



PERFORMANCE MANAGEMENT AND APPRAISAL SYSTEM – GOVERNMENT OF JAMAICA  
**MINISTRY OF HEALTH**

---

**JOB DESCRIPTION AND SPECIFICATION**

<b>JOB TITLE:</b>	Secretary
<b>JOB GRADE:</b>	OPS/SS2
<b>DEPARTMENT:</b>	Standards & Regulation
<b>UNIT:</b>	Standards Research & Development
<b>REPORTS TO:</b>	Director Standards Research & Development
<b>MANAGES:</b>	N/A

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

## **JOB PURPOSE**

To provide secretarial support to the Standards Research & Development Department and the Investigation & Enforcement Department to facilitate their effective operations.

## **KEY OUTPUTS**

1. Effective information storage and retrieval system maintained
2. Letters and documents typed, collated and amended accurately
3. Incoming and outgoing mails processed efficiently
4. Annual Reports and Work Plans are typed
5. Liaison maintained with Regional Directors/Chief Executive Officers regarding status of investigations

## **KEY RESPONSIBILITY AREAS**

### **Secretarial Responsibilities**

1. Performs secretarial duties for Investigation & Enforcement and Standards Research and Development Departments
2. Interviews visitors and callers to determine the nature of their enquiry and refer persons to the appropriate officers and/or authorities
3. Deals with routine (standard) information to members of staff and the public upon request
4. Establishes and maintains an effective information storage and retrieval system for the Department and ensures the safety and security of confidential documents and reports
5. Types reports, letters, memoranda and other documents as requested by supervisor, receive and sort incoming mails, dispatches outgoing mails and deliver urgent and important correspondence to "in-house" staff
6. Assists with the receipt of complaints and maintain a Diary for the "follow-up"/ monitoring of investigations arising from complaints

7. Ensures the prompt and accurate recording of correspondence received/dispatched and photocopy correspondence when necessary
8. Assists with preparation of Approval letters for Research Protocols
9. Provides pertinent information to clients when possible
10. Liaises with Ministry of Health Divisions, Regional Health Authorities, Attorney General's Chambers, Hospitals, Health Centres and other government departments as required.

### **Other Responsibilities**

1. Performs other functions assigned from time to time by the Director, Standards Research & Development and Senior Investigator, Investigation & Enforcement Departments and Director of Standards & Regulation Division.

### **PERFORMANCE STANDARDS**

1. Assigned tasks and regular duties are effectively carried out in a timely manner.
2. Work executed is of a high standard and organizational principles are adhered.
3. An effective information storage and retrieval system is maintained.
4. Confidentiality is maintained in the execution of duties.
5. Deadlines are consistently met.

### **REQUIRED COMPETENCIES:**

<b>Functional/ Technical Competencies</b>	<b>Level</b>
Sound knowledge of secretarial procedures and practices	2
Knowledge of modern office equipment, practices and procedures	2
Knowledge of administrative concepts, principles and practices	2
Use of technology	2

<b>Core Competencies</b>	<b>Level</b>
Good Oral Communication	2
Good Written Communication	2
Initiative	2
Interpersonal Skills	2
Good time management skills	2
Planning and Organizing skills	2

### **MINIMUM REQUIRED EDUCATION AND EXPERIENCE**

- A qualified secretary
- Entry requirements for the Civil Service
- Be proficient in typewriting and shorthand
- Computer literate
- Successful completion of the Certificate in Administrative Management Level 1 (CAM 1) course for secretaries conducted by the Management Institute for National Development

### **SPECIAL CONDITIONS ASSOCIATED WITH THE JOB**

- Exposed to highly confidential and critical information
- Expected to display dedication and a high level of professionalism
- Required to meet numerous critical deadlines within scope of duties

### **AUTHORITY**

- To access confidential files in the Division
- To release routine information to members of the public as directed.