



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

JOB DESCRIPTION AND SPECIFICATION

JOB TITLE:	Senior Investigating Officer
JOB GRADE:	GMG/SEG 1
DEPARTMENT:	Investigation and Enforcement
REPORTS TO:	Director, Investigation & Enforcement
MANAGES:	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 conduct investigations on circumstances pertaining to compromise of professional standards in the delivery of Health Care services.

KEY OUTPUTS

1. Complaints reported
2. Support and information provided
3. Improvement programmes implemented and monitored

KEY RESPONSIBILITY AREAS

1. Conducts investigations of the breakdown in standards of delivery health care
2. Receives directly, through Regional Director or Parish Manager documented complaints from patients or clients of public and private institutions;
3. Receives and verifies notifications of breaches of delinquency received orally or through the media
4. Establishes contact with persons affected by substandard service delivering and obtaining full documentation as required for a thorough investigation;
5. Establishes and maintains contact with Regional Director, Parish manager and CEO/Director of the institution under review in order to further the conduct of investigation;
6. Establishes and maintains contact with designated representative of professional associations and councils whose members may be involved or implicated by the complaint;
7. Conducts in a professional manner enquiring into the situation which led to the lodging of a complaint;
8. Collaborates with the Director, Health Services Development and Coordination and Health Promotion and Protection where breach of public policy or departure from standards may be of concern;
9. Requires from these Divisions professional reports evaluation on specialized areas of health care delivering to form part of the assessment and in due course background to any legislative process that may be forth coming;

10. Maintains communication with Legal Services Branch to ensure that support is received for the investigations process and provided to any process of litigation which is being undertaken
11. Documents formally changes and receiving fines for minor breaches of standards or regulation
12. Submits fines collected to the proper accounting authority and ensuring that complete reports are submitted
13. Ensures that files regarding cases of delinquency are maintained with accurate and complete information
14. Formulates weekly and monthly reports for Director, Investigations & Enforcement.
15. Conducts analysis of frequency of breaches of standards and regulations to inform strategic changes in systems or standards.

PERFORMANCE STANDARDS

1. Development & implementation of complaints mechanism for the public sector.
2. The Complaints mechanism which is established and implemented has a positive impact on the quality and cost of service offered in health institutions in the public sector
3. The Complaints mechanism informs quality improvement activities.
4. The Ministry's aims and objectives are achieved through the resolution of complaints and breaches
5. Stipulated deadlines are consistently met.

REQUIRED COMPETENCIES

Functional /Technical Competencies	Levels
Knowledge of Customer Service and health Services Audit	2
Knowledge of research methods and techniques	2
Knowledge of computer packages e.g. Spreadsheets	2
Knowledge of National health Policy	2

Core Competences	Levels
Initiative	
Excellent oral communication skills	
Excellent written communication skills	
Good interpersonal skills	
Analytical & problem solving skills	
A high level of integrity and professionalism is displayed	
Excellent time management skills	

MINIMUM REQUIRED EDUCATION AND EXPERIENCE

- A certified health care professional
- Additional qualification in Health care or Hospital Management
- A minimum of eight (8) years working experience as a healthcare professional

SPECIAL CONDITIONS ASSOCIATED WITH THE JOB

- Expected to travel Island wide
- May be required to travel overseas
- May be required to work beyond the normal working hours

AUTHORITY

- To receive reports and information from the Regional Health Authorities, healthcare facilities and the Ministry of health in the conduct of investigations
- To recommend changes to the Client complaint mechanism