



CIVIL SERVICE OF JAMAICA

JOB DESCRIPTION AND SPECIFICATION

Ministry/Entity: Ministry of Health

JOB TITLE:	Access Officer
JOB GRADE:	GMG/SEG 1
POST NUMBER:	61484
DIVISION/BRANCH:	Corporate Service Division/Documentation/Information and Access Services Branch
SECTION/UNIT:	Access To Information/Registry Unit
REPORTS TO:	Director, Documentation/Information and Access Services
MANAGES:	Registrar PIDG/RIM 3 Machine Operator/Attendant LMO/TS 2 (Proposed)

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 direction of the Director, Documentation/Information and Access Services, the Access Officer assists in the development and management of an organisation-wide records management programme, designed to ensure that records practices are effectively meeting the organisation's objectives and comply with the ISO standards for good records management.

The incumbent also facilitates the examination/viewing access of official records by the public, in keeping with the provisions of the Access To Information Act.

2. KEY OUTPUTS (Results, Deliverables)

- Individual Work Plan prepared;
- Implementation plan to achieve full compliance with the records management policy and standards based on ISO 15489 developed and implemented;
- Business classification scheme developed and implemented;
- Retention schedules developed ;
- Records management policy and associated standards developed and implemented;
- Registry procedural manual developed and implemented;
- Procedures for recopying, reformatting, refreshing and migration of electronic records established and implemented;
- Performance management scheme developed and implemented;
- Quarterly and annual reports prepared and submitted.

3. KEY RESPONSIBILITIES (Activities, Tasks)

A.) Management/Administrative Responsibilities:

- Prepares individual work plan;
- Assists in developing and preparing the Operational Plan and Budget for the Documentation/Information and Access Services Branch;
- Contributes to the development of a Strategic Plan for the management of request for access to information;
- Provides advice and support to the staff and external clients on request for access to information/documentation from the Ministry, Regional Health Authorities and Agencies;
- Prepares quarterly and annual reports for the Minister on the status of request for Access To Information (ATI);
- Attends and participates in staff and planning meetings, workshops and seminars.
- Contributes to the preparation of status reports for the Branch.

B.) Technical /Professional Responsibilities:

- Establishes short-range objectives in accordance with long-range goals set by the Director, Documentation/Information and Access Services;
- Implements policies and procedures for the Records and Information Programme;
- Evaluates and advises on the purchase of equipment and participate in negotiations of vendor contracts and agreements for the Documentation Services;
- Assists in the design and direct a vital records management programme;
- Develops and maintain a secure, accessible, user-friendly directory with citations, indices and cross-references to records, including all their versions and revisions to satisfy a requirement of the Access To Information Act;
- Prepares and delivers quarterly and annual reports to the Records

Management Committee to include: operational statistic, current levels of compliance, issues/risks and proposals to manage risks identified;

- Participates in the deliberations of the Ministry Records Management Committee and act as Recording Secretary to these meetings;
- Implements all decisions required by the access to information and other relevant legislation (e.g. the imposition of charges and decisions on access to documents);
- Assists in reviewing all requested documents under the ATI legislation to determine whether they should be released;
- Collaborates with the Director, Documentation/Information and Access Services in developing and maintaining policies, plans standards and procedures to control each type of applicable record, document and data item in conformance with established Records Management Standards;
- Ensures that approved classification systems in place are utilized;
- Facilitates implementation workshops for designated staff members on how the Documentation Systems operates;
- Advises the System Administrator on how the file plan should be implemented electronically;
- Ensures that the Registry maintains and updates the register of files opened plan;
- Monitors descriptions on the paper-based file covers to ensure that the file covers are described accurately;
- Ensures that records are only disposed of in terms of a written disposal authority issued by the National Archivist;
- Ensures that all terminated records are listed and a copy of the list submitted to the Archives with a request to issue a disposition authority on these records;
- Determines the retention periods of the non-archival records in consultation with the users;
- Reviews the retention periods of all records before destruction;
- Ensures that archival electronic records are converted to the required long

term formats;

- Ensures that a register of all disposal authorities are kept on the records of the Ministry and updated;
- Conduct periodic audits of records management practices against the legal requirements and records management policy;
- Collaborates with the Director, Human Resource Management and Development in developing competency framework to identify the skills and knowledge required by registry staff;
- Collaborates with the Director, Human Resource Planning and Development in designing training programmes to meet the competency needs of Records Officers in the Registry;
- Ensures that the Registry Procedural Manual is updated regularly;
- Ensures that there are evaluation criteria in place to monitor compliance with sound records management practices;
- Provides public access to non-exempt Government Records through the systematic reviewing and controlling of recorded information;
- Participates in record inventory and retention schedule projects;
- Maintains knowledge of laws affecting Records and Information Management;
- Interviews members of the public to ensure proper definition of data/information requested;
- Responds to members of the public diplomatically in explaining the basis for exemptions both generally and specific under the Act;
- Keeps members of the public fully informed on the status of requests;
- Ensures that documents and information can be identified and retrieved in various formats when required by promoting within the Ministry, best practices in relation to records maintenance, storage appraisal, archival and disposal in accordance with accepted Records Management practices;
- Maintains documentation on all referred requests and all requests satisfied or denied;

- Participates in the review of the Information Policy in relation to the review, appraisal, retention, disposal, storage, maintenance and other aspects of Records Management;
- Implements procedures, reporting requirements and formats for monitoring the Ministry's policies, procedures and practices for administering the Act;
- Maintains an up-to-date statistical record of requests received and responses for input to the quarterly and annual reports;
- Prepares quarterly and annual report for the Minister;
- Facilitates and promotes programme to foster awareness within the Ministry of the provisions of the Access To Information Act/legislations;
- Maintains current knowledge of national, regional and international laws and regulations relating to Access To Information and their applicability to our local situation;

C.) Human Resource Responsibilities:

- Provides leadership and guidance to staff supervised through effective planning, delegation, communication, training, mentoring and coaching;
- Reviews and approves the individual work plans of staff supervised;
- Supervises and evaluates the performance of staff to ensure that work output is consistent with the work plan;
- Contributes to the development and welfare of direct report through the effective use of the performance management system and makes recommendations for training and career development where necessary;
- Disseminates information to staff re changes in policies, procedures and other matters to ensure that high levels of compliance are maintained;
- Establishes and maintains a system that fosters a culture of team work, employee empowerment and commitment to the Branch's and Ministry's goals;
- Fosters an atmosphere of trust, high ethical and confidential standard.
- Ensures that staff supervised is aware of and adheres to the policies,

procedures and regulations which guides the operations of the Ministry/Unit;

- Recommends leave for staff supervised in keeping with established Human Resource policies and procedures;
- Participates in the recruitment of staff for the Branch;
- Participates as required in disciplinary proceedings involving staff;
- Conducts monthly and other ad hoc meetings with staff supervised.

D.) Other Responsibilities

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

4.) PERFORMANCE STANDARDS (How Success Will Be Measured):

- Individual Work Plan prepared in accordance with agreed format and within specified time frame;
- Implementation plan to achieve full compliance with the records management policy and standards based on ISO 15489 developed and implemented within an agreed timescale;
- Business classification scheme that meets the operational and strategic needs of the Ministry developed and implemented within agreed timeframe;
- Retention schedules that have been agreed with the Ministry's Records Management Committee and the National Archives developed and implemented ;
- A records management policy and associated standards for the Ministry that is up-to-date and fit for purpose developed;
- Registry procedural manual used in the delivery of a records management training and awareness programme developed in accordance with established guidelines;

- Procedures for recopying, reformatting, refreshing and migration of electronic records to ensure that the records remain accessible developed and implemented in a timely manner;
- A performance management scheme that monitors quantity of records created, response times in retrieving records and providing information, quantity of records disposed of, condition of records in all storage areas and the accessibility of records on all storage media, developed and implemented in accordance with set guidelines and in a specific time;
- Quarterly and annual reports prepared are accurate, comprehensive and submitted in agreed timeframe.

5.) INTERNAL AND EXTERNAL CONTACTS:

i) Internal Contacts

Contact (Title)	Purpose of Communication
Director, Documentation/Information and Access Services	Obtains/gives advice, receive directives, and guidance, work assignment general information and feedback
Librarian	Obtains/gives advice, guidance, general information and feedback
Divisional Heads	Request/queries, for documents and information on access
Regional Health Authorities/Health facilities	Request/queries and response from document/ information submitted

ii) External Contacts

Contact	Purpose of Communication
Access Officers in other Ministries	Share information
The public	Request/queries, response to information required

6.) REQUIRED COMPETENCIES:**Core**

- Strong presentation, written, oral and communication skills;
- Good human relations and interpersonal skills;
- Good planning, organizing and time management skills;
- Analytical Thinking and problem solving skills;
- Good leadership, and relationship-building skills;
- Ability to exercise sound judgement and attention to detail;
- Good skills in teamwork and cooperation;
- Strong goal/result orientation;
- Initiative;
- Good integrity/ethics exercised in the performance of duties.

Technical

- Knowledge of Government's regulations and procedures;
- Knowledge of the Ministry's policies and procedures;
- Sound knowledge of the Access To information Act;
- Good knowledge of Records Management/Records Management techniques;
- Research skills;
- Interviewing techniques in relation to client needs;
- Proficiency in the use of relevant computer software and computer applications.

7.) MINIMUM REQUIRED EDUCATION AND EXPERIENCE:

- Bachelors degree in Library and Information Studies;
- Five (5) years working experience in a related field;
- Training in Customer Service

8.) SPECIAL CONDITIONS ASSOCIATED WITH THE JOB:

- Exposed to dust;
- May be required to visit Regional Health Authorities and Agencies;
- Required to work beyond normal working hours whenever the need arises.

9.) AUTHORITY:

- Decides on the most appropriate and relevant format and content of information disseminated to members of the public;
- Recommends document for disposal

10.) WORKING CONDITIONS:

- Normal office conditions.