



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

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**JOB DESCRIPTION AND SPECIFICATION**

|                    |  |
|--------------------|--|
| <b>JOB TITLE:</b>  | Director Information and Documentation Services and Access Services  |
| <b>JOB GRADE:</b>  | GMG/SEG III  |
| <b>DEPARTMENT:</b> | Human Resource and Corporate Service                                 |
| <b>REPORTS TO:</b> | Director Human Resource and Corporate Service                        |
| <b>MANAGES:</b>    | Manages Information Documentation and Access to Information Services |

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**

The Director has the overall responsibility to manage the operations of the Documentation, Information and Access Services Branch/Section by providing efficient and effective communication, documentation and preservation of all official records in the custody of the Ministry.

## **KEY OUTPUTS**

1. Guidelines and Policies for Records Management developed communicated and implemented.
2. Linkages maintained and developed with Record and Information Management Networks locally and internationally.
3. Access to Information Requests (ATI) processed in 30 Days.
4. ATI and Monthly reports submitted in timely fashion.
5. Records organized.
6. Adheres to legal Requirements concerning Records Management.
7. Information needs of MOH and its Clients satisfied.
8. Duplicating needs of MOH and its clients satisfied

## **KEY RESPONSIBILITY AREAS**

### **Management and Administrative Responsibilities**

Manages the staff and work of the section by:

1. Ensures that staff is fully abreast of the goals and priorities of the section and the Ministry in General.
2. Manages human and financial resources of the division/Section including the supervision and appraisal of the Librarian, the records manager, the Secretary and providing functional supervision for the Registrars in offsite divisions/ Branches. Reviews constantly the way work is divided and taking appropriate action to ensure enhancement of efficiency and effectiveness.
3. Forecasts/plans for short/long term workload on the basis of organizational and functional considerations and controlling assignments to achieve a satisfactory balance between capabilities and available staff.
4. Participates in progress reporting meeting schedule by the Ministry.
5. Keeps fully informed of internal and external environmental changes that may affect the work of the section.

## **Professional/Technical Responsibilities**

1. Develops strategies for managing increasingly complex and often-conflicting interests regarding a very wide variety of access to information requests.
2. Acts as the key contact for strategic advice regarding compliance with the Access to Information Act, the retention, storage and destruction of records.
3. Ensures appropriate response to requirements to disclose records as a result of litigations with specific reference to information management.
4. Initiates reviews of the Ministry's relevant legislation, regulation, policies, procedures, programmes and information systems to ensure compliance with the ATI Act and Legislation.
5. Develops long-range forecasts for the Records and information Management Programme within the Ministry.
6. Plans, develops and establishes policies and procedures, formulate goals and objectives for operations essential to the effective delivery of information.
7. Develops through networking with other Documentation and Information Offices, cross reference systems or non-exempt documents for facilitating the referral process under the Access to Information Act.
8. Provides advisory and consultative services in the development and introduction of automated systems to determine and address records and information management needs of the Ministry.
9. Maintains current knowledge of automated technologies i.e. computer assisted retrieval (CAR), computers, local networking, as well as working knowledge of related technologies.
10. Establishes and maintains links with local and international networks in the fields of records and information management.
11. Arranges for and facilitates the publication of comprehensive information about the Ministry/Agencies activities and operations through Web site or other Media which should minimize the necessity for formal direct requests to be processed.
12. Plans and designs an effective vital records protection and disaster recovery programme for the Ministry.

13. Recommends and monitors the implementation of appropriate security and control systems and procedures to protect the Ministry's documentation resources from loss by theft and destruction.
14. Develops, establishes and administers a centralized Corporate Records and information Management programme.
15. Procedures and submits reports on progress, problems etc. and make recommendations for improvements.
16. Facilitates the conduct of internal reviews of decisions made by the records Committee where an internal review of is sought by an Access to Information (ATI) applicant.
17. Documents all issues identified by the Records Committee for referral to the Attorney General/Access to Information Unit for advice.
18. Ensures that a complete and systematic process is in place for obtaining advice from the Attorney General.
19. Provides policy advises on the ATI Act and other legislation arising from ATI Act issues.
20. Prepares and presents Ministry's case to ATI Appeals Tribunal in matters before it involving appeals against Ministry's decision for access.
21. Ensures adherence to legal requirements, which affect the information of the organization.
22. Represents the Ministry at relevant records management for conferences.
23. Ensures the provision of a comprehensive reference service to support the ministry and it's Divisions need for relevant, timely and accurate information.
24. Makes presentations to top management to justify and support Records and Information Management Programmes.
25. Provides Ministry executives and other clients with information and advice to assist in the achievement of operational objectives and to develop programme management plans, policies and procedures.
26. Participates in the development of Ministry and other client computer and information systems and approve components of systems.

Analyses and appraises the status of record keeping and documentation in the Ministry and develops and oversees the implementation of modern,

professional and technical standards. To this end, the director of Documentation Services must:

27. Provide advice and training to the supervisors in the Documentation unit and library.
28. Directs and monitor the implementation of appropriate systems and procedures to enhance the delivery of documented information within the ministry.
29. Make recommendations for the employment of suitable qualified personnel to operate these facilities.
30. Make the development and publication of a list of non Exempt Documents in accordance with the access to Information Act.
31. Communicates with other Ministries and Agents to determine documentation generated within their respective portfolio to facilitate the referral process under the ATI Act as necessary.
32. Maintain systems in collaboration with other areas of the organization such as Administration and Accounts in order to facilitate the public in accessing non-exempt documents.
33. Ensure the involvement and collaboration of divisional directors in developing appropriate schedules of non-exempt documents.
34. Liaises with the Ministry's legal Officer to obtain in-house, expert advice on documents, which are not clearly non-exempt.
35. Supervises the activities of the Access Officer who interfaces directly with the public.
36. Builds information systems into the procedures, which will facilitate the generation of statistical and other data for the permanent Secretary's annual report.
37. Completes the annual report for the permanent secretary in a timely fashion.
38. Exercises a high-level of judgment in reviewing documents, which may require partial deletion of sensitive information.
39. Ensures that all members of staff have a working understanding of at least the basic elements of the Access to Information Act.
40. Harnesses and co-ordinate the documentation resources in the ministry into a unified facility and develop and install information retrieval and

reference system to make their materials and resources accessible to the Ministry as a whole.

41. Ensures adherence to legal requirements that affect retention dissemination access and of information maintained by the organization.
42. Ensures that a disaster preparedness and recovery plan is developed and maintained.

### **Human Resource Responsibilities**

1. Sets individual performance targets and monitoring performance.
2. Provides feedback to staff and giving guidance and insight on the performance of their duties and assumption of their responsibilities.
3. Collaborates with the Training Division/Section of the ministry ensure that each employee is appropriately trained to contribute to the implementation of the access to information Act and regulations and other records management legislations/policies.
4. Determines future needs for skills experience within the Division/Section.
5. Provides an environment for the development of staff by coaching and identifying training programmes/workshops/seminars of benefit to staff.

### **PERFORMANCE STANDARDS**

1. Complaints/requests initiated within 48 hours of receipt
2. Publication of comprehensive schedule of non-exempt documents
3. Applications for access processed in established time frames
4. Timely submission of monthly, quarterly and annual reports
5. Annual budget prepared and submitted by established deadline
6. Annual Performance Evaluation Report for staff of the unit completed, discussed and submitted by established deadline
7. Annual Review of Records Disaster Plan
8. 80% of MOH and its clients needs satisfied
9. Records/information organized scientifically
10. 80% of MOH and its clients duplicating needs satisfied

## **REQUIRED COMPETENCIES**

| <b>Functional/Technical Competencies</b>   | <b>Levels</b> |
|--|---------------|
| Knowledge of government's records management principles.                                       |               |
| Broad knowledge of the operations of government and ministerial portfolio's of responsibility. |               |
| Knowledge of legal framework for records management  |               |
| Knowledge of Library and Information Management  |               |
| Knowledge and experience in the management of electronic records and record keeping systems    |               |

| <b>Core Competencies</b>               | <b>Levels</b> |
|--|---------------|
| Excellent Written communication skills | 3             |
| Good Verbal Communication Skills       | 3             |
| Interpersonal skills.                  | 3             |
| Analytical thinking                    | 3             |
| Planning and organizing                | 3             |
| Managing External Relations            | 1             |
| Confidentiality                        | 3             |
| Compliance                             | 3             |
| Leadership                             | 3             |
| Use of technology                      | 2             |
| People Management                      | 3             |

## **MINIMUM EDUCATION AND EXPERIENCE REQUIRED**

- Degree in Library studies or archival studies.
- Postgraduate diploma in Management studies.
- 7 years experience as a librarian, 3 years at a managerial position.

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

- Frequent exposure to dust

## **AUTHORITY**

- Select and approve system for managing records.
- Extent of access by internal and external customs to the units information resources and facilities.
- Recommends staff within the Division for promotion or re-assignments.

- Recommends training programs and promotion for the staff.
- Ensures the staff awareness of the policies, procedures and regulations of the Ministry.
- Ensures attendance reports are prepared quarterly.
- Participates in the recruitment of staff for the Division.
- Selects new Publications for acquisition
- Approves sick, departmental and vacation leave for the staff o