



**CIVIL SERVICE OF JAMAICA
JOB DESCRIPTION AND SPECIFICATION**

Ministry/Entity: Ministry of Health

JOB TITLE:	Senior, Industrial Relations Officer
JOB GRADE	GMG/SEG (Proposed Upgrade)
POST NUMBER:	27318
DIVISION/BRANCH:	Corporate Services Division/Human Resource Management & Development Branch
SECTION/UNIT:	Employee Relations Unit
REPORTS TO:	Director, Employee Relations
MANAGES:	N/A

This document will be used as a management tool and specifically will enable the classification of positions and the evaluation of the performance of the post incumbent.

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

Employee

Date

Manager/Supervisor

Date

Head of Department/Division

Date

Date received in Human Resource Division

Date Created/Revised

1. JOB PURPOSE (Reason for Existence)

Under the general direction of the Director, Employee Relations, the Senior, Industrial Officer will be responsible for processing claims made by Trade Unions and Staff Associations on behalf of employees in the Ministry of Health's Head Office and Regional Health Authorities.

2. KEY OUTPUTS (Results, Deliverables)

- Claims examined;
- Causes of disputes investigated;
- Documents for negotiations prepared;
- Negotiations costing prepared;
- Queries from Trade Unions and Staff Associations processed;
- Research conducted;
- System for storage and retrieval of records developed and maintained.

3. KEY RESPONSIBILITIES (Activities, Tasks)

A.) Management/ Administrative Responsibilities

- Prepares individual Work Plan;
- Conducts research into particular industrial relations issues.

B.) Technical/Professional Responsibilities

- Assists the Director, Employee Relations in the examination and settling of claims made on the Ministry of Health by Trade Unions and Staff Associations;
- Attends meetings with Trade Unions and Staff Associations, the Ministry of Labour and Social Security to discuss/ negotiate staff claims;

- Obtains relevant information from within the Ministry of Health and from external bodies in order to arrive at solutions for settling claims, disputes etc;
- Assists the Director, Employee Relations in investigating the cause of disputes and the circumstances relating to work stoppage, go slow or any other form of labour unrests;
- Prepares documents needed for union negotiations;
- Prepares costing of all claims in respect of fringe benefits received from Trade Unions and Staff Associations;
- Prepares costing on negotiated agreements in order to obtain financial support from the Ministry of Finance and the Public Service;
- Processes queries from Trade Unions and Staff Associations regarding their members who are employees of the Ministry;
- Assists in providing responsive and high quality support, and advice to members of staff, including senior managers to ensure the appropriate management of all employee relations issues in order to maintain industrial peace;
- Liaises with the Ministry of Finance and the Public Service Industrial Relations Unit, the Ministry of Labour and Social Security and the Industrial Disputes Tribunal in union negotiations on behalf of the staff at Head Office and the Regional Health Authorities;
- Provides technical advice to staff at the Ministry's Head Office and Regional Health Authorities on industrial relations matters;
- Participates as a team member in developing strategies to address situations, which adversely affect the morale and effectiveness of staff;
- Drafts memorandum to the Ministry of Finance and the Public Service seeking clarification and guidance in the implementation of some circulars;
- Keeps abreast of trends and developments in the Industrial/Labour Relations field by maintaining a network with other organizations through Industrial Relations /Human Resources Specialists and line managers and by attending relevant seminars/workshops.

C.) Other Responsibilities

- Performs other related duties that may from time to time be assigned.

4. PERFORMANCE STANDARDS (How Success Will Be Measured)

- Claims examined in a timely manner;
- Causes of disputes investigated and corrective actions recommended/implemented;
- Documents for negotiations prepared in accordance with established guidelines;
- Costing for negotiations with Trade Unions and Staff Associations prepared in the correct format and in a timely manner;
- Costing for negotiated agreements to obtain financial support from the Ministry of Finance and the Public Service prepared in the correct format and in agreed timeframe;
- Queries from Trade Unions and Staff Associations processed within agreed timeframe;
- Research into industrial relations issues conducted in a timely manner;
- System for storage and retrieval of records developed and maintained.

5. INTERNAL AND EXTERNAL CONTACTS:

i) Internal Contacts

Contact (Title)	Purpose of Communication
Director, Corporate Services	Obtain/give advice, receive directives, and guidance, and provide feedback.
Director, Human Resource Management & Development	Collaborate, share informations, provide feedback
Director, Employee Relations	Obtain advise, receives directives, work assignments, feedback
Regional Health Authorities	Collaborate, obtain and share information, issues relating to claims

ii) External Contacts

Contact	Purpose of Communication
Ministry of Finance and the Public Service (Industrial Relations Unit)	Issues relating to claims
Ministry of Labour and Social Security	Collaborate, obtain and share information
Industrial Disputes Tribunal	Matters relating to disputes

Senior Industrial Relations Officers, Corporate Services
Division/Human Resource Management and Development Branch,
Ministry of Health. Prepared by: HR Consultant,
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6. REQUIRED COMPETENCIES:**Core**

- Strong people management skills;
- Good negotiation and dispute resolution skills;
- Strong analytical and problem solving skills;
- Excellent planning and time management skills;
- Ability to communicate effectively in writing and orally;
- Ability to motivate, persuade and influence others;
- Ability to prioritise among conflicting demands;
- Ability to exercise tact and diplomacy in dealing sensitive and confidential employee situations;
- Strong goal/result orientation;
- Keen listener;
- Excellent integrity/ethics exercised in the performance of duties.

Technical

- Knowledge of laws and regulations governing employment and industrial relations;;
- Knowledge of employee benefits administration and related statutory regulations;
- Knowledge of current principles and practices in the field of human resource and industrial relations;
- Proficiency in the use of relevant computer software and computer applications.

7. MINIMUM REQUIRED QUALIFICATIONS AND EXPERIENCE:

- A Bachelor's degree in Human Resource Management, /Social Sciences or a related field;
- Training in Industrial Relations and Human Resource Management;
- Minimum of three (3) years working experience in Industrial Relations;

OR

- An Associated Degree in Industrial Relations and Human Resource Management;
- Minimum of five (5) years working experience in Industrial Relations;
- Any equivalent combination of education and experience.

8. SPECIAL CONDITIONS ASSOCIATED WITH JOB:

- Exposure to highly confidential and sensitive information;
- Required to work beyond normal working hours whenever the need arises;

9. AUTHORITY TO:

N/A

10. WORKING CONDITIONS

- Normal office conditions;