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**MINISTRY OF LOCAL GOVERNMENT & RURAL DEVELOPEMENT
LOCAL AUTHORITY
JOB DESCRIPTION AND SPECIFICATION**

JOB TITLE:	Deputy Inspector of the Poor
JOB GRADE:	SWG/PS 2
POST NUMBER	
BRANCH:	Poor Relief Branch
SECTION:	Outdoor
REPORTS TO:	Inspector of the Poor
MANAGES:	Directly: Senior Inspector of the Poor Assistant Inspector of the Poor

This document is validated as an accurate and true description of the job as signified below

Employee

Date

Head of Department/Division

Date

Date received in Human Resource Division
Created/revised

Date

1. STRATEGIC OBJECTIVES OF THE BRANCH *(in which the position is located):*

To provide social assistance and support to eligible community members as stipulated by the Poor Relief Act. The Poor Relief Branch - Outdoor focuses on delivering non-institutional care to those eligible for relief, including direct aid, community outreach, and social service programs that enhance the well-being and quality of life for the indigent and vulnerable in the jurisdiction.

2. JOB PURPOSE

Under the general supervision of the Inspector of the Poor, the Deputy Inspector supports the strategic and operational goals of the Poor Relief Branch by overseeing the delivery of social service programs. The Deputy Inspector is responsible for managing program implementation, supervising key staff, ensuring program compliance, and fostering partnerships with external stakeholders to enhance service delivery.

3. KEY OUTPUTS

- Social services programs implemented and monitored across jurisdiction
- Case management systems developed and maintained
- Accurate financial and program records managed.
- Staff performance managed and evaluated
- Comprehensive reports generated and submitted, including program outcomes, case management, financial disbursements and research.
- Effective collaborations with stakeholders established
- Branch work plans and budgets developed
- Records and data managed according to standards
- Public engagements attended

4. KEY RESPONSIBILITY AREAS

Technical/Professional Responsibilities

- Assist in developing and implementing comprehensive social services and case management programs.
- Monitor the implementation of case management systems, ensuring that eligibility assessments and on-going monitoring are conducted consistently and accurately.
- Evaluate existing program structures and recommend enhancements to improve service delivery.
- Ensure that all programs are in alignment with the Poor Relief Act, Board of Supervision regulations, and other relevant laws and policies.
- Assign Senior and Assistant Inspectors of the Poor to geographic zones as appropriate ensure comprehensive service delivery to vulnerable communities across jurisdiction.
- Supervise the accurate documentation of financial records related to grants, subventions, and public assistance, including approvals for disbursements.

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- Investigate any irregularities or issues related to grant administration, taking corrective actions as needed.
- Recommend and coordinate adoption of equitable methods of workload distribution.
- Lead management of most sensitive and complex cases, and alerting Inspector of Poor to highly atypical cases which may require non-standard approaches in a timely fashion.
- Contribute to strategic planning sessions, aligning branch activities with overall organizational goals and community needs.
- Regularly compile and submit reports detailing program progress, financial expenditures, and strategic outcomes to the Inspector of the Poor and Chief Executive Officer.
- Prepare and maintain comprehensive client records and service data to inform decision-making and future program adjustments.
- Produce research and reports to support the continuous improvement of the Branch's operations.
- Build and maintain collaborative relationships with health services, community organizations, and other governmental agencies to extend the reach of relief services.
- Serve as a liaison with external agencies, providing advocacy for client needs and ensuring access to additional resources and support for vulnerable individuals.
- Participate in community outreach and public education initiatives, highlighting the importance of community involvement in supporting individuals in need.
- Lead education campaigns on the importance of community support and self-sufficiency.
- Support strategic planning and budgeting activities to align Branch programs with organizational goals.

Human Resources Responsibilities

- Directly supervise the Senior Inspector of the Poor and the Assistant Inspector of the Poor, setting clear expectations for performance and ensuring staff adhere to established policies and procedures.
- Develop and monitor individual work plans for team members, conducting regular performance evaluations and providing constructive feedback.
- Foster a supportive work environment, encouraging professional growth through coaching, mentoring, and training opportunities.
- Establish and maintain a culture of teamwork and employee empowerment, promoting the Branch's vision, mission, and goals.
- Lead staff meetings, promote open communication, and support team members in achieving their objectives.
- Identify training needs and facilitate in-house or external training opportunities to enhance the skills and capabilities of team members.

Other Responsibilities

- Performs all other related duties and functions as may be required from time to time.

5. PERFORMANCE STANDARDS

- Social services programs are effectively implemented and monitored, with measurable outcomes that align with branch objectives and strategic goals.
- All financial and program records are managed accurately and transparently, ensuring compliance with the Poor Relief Act and relevant policies.
- Effective partnerships with external agencies are established and maintained, enhancing service delivery and expanding resources for clients.
- Reports on program progress, case management, and financial disbursements are submitted in a timely and accurate manner, providing comprehensive insights to the Inspector of the Poor and Chief Executive Officer.
- Sensitive and complex cases are managed with appropriate intervention strategies, ensuring clients' needs are met and required follow-up is conducted.
- Performance of direct reports is monitored and evaluated regularly, with constructive feedback and development opportunities provided to support professional growth.
- Participation in community outreach and public education initiatives is conducted in keeping with targets.
- Client records and service data are maintained accurately, upholding confidentiality and data protection standards.
- Work plans developed and performance evaluations executed in alignment with Branch objectives and submitted on time.

6. INTERNAL AND EXTERNAL CONTACTS

Internal Contacts (required for the achievement of the position objectives)

Contact (Title)	Purpose of Communication
Inspector of the Poor/CEO	<ul style="list-style-type: none"> • Receive instructions/directions • Provide updates on status of Branch and or assignments; • Advice on new issues or development and propose alleviating strategies
Staff	<ul style="list-style-type: none"> • Provide leadership and direction; • Develop and maintain effective work and industrial relation environment • Provide advice/update and exchange information

External Contacts (required for the achievement of the position objectives)

Contact (Title)	Purpose of Communication
Ministry of Local Government and Rural Development/Board of Supervision	<ul style="list-style-type: none"> • Receive policy directives • Receives clarification/guidance
NGOs/Community Group	<ul style="list-style-type: none"> • Liaises and collaborates on service delivery • Receives donations
PDCs, CDGs	<ul style="list-style-type: none"> • Engage and receive information to inform strategies and programmes

Contact (Title)	Purpose of Communication
Inhabitants/General public	<ul style="list-style-type: none"> Supply information on pertinent issues, receive information/data

7. AUTHORITY

- Recommend program improvements and encourage compliance.
- Initiating corrective actions for non-compliance in consultation with Inspector of the Poor.

8. REQUIRED COMPETENCIES

Core

- Highly developed professional disposition
- Good oral communication
- Good written communication
- Customer/citizen focused orientation
- Teamwork & Cooperation
- Unquestioned integrity
- Developed interpersonal skills
- Ability to build rapport with team/stakeholders to harness collective solutions
- Possess innovativeness in resolving disputers
- Possess the relevant skills to use and manipulate relevant ICT hardware and software

Technical

- Expert knowledge in social services principles and theories
- Good knowledge of public policy concerns relating to social services
- Good knowledge of community engagement
- Excellent promotional and public education skills
- Adequate ability to conduct social research
- Well-developed skills in stakeholder engagement and collaboration
- Good appreciation of the operations of the machinery of local authorities;
- Developed appreciation of the principles and practices of local government/governance
- Good knowledge of relevant legislation: Poor Relief Act, Public Health Act, By-laws of the authority, Rules of the Board of Supervision
- Good knowledge of accounting principles/record keeping
- Strategic and corporate planning skills;
- The ability to develop organizational best practices/operational guidelines/rules
- Strong appreciation for organizational change and change management skills
- Adequate knowledge of the prevailing social, economic, political and environmental issues
- Excellent human relations,
- Good problem solving

9. MINIMUM REQUIRED EDUCATION AND EXPERIENCE

- Bachelor's degree in Social Work
- Three (3) years progressive work experience, one (1) of which should be at a supervisory level in the private or public sector.
- Training in Leadership and Change Management would be an asset
- Possession of the relevant Certificate/Diploma from the Board of Supervision would be an asset, and a requirement for appointment

OR

- BSc in Social Sciences, Public Administration and/or Management
- Certificate in Social Work
- Three (3) years progressive work experience, one (1) of which should be at a supervisory level in the private or public sector.
- Training in Leadership and Change Management would be an asset
- Possession of the relevant Certificate/Diploma from the Board of Supervision would be an asset, and a requirement for appointment

OR

- An equivalent combination of qualifications and experience relevant to the job.
- Possession of the relevant Certificate/Diploma from the Board of Supervision

10. SPECIAL CONDITIONS ASSOCIATED WITH THE JOB

- This job requires collaborative efforts to engage communities of various social and political challenges. Interactions with vulnerable groups may provoke emotions and concerns which may be distressing.
- Adequate travel to engage in community meetings to promote social services
- Work will be conducted in an office outfitted with standard office equipment and specialized software. The environment is fast paced with on-going interactions with critical stakeholders and meeting tight deadlines which will also result in high degrees of pressure, on occasions.