of young people;
- Instructs employees relative to nature and hazards of equipment and materials handled, based on responsibilities of specific positions and hospital safety rules;
- Participates in the Occupational Health Safety programme of the institution;
- Liaises with Departmental Heads to determine training priorities of staff and to recommend appropriate training in keeping with the Department's goals and objectives;
- Establishes an overall hospital training schedule to target performance and attitudinal deficiencies in staff at all levels and recommends corrective action to the Senior Director;
- Develops and maintains procedures and training manuals;
- Administers the hospital's scholarship and Bonding programme by identifying students and priorities for the award of scholarships, bursaries in specific disciplines;
- Ensures that Bonding requirements are fulfilled and/or takes steps to recover costs of Bonds which have been broken;
- Conducts a programme of career counselling Management and, by extension, national goals and objectives;
- Pursues a continuing programme in self-development such as private study and attendance at seminars;
- Reviews current literature on all aspects of Health Care, with special emphasis on Health Education;

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

### ***Implementing of Training Programs***

- Arranges with suitable persons/or institutions to give lectures or conduct seminars or provide all the training inputs;
- Selects candidates for entry into particular programmes;
- Supervises the activities of the programme;
- Supervises the preparation of records of training activities;
- Conducts sessions at various training courses within field or competence.

### ***Evaluation of Training Programmes:***

- Assesses the achievement of the trainees;
- Assesses the quality and effectiveness of the teaching;
- Assesses future needs;
- Assesses post-training performance on the job;
- Submits a quarterly analytical report on training activities and achievements to the Senior Director, Human Resource Management.

### **Required Knowledge, Skills and Competencies**

#### ***Core:***

- Integrity and confidentiality;
- Ability to exercise sound judgement and conviction of purpose in unfavourable/unpopular situations;
- Strong customer orientation skills;
- The ability to prioritise amongst conflicting demands;
- Excellent HR/People Management skills;
- The ability to motivate and influence others;
- Strong leadership skills;
- Excellent interpersonal skills;
- Excellent oral and written communication skills;
- Excellent critical thinking and analytical skills;
- Excellent problem-solving skills.

#### ***Technical:***

- Excellent knowledge of Government human resource development practices;
- Knowledge of training needs analysis methodologies;
- Practical knowledge of the applied use of information technology and productivity software, such as Microsoft Office and HRMIS.

### **Minimum Required Qualification and Experience**

- BSc. Degree in Behavioral Sciences or equivalent with at least 5 years progressive experience in a Training/Human Resource Development environment;
- Teacher's Diploma with five (5) or more years' experience in education or in a similar capacity.

### **Special Condition Associated with the Job**

- Participation in retreats/meetings outside of normal working hours may be required from time to time.

## **2. Director, Employee Relations (GMG/SEG 2)**

### **Job Purpose**

Reporting to the Senior Director, Human Resource Management and Development, and employee relations matters. The incumbent will be responsible for managing the administration of welfare and recognition and reward programmes. Support will also be provided to Line Managers to assist them in executing employee relations issues to enhance departmental efficiency and overall organizational strategic objectives.

## **Key Responsibilities**

### ***Technical:***

- Develops Occupational Health, Safety and Wellbeing policies for UHWI;
- Reviews and recommends amendments to employee relations policies and ensures their alignment with the UHWI's strategic objectives and best practices;
- Participates in the design/review of UHWI's Employee Performance Management system;
- Collaborates with other practitioners in the HRM&D Department to facilitate the design and implementation of HR strategies and programmes in a seamless and synergetic manner;
- Provides direction in the development/revision of employee welfare and benefits programmes; develops and utilizes appropriate tools/matrices to evaluate the effectiveness of employee welfare activities and inform decision-making;
- Promotes positive attitudes towards employee health, safety and wellbeing at work; manages the development and implementation of measures which would seek to minimise risk of occupational injury and illness in the workplace and create work/life balance; conducts period assessments of the culture of the organisation through the design and use of appropriate tools and techniques, such as employee surveys and focus groups;
- Identifies and addresses new challenges to health and safety in the workplace;
- Commissions investigations of the causes of work-related injuries and work-related fatalities;
- Develops and maintains a database of occurrence of workplace injuries to identify trends and make recommendations to enhance safety in the workplace;
- Leads the design of a creative and valuable organisation-wide recognition and reward programmes that cultivates a fun work environment, boosts employees' morale, as well as celebrates and encourages high performance; oversees the administration of programmes to ensure equity and adherence to established policies and procedures;
- Collaborates with line managers to design departmental reward and recognition initiatives to improve/maintain employee morale and productivity; provides guidance to them in addressing employee motivation issues;
- Analyzes recognition and reward programmes to ensure their sustained effectiveness, in collaboration with the Director PMAS; liaises with the Director, HRM to analyse turnover and other motivation related activities to determine their association with reward and recognition and recommends strategies to address issues identified;
- Liaises with the Director Organisational Development regarding any process or organisation structure issues arising from analysis of implemented employee relations programmes;
- Oversees the administration of the health plans and staff loans for the University of the West Indies (UHWI)
- Prepares periodic reports to the Head of the Human Resource Management and Development to provide regular updates on the goals and accomplishments of the Unit.

### ***Human Resource:***

- Oversees and participates in the review and evaluation of the work of staff members of the organization on a regular basis;
- Reviews annual development plans for all staff members and ensures their effective implementation;
- Reviews and approves the Individual Work Plans of direct reports;
- Reviews and appraises performance of direct reports;
- Provides leadership and guidance to direct reports through effective planning, delegation, communication, training, mentoring and coaching.

## **Required Knowledge, Skills and Competencies**

### ***Core:***

- Integrity and confidentiality;
- Ability to exercise sound judgment and conviction of purpose in unfavorable/unpopular situations;
- Strong customer orientation skills;
- The ability to prioritise amongst conflicting demands;
- Excellent HR/People Management skills;
- The ability to motivate and influence others;
- Strong leadership skills;
- Excellent interpersonal skills;
- Excellent oral and written communication skills;
- Excellent critical thinking and analytical skills;
- Excellent problem-solving skills.

**Technical:**

- Excellent knowledge of the Labour Laws of Jamaica, the Public Service Regulations and the Staff Orders for the Public Service;
- Good mediations/conflict resolution skills;
- Excellent knowledge of employee benefits administration and related statutory regulations;
- Practical knowledge of the applied use of information technology and productivity software, such as Microsoft Office and HRMIS.

**Minimum Required Qualification and Experience**

- First Degree in Human Resource Management;
- Five (5) years' experience in organization and operations analysis;
- Knowledge of change management methods;
- Basic knowledge of government administrative systems.

**Special Condition Associated with the Job**

- Participation in retreats/meetings outside of normal working hours may be required from time to time.

**3. Quantity Surveyor (SOG/ST 4)****Job Purpose**

The incumbent is responsible for providing quantity surveying support in the preparation of the University Hospital of the West Indies construction contracts; appraise contract payments, ensuring compliance with established standards; carry out pre-contract and post-contract financial services for all building and civil works being undertaken by the Unit. Perform functions in relation to planning and implementing the projects that fall under the Unit's portfolio in accordance with established procedures and the necessary guidelines.

**Key Responsibilities**

- Assists with undertaking cost analysis for repair and maintenance of projects;
- Prepares cost records for labour and materials and for overall contract cost of the Units' activities;
- Participates in the monitoring and maintenance of project activities;
- Assists the Project Officer/Planner/Designer using AUTO CAD to produce designs and other schematic drawings;
- Prepares estimating data for the preparation of programmes;
- Assists with cost estimate preparation for buildings, works and other activities;
- Conducts site visits; monitors and assesses implemented projects to ensure conformance with design and cost estimates;
- Ensures approved cost planning techniques are understood and implemented;
- Prepares Practical Completion Certificates for all projects within the designated region;
- Conducts measurements, evaluates and prepares interim certificates for projects;
- Assists in preparation of payments and Minute Sheets;
- Interprets blueprints, schematic drawings;
- Prepares Interim valuation;
- Prepares final account;
- Reports preparation;
- Provides costing for projects;
- Assists with validation of external bills conducted;
- Assesses of cost/design element of projects;
- Produces estimates for building and civil works for projects;
- Obtains and compiles cost data for engineering specifications for designs;
- Investigates, conducts and attends site meetings;
- Conducts appraisal for existing designs;
- Conducts project appraisals;
- Prepares contract documents;
- Updates price listings;
- Performs any other related duties that may be assigned from time to time.

### **Required Knowledge, Skills and Competencies**

- Knowledge of the occupational hazards and health and safety precautions;
- Effective oral and written communication skills;
- Effective interpersonal skills;
- Ability to communicate and work well with others;
- Ability to carry out instructions;
- Ability to schedule, plan and complete bill of quantities in a timely manner;
- Knowledge in Microsoft Suite;
- Knowledge in Microsoft Projects.

### **Minimum Required Qualification and Experience**

- Bachelor's Degree in Quantity Surveying or equivalent;
- Three (3) years' relevant experience.

## **4. Administrative Assistant (GMG/AM 3)**

### **Job Purpose**

Under the general direction of the Senior Director, Strategic Planning, Performance and Project Management (SPPPMB), the Administrative Assistant is responsible for the provision of general administrative and secretarial support towards the effective functioning of the Office and for the planning and co-ordination of internal and other meetings, conferences, workshops and seminars. The incumbent is required to prepare relevant documents and correspondence, to ensure timely and adequate responses to queries and to organize the efficient flow of information between the office and internal as well as external stakeholders.

### **Key Responsibilities**

#### ***Management/Administrative:***

- Provides administrative support with regard to the services and activities of the Office of the SPPPMB;
- Arranges and monitors the logistics for internal and external meetings;
- Provides secretarial and administrative support to internal and external meetings which include preparing Agenda, information and resources for meetings, recording and transcribing Minutes and decisions of meetings, and circulating documents for meetings, seminars and conferences;
- Prepares meeting files for the SPPPMB;
- Represents the Office at meetings, seminars and workshops, as required;
- Provides administrative support to meetings, conferences, workshops and seminars;
- Assists with the co-ordination of accurate documentation;
- Assists with the process of authenticating documents, affixing seal and stamping documents;
- Composes and types reports and documents;
- Maintains an up-to-date database of confidential and classified data and records;
- Co-ordinates responses to external requests for information and advises on matters, as directed;
- Reviews operating practices and implements improvements.
- Monitors the Attendance Register and prepares monthly Attendance Reports.

#### ***Technical/Professional:***

- Drafts, types and dispatches correspondence, reports and other documents, as required;
- Maintains and manages the Senior Director SPPPMB electronic calendar;
- Schedules and records appointments and manages the Appointments Calendar, providing reminders when the dates are approaching;
- Makes travel arrangements for the SPPPMB;
- Prepares Statistical Data for charts, graphs, etc, for inclusion in reports;
- Monitors and reports on the progress of tasks delegated by the SPPPMB to the UHWI Senior Directors and other staff members;
- Prepares PowerPoint presentations for the Office;
- Maintains an effective Filing System within the SPPPMB to ensure easy retrieval of documents and files, and ensures the security of manual and computerized confidential files and records;
- Participates in the planning and organizing of meetings, seminars, training sessions, workshops and other events, as required, inclusive of preparing agendas and material, circulating previous Minutes, arranging venues and refreshments and contacting attendees;
- Takes, prepares and distributes Minutes of meetings;
- Receives incoming correspondence and documents and routes them to relevant officers;

- Maintains a record for all incoming and outgoing files and correspondence;
- Conducts research, prepares and/or edits reports, or other documents, as directed;
- Receives, screens and, if necessary, re-directs telephone callers and visitors to the appropriate staff and logs all calls and messages;
- Maintains leave and Attendance Records;
- Supports the preparation of the Annual Budget and monthly Cash Flow for the SPPPMB Office;
- Requests, procures and maintains stationery and other office supplies for the SPPPMB Office;
- Makes photocopies and scans documents, as required.

### **Required Knowledge, Skills and Competencies**

- Ability to work in high demand environment;
- Ability to maintain integrity and confidentiality;
- Initiative and ability to be proactive;
- Excellent oral and written communication skills;
- Excellent interpersonal skills;
- Good organizational and time management skills;
- Good customer relations and quality focus skills;
- Good research skills;
- Good presentation skill;
- Professionalism;
- Ability to effectively work in a team;
- Good problem-solving and conflict management skills;
- Tact and diplomacy;
- Sound background in administrative or office management;
- Knowledge of secretarial practices and procedures;
- Knowledge of policies, programmes and procedures of operations;
- Knowledge of modern office procedures;
- Knowledge of records/file management;
- Good reporting skills;
- Proficiency in shorthand or speedwriting and typewriting;
- Minutes and report writing skills;
- Training in management;
- Proficiency in the use of relevant computer applications including Microsoft Word, Excel and PowerPoint.

### **Minimum Required Qualification and Experience**

- Five (5) CXC subjects including Mathematics & English Language; **plus**
  - Executive Secretary with three (3) years' experience in an administrative capacity.
- OR**
- Equivalent professional administration qualification with secretarial skills, for example, Administrative Professional Certificate with two (2) years related experience.
- OR**
- Diploma in Business Management with two (2) years related experience.

## **5. Senior Secretary (OPS/SS 3)**

### **Job Purpose**

The Senior Secretary is responsible for providing secretarial support to the Senior Director Clinical Services. The incumbent is also expected to maintain confidential files, receive callers, makes appointments and any other related duties.

### **Key Responsibilities**

- Types letters, reports, circulars, memorandum and letters of recommendation for Agencies;
- Drafts and prepares response letters to routine matters, as directed;
- Attends meeting take notes, transcribes and produces Minutes in a timely manner;
- Maintains appointment diary for the Senior Director, Clinical Services and disseminates Information, as directed;
- Receives callers and ascertains the nature of their business, supplies information when necessary or redirects them to the appropriate officers;
- Maintains an efficient and reliable filing system correspondence, patients' complaints and other related confidential correspondence;

- Contacts Heads of Departments or other personnel to relay information regarding meetings and other appointments or to convey information generally;
- Obtains patients' records for investigation purposes and maintains a reliable tracer system;
- Receives and dispatches correspondence (internally/externally) using reliable logging system;
- Liaises with Hospital's Lawyers, as directed, to provide assistance regarding cases involving patient's complaints;
- Follows up on status/progress of Medical Reports for patients from consultants for enquiry purposes or otherwise;
- Receives complaints (oral/written) on behalf of the Medical Chief of Staff and attends to/or refers for appropriate action.
- Performs any other related duties that may be assigned from time to time.

#### **Required Knowledge, Skills and Competencies**

- Good oral and written communication skills;
- Good interpersonal skills;
- Good organizational skills;
- Ability to take own initiative and be a self-starter;
- Ability to maintain confidentiality;
- Competent in MS Excel, MS PowerPoint, MS Word and Report Writing;
- Good command of the English language;
- High degree of integrity and diplomacy.

#### **Minimum Required Qualification and Experience**

- CXC or GCE 'O'Level subjects including English Language; successful completion of the prescribed Secretarial Course of study at the Management Institute for National Development (MIND) or any Accredited Secretarial Studies, proficiency in typewriting at a speed of 50-55 words per minute and shorthand at a speed of 100-120 words per minute, plus four to five (4-5) years' general office experience;
- OR**
- Graduated from an accredited school of Secretarial Studies with proficiency in typewriting at a speed of 50-55 words per minute and shorthand at a speed of 100-120 words per minute, training in the use of a variety of software applications e.g., word processing, database and spread sheets; English Language at CXC or GCE 'O'Level; completion of the appropriate Office Professional Training Course at the Management Institute for National Development, plus four to five (4-5) years' general office experience;
- OR**
- Successful completion of the Certified Professional Secretary course; proficient in typewriting at a speed of 50-55 words per minute and shorthand at a speed of 100-120 words per minute; English Language at CXC or GCE 'O'Level; training in the use of a variety of software applications and four to five (4-5) years' general office experience plus the appropriate Office Professional Training Course at the Management Institute for National Development.

#### **Special Condition Associated with the Job**

- Participation in retreats/meetings outside of normal working hours may be required from time to time;

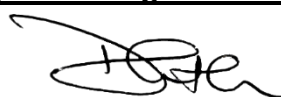
Applications accompanied by résumés should be submitted **no later than Wednesday, 27<sup>th</sup> November, 2024 to:**

**Director, Human Resource Management  
University Hospital of the West Indies  
Mona  
Kingston 7**

Email: [hrd@uhwi.gov.jm](mailto:hrd@uhwi.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.**



**Desreen Smith (Mrs.)  
for Chief Personnel Officer**