



**OFFICE OF THE SERVICES COMMISSIONS**  
LOCAL GOVERNMENT SERVICES COMMISSION  
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2<sup>nd</sup> May, 2025

OSC Ref. 310/04<sup>IV</sup>

CIRCULAR No. 20/2025

Sir/Madam

Applications are invited from suitably qualified Officers to fill the vacant post of **Inspector of Poor (SWG/PS 3)**, salary range \$5,198,035 – 6,990,779 per annum and any allowance(s) attached to the post in the **Portland Municipal Corporation**.

Please see attached the relevant job posting.

Applications are to be submitted no later than 16<sup>th</sup> May, 2025 to:

Secretary  
Local Government Services  
Office of the Services Commissions  
Ministry of Finance and the Public Service Complex  
2<sup>nd</sup> Floor, G Block  
30 National Heroes Circle  
Kingston 4

Please note that only short-listed applicants will be contacted.

for Yvonne Hamilton (Miss)  
Secretary (Actg.)  
Local Government Services  
for Chief Personnel Officer

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

<b>JOB TITLE:</b>	Inspector of the Poor
<b>JOB GRADE:</b>	SWG/PS 3
<b>POST NUMBER</b>	
<b>BRANCH:</b>	Poor Relief Branch
<b>SECTION:</b>	Outdoor
<b>REPORTS TO:</b>	Chief Executive Officer
<b>MANAGES:</b>	Directly: Deputy Inspector of the Poor Shelter Manager Administrative Assistant  Indirectly: Senior Inspector of the Poor Assistant Inspector of the Poor Cook Kitchen Attendant Sanitation Attendant Groundsman

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

\_\_\_\_\_  
Date Created/revised

## **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 guidance of the Chief Executive Officer, the Inspector of the Poor leads and administers outdoor poor relief services. The Inspector is responsible for developing programs and providing leadership to ensure effective implementation of outdoor social care initiatives. This role includes coordinating with various stakeholders to address the needs of eligible individuals through direct services, grant distribution, and community support programs, such as the introduction, management and operation of Shelters (i.e. Night Shelters, Drop-In Centres, and Transitional Facilities for the Homeless) in jurisdiction.

## **3. KEY OUTPUTS**

- Social service programs and public assistance plans developed and implemented effectively.
- Case management system established and monitored for compliance.
- Grants and subventions distributed and documented per policy.
- Investigations conducted with findings reported to the CEO.
- Shelters managed in compliance with operating standards.
- Research conducted and used to inform program improvements.
- Timely and evidence-based reports produced on service delivery and outcomes.
- Strategic and corporate plans supported with relevant insights and recommendations.
- Branch work plans and budgets prepared and submitted as required.
- Partnerships with stakeholders maintained to enhance service delivery.
- Staff performance regularly evaluated and aligned with Branch objectives.
- Data managed in compliance with standards, ensuring confidentiality and integrity.

## **4. KEY RESPONSIBILITY AREAS**

### **Technical/Professional Responsibilities**

- Develops a comprehensive and realistic programme for social services and poor relief administration for the Local Authority.
- Acting as technical lead for the outdoor portfolio, provides advice and guidance to the local authority on all matters pertaining to social services/poor relief administration (issues and corrective strategies)
- Acting as technical lead for the outdoor portfolio, ensure compliance and direct the attention of the local authority to the relevant laws, rules and regulations which underpin the administration of social relief services

- Acting as technical lead for the outdoor portfolio, ensure that standards for the management of Night Shelters, Drop-In Centres, and Transitional Facilities for the Homeless are in place and operations are in keeping with established standards.
- Design, development and implement assessment systems to determine eligibility for relief services and support from the local authority vis-à-vis other state entities
- Ensures the eligibility of recipient of relief services and support through careful administration and on-going monitoring
- Develops and maintains systems to monitor and track the administration of relief services for outdoor and other temporary recipients, including ensure that relevant accounting/financial records are kept
- Lead the distribution and management of grants and subventions, maintaining precise accounting and financial records.
- Develops and champions a clear, compelling vision for the care and well-being of vulnerable community members which falls under the jurisdiction of the local authority
- Develop programs to promote equitable treatment of vulnerable populations and facilitate access to necessary resources.
- Immediately investigate concerns/suspensions regarding grant administration, and allegations of unfair treatment or abuse in the receipt of poor relief services.
- Ensure regular site inspections and audits are executed at facilities under management.
- Develop and implement programs within facilities to address the specific needs of homeless individuals, supporting wellness, reintegration and independence.
- Provide guidance on managing day-to-day operations to supervisees.
- Develop intervention protocols for responding to or managing incidents within facilities, coordinating with local health and emergency services when necessary to ensure the safety of residents and staff.
- Supported by Shelter Manager, monitor resources for shelter operations, including food supplies, medical provisions, and hygiene products, ensuring that facilities have the necessary resources to provide quality care.
- Collaborate with health services and other stakeholders to enhance support services for vulnerable groups.
- Provides advice and advocacy to the local authority and stakeholders concerning social services issues for outdoor clients
- Researches rules, by-laws and regulations in relation to social care/relief provisions and advice the authority its intended actions may have; and suggests modifications to improve operations/compliance.
- Conducts research and produces reports on the status of social services provisions and advises on strategies to improve said services
- Leads the design education campaigns on the importance of:
  - Taking care of vulnerable members of the community
  - Accessing assistance from the local authority
- Develop strategies to help individual receiving public assistance to transition independence (where possible)

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- Leads Outdoor participation in the strategic planning activities to enhance interconnections and partnership between programs and efforts, and ensuring alignment of the Branch programs within the general and specific plans of the authority
- Maintains the quality, adequacy, and effectiveness of program services; addresses statutory and legal issues within the Branch.
- Ensures the effective development and maintenance of operating systems for Branch planning, service delivery, data collection, program evaluation, and reporting.
- Participates in strategic planning, needs identification processes, impact assessment and evaluation of current and proposed program efforts, and capacity development needs.
- Collaboratively develops the budget for the Branch by identifying budgetary needs, resources, and opportunities.
- Monitors Branch budgets to ensure that identified program goals and objectives are achieved;
- Ensures the proper creation, maintenance, sharing, storage, and use of Branch records and information in keeping with Data Protection laws and standards for personal data
- Ensures that information/data requested under the Access to Information Act and other laws such as request from auditors are provided

### **Human Resources Responsibilities**

- Provides effective leadership and guidance through planning, delegation, communication, mentoring, coaching and discipline;
- Establishes and maintains a system that fosters a culture of teamwork, employee empowerment and commitment to the vision, mission and goals of the local authority;
- Ensures the provision of the appropriate physical resources to enable staff to undertake their duties
- Recommends transfers, secondment, and leave of direct report
- Monitors the performance of staff and ensures timely review of performance and intervention;
- Motivates, supports, and coaches Branch staff to an optimum level of performance in areas that include leadership, community and family engagement, system improvement, resource development
- Takes lead in facilitating organizational change and encourage and support staff in the transitions;
- Models the values of the Branch, including participative management, excellent customer service, teamwork, collaboration, work/life balance, and respect for community diversity, culture and norms.
- Develops individual work plans
- Ensure that the work plans for staff in the Branch are developed and delivered to the human resource unit
- Works with Branch staff to establish program goals, priorities, and work plans.
- Monitors and review the performance of direct reports and ensure that this is also done for the Branch as a whole.
- Fosters the continued development of staff through in-house training or through collaboration with external stakeholders such as the Board of Supervision

### **Other Responsibilities**

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

## 5. PERFORMANCE STANDARDS

- Comprehensive social service and poor relief plan for outdoor poor developed and implemented, in alignment with mandate of the authority with adequate details of expected challenges and mitigating strategies
- The Social services programmes designed and implemented are guided by rules and regulations, social services best practices and the policies of the local authority
- Social case management system developed and implemented are guided by social work concepts and theories and the practicality of the situation
- Social subvention/grant system is managed according the established rules of the authority and established record keeping practices
- Social care/adult care/ care for vulnerable groups promoted and implemented according to the established rules and regulations of authority and other approved best practices and recommendations
- Shelters managed in line with health and safety standards and provide essential services effectively.
- Shelters inspected to ensure maintenance, safety, and resident welfare, and reports submitted timely.
- Shelter staff are adequately supervised and trained, ensuring adherence to facility protocols and the delivery of consistent, compassionate care to residents.
- Reports are evidence-based and submitted in a timely manner;
- Partnerships and collaborations with stakeholders are structured in accordance with established rule and guidelines, are professionally maintained
- Technical advice/guidance and recommendations provided to the local authority are sound and supported by qualitative/quantitative data or relevant laws/rules
- Strategic and corporate plans of the authority supported is supported by relevant data/information which his presented on time and in the required format
- Branch plans and budget are developed collaboratively, presented in the recommended format and delivered on time
- Individual work plans and those of officers in the Branch are developed and performance monitored according to established principles
- Confidentiality, integrity and professionalism displayed in the delivery of duties and interaction with staff.

## 6. INTERNAL AND EXTERNAL CONTACTS

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

Contact (Title)	Purpose of Communication
CEO/Local Authority	<ul style="list-style-type: none"><li>• Receive instructions/directions</li><li>• Provide updates on status of Branch and or assignments;</li><li>• Advice on new issues or development and propose alleviating strategies</li></ul>

Contact (Title)	Purpose of Communication
Staff	<ul style="list-style-type: none"> <li>• Provide leadership and direction;</li> <li>• Develop and maintain effective work and industrial relation environment</li> <li>• Provide advice/update and exchange information</li> </ul>

### 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"> <li>• Receive policy directives</li> <li>• Receives clarification/guidance</li> </ul>
NGOs/Community Group	<ul style="list-style-type: none"> <li>• Liaises and collaborates on service delivery</li> <li>• Receives donations</li> </ul>
PDCs, CDGs	<ul style="list-style-type: none"> <li>• Engage and receive information to inform strategies and programmes</li> </ul>
Local Emergency and Health Services	<ul style="list-style-type: none"> <li>• Coordinate on crisis management and response protocols within shelters.</li> </ul>
Inhabitants/General public	<ul style="list-style-type: none"> <li>• Supply information on pertinent issues, receive information/data</li> </ul>

## 7. AUTHORITY

- Recommend and implement changes to programs and services as needed.
- Develops collaboration with stakeholder in responsive to social services issues
- Sign off on grant eligibility and disbursements.
- Signs off on receipt and control of subvention/grant
- Recommend budgetary commitment and controls actions
- Enforce compliance with policies, including disciplinary actions where appropriate.
- Establish crisis response protocols in coordination with local emergency services

## 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 disputes
- Possess the relevant skills to use and manipulate relevant ICT hardware and software

### Technical



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- 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
- Facilities Management skills
- Crisis Management skills
- 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
- Five (5) years progressive work experience, two (2) 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
- Five (5) years progressive work experience, two (2) 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.
- May be required to work outside of normal working hours, including on weekends and public holidays