



## Office of the Services Commissions

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### **CIRCULAR No. 446** **OSC Ref. C.4860<sup>11</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 **vacant** post of **Director, Public Assistance (GMG/SEG 4)** in the **Social Security Division, Ministry of Labour and Social Security**, salary range \$6,333,301 – \$8,517,586 per annum.

### **Job Purpose**

Under the direction of the Director, Social Security, the Director, Public Assistance is responsible for overseeing the effective implementation, management, administration and strategic direction of all Public Assistance (PA) programmes within the Division. This includes guiding policies aimed at poverty reduction, monitoring and evaluating related operations across parishes, making recommendations to improve effectiveness and efficiency of these programmes, as well as ensuring compliance of Local Offices' operations with related national guidelines.

### **Key Responsibilities**

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

- Leads and oversees the management of all non-contributory PA programmes, ensuring adherence to national poverty reduction strategies, including:
  - PATH and PATH Appeals
  - Rehabilitation Assistance Grant
  - Compassionate Assistance Grant
  - Emergency Assistant Grant
  - Education and Social Intervention (ESI) Grant
  - STEPS to Work
  - Entrepreneurship Grant
  - Confirmations for Adjustment to families on BMIS
  - Social Pension
  - Social Intervention Programme
  - Tertiary Grants
  - Any other contributions/benefits/claims assigned by MLSS to PA portfolio;
- Provides leadership of Branch, ensuring the achievement of set performance targets;
- Ensures the implementation of policies, procedures and budgetary controls that guide the operations of Public Assistance programmes, ensuring compliance with legislative guidelines and government policies;
- Ensures the impact of the Public Assistance programmes is in keeping with Government's poverty reduction strategies;
- Develops strategic and operational plans for poverty reduction within the framework of Government's social policy agenda to guide the strategic direction of the Branch to meet the national objectives;
- Maintains accurate and up-to-date systems for registering and verifying beneficiaries and recording benefits disbursed under the programmes;
- Monitors and evaluates the operations of all Public Assistance programmes across Local Offices, conducting performance reviews and making recommendations for improvement;
- Collaborates with Local Offices to ensure the effective and efficient implementation of programmes at the parish level;
- Works closely with the Ministry's Local Offices to ensure alignment in the delivery of programmes and to resolve operational challenges;
- Ensures the maintenance of an investigative force in each parish to identify and investigate applicants of all social programmes;
- Conducts performance appraisals for staff and implements training and development initiatives, as needed;
- Oversees the day-to-day operations of the Public Assistance Division, ensuring compliance with service delivery standards and programme guidelines;
- Ensures staff are trained and adequately equipped to manage programme beneficiaries and deliver effective services;
- Co-ordinates with Local Offices to ensure consistency in the delivery of Public Assistance services across parishes.

- Establishes and maintains public awareness of all programmes through briefs, press releases, reports and other presentations;
- Liaises with other Government agencies, NGOs and international organizations, to ensure co-ordinated delivery of social protection services;
- Represents the Ministry in meetings, forums and workshops relating to social security, social protection, and poverty reduction initiatives;
- Conducts annual reviews of the programmes;
- Prepares action plans for improving the management of the programme based on findings of the reviews;
- Co-ordinates job design of staff members to ensure congruity between goals of the programmes and staff activities;
- Develops and manages the Branch's annual budget, ensuring financial resources are efficiently allocated and effectively utilized;
- Authorizes expenditure for Public Assistance programmes and monitors financial performance to ensure alignment with approved budgets;
- Ensures financial controls are in place and adhered to, minimizing the risk of fraud or mismanagement;
- Prepares financial forecasts, reports and budgetary submissions for the Division's programmes;
- Directs the procurement of goods and services and ensures that proper procurement procedures are followed, as required by the relevant laws, policies, guidelines and agreements;
- Performs any other related duties that may be assigned by the Principal Director, Social Security from time to time.

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

#### **Core:**

- Excellent leadership skills;
- Excellent oral and written communication skills;
- Excellent interpersonal skills;
- Strong problem-solving and decision-making skills;
- Ability to manage and motivate a diverse team;
- High level of integrity and accountability;
- Strong organizational and time management skills, with the ability to manage multiple priorities under pressure;
- Ability to analyze data and make informed decisions;
- Ability to quickly and (on the spot) decisions.

#### **Technical:**

- In-depth knowledge of Public Assistance policies, social protection programmes, and government guidelines and strategies towards poverty reduction;
- Proficiency in project management, budget development, and financial oversight;
- Understanding of social services administration, including case management and beneficiary assessment;
- Competence in public education and outreach activities;
- Proficiency in the use of relevant software applications for programme and case management;
- Knowledge of procurement laws and regulations.

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

- Master's Degree in Social Work, Social Sciences, Social Services Administration or equivalent qualification;
  - Three (3) years progressive work experience, two (2) of which should be at the managerial level in the Private or Public Sector with demonstrated understanding of Social Services Administration;
  - Training in Leadership and Change Management would be an asset.
- OR**
- Bachelor's Degree in Social Work, Social Sciences, Social Services Administration or equivalent qualification;
  - Five (5) years progressive work experience, three (3) of which should be at the managerial level in the Private or Public Sector with demonstrated understanding of Social Services Administration;
  - Training in Leadership and Change Management would be an asset.
- OR**
- An equivalent combination of qualifications and experience relevant to the job.

**Special Conditions Associated with the Job**

- May be required to work long, irregular hours, including during natural disasters and on public holidays;
- May be required to travel to remote/volatile areas or long distances alone to conduct work assignments, including in a post-disaster environment;
- May be required to attend meetings, forums, and public events outside of regular office hours;
- May be required to travel island wide and overseas.


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

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

Email: [resume@mlss.gov.jm](mailto:resume@mlss.gov.jm)

Please note that only shortlisted applicants will be contacted.

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



Desreen Smith (Mrs.)  
for Chief Personnel Officer