



CIVIL SERVICE OF JAMAICA
JOB DESCRIPTION AND SPECIFICATION

Ministry/Entity: Ministry of Health

JOB TITLE:	Director, Human Resource Management and Development
JOB GRADE	GMG/SEG 4
POST NUMBER:	53524
DIVISION/BRANCH:	Corporate Services Division
REPORTS TO:	Director, Corporate Services
MANAGES:	Director, Performance Management Appraisal System Director, Organisational Development Director, Employee Relations Director, Human Resource Management Director, Human Resource Planning and Development

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 supervision of the Director, Corporate Services, the incumbent is responsible for the overall management and development of human resources in the Ministry of Health (MOH) head office, ensuring that capable staff is attracted, recruited, developed and retained to provide competences required to support a high performing organization.

In addition, the incumbent monitors the operation of Human Resource Management in the Regional Health Authorities.

2. KEY OUTPUTS (Results, Deliverables)

- Operational Plan developed and implemented;
- Annual Budget and Branch Work plan developed and implemented;
- Reports, briefs, position papers produced;
- Code of Conduct developed and implemented;
- Annual HR plan developed and implemented;
- Workforce plan implemented;
- Succession plan developed and implemented;
- HR information system in place;
- Staff Recruitment, Appointments, promotions, transfers and resignations managed;
- HR operations in Regional Health Authorities monitored;
- Technical advice/guidance;
- Reports prepared and submitted;

3. KEY RESPONSIBILITIES (Activities, Tasks)

A.) Management/ Administrative Responsibilities

- Direct the work and staff of the Human Resource Management and Development Branch to ensure that it provides effective support to the Ministry of Health;
- Interprets and guides the implementation of HR policies and programmes in keeping with established Government guidelines; determines objectives and priorities within

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programmes and provides coordination and integration of HR policy and programme initiatives;

- Leads the development of the HR Plan and strategy, ensuring its alignment to the strategic objectives of the Ministry; ensures that HR policies and procedures are documented and effectively communicated to staff;
- Develops the Operational Plan and budget and ensures its alignment to the strategic objectives of the Ministry; ensures that all relevant stakeholders including senior and line managers are actively and sufficiently engaged in the development of the HR plan; reviews the plan periodically to determine its continued relevance and the success of its implementation with consultation from relevant stakeholders;
- Manages the budget for the HRM&D Branch in an efficient, effective and economical manner in accordance with relevant legislation and guidelines;
- Conducts periodic cost and productivity analysis and initiates and/or makes recommendations for changes where necessary to achieve established goals;
- Leads in the development of a performance based culture within the department, promotes and facilitates the devolution of pertinent HR functions to line managers;
- Conducts periodic comprehensive and focused audits of the HR role to include the assessment of the effectiveness of existing practices and examines the interrelations of activities within the Ministry;
- Leads the design and oversees the implementation of appropriate matrices to effectively measure and evaluate the branch's performance including its delivery of services;
- Evaluates HR effectiveness to give critical information for strategic HR management, develops and implements action plan to correct weaknesses;
- Establishes and maintains effective relationships with management to gain confidence and cooperation in the delivery of human resource services;
- Provides appropriate technical advice to the Director Corporate Services, Regional Health Authorities and other members of the Senior Management team, on Human Resource Planning, Management and Development issues to foster harmonious relations among stakeholders in the health sector;
- Monitors the operation of Human Resource Management in the Regional Health Authorities to ensure adherence to governments policies, regulation and procedures;
- Networks with Human Resource Management, Organisational Development and Performance Management, practitioners in the public and private sectors to keep abreast of ongoing and new development in the field and to encourage self-development;

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- Represents the Ministry at local meetings, conferences and other functions as required.

B.) Technical/Professional Responsibilities

- Develops a strategic workforce plan which at a minimum profiles existing employees, predicts turnover rate and projects the Ministry's (head office) current and future staffing needs; ensures the appropriate linkages exist between the workforce plan and the annual training plan; reviews the plan periodically to determine its continued relevance in consultation with all relevant stakeholders including senior and line managers;
- Oversees the design, development and implementation of an integrated programme(s) that seeks to address issues and trends identified in the workforce plan such as an aging workforce and the establishment of mentorship/coaching programmes to ensure the retention of institutional knowledge;
- Ensures the Human Resource Management Information System (HRMIS) is implemented and efficiently managed; oversees the production and analysis of reports from the HRMIS such as demographic profiles to determine levels of attrition through separation, retirement and resignations in particular; oversee the generation of information to respond to request from the Ministry of Finance and the Public Service and other stake holders from time to time;
- Develops and implements a succession policy and plan for the Ministry to ensure continuity of and to build key and critical competencies including executive leadership in collaboration with line managers and other members of the HRMD Branch;
- Establishes and maintains sub-committees to support the delivery of HR services in accordance with the Delegation of Functions from the Public Services Commissions;
- Periodically reviews and analyses the Ministry's structure, planning and development needs and makes recommendations to management for adjustment where necessary; ensures that organisational development programmes developed and conducted are aligned to the strategic objectives of the Ministry;
- Ensures that the policy framework and their attendant strategies are supported by the organisational structure; makes recommendations to changes to the organisational structure as dictated by the operational direction of the Ministry;
- Liaises with the Ministry of Finance and the Public Service, Offices of the Services Commission, regarding the implementation of revisions to the organizational structure and staffing arrangements;
- Oversees the administration of the performance management programme to ensure effectiveness, compliance and equity within the Ministry;

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- Develops and oversees the implementation of an effective recruitment and selection programme aimed at selecting and retaining competent and productive employees in keeping with established government guidelines;
- Oversees the development and maintenance of a competency framework for the Ministry that captures the core and technical competencies of each occupational group required for the achievement of the strategic objectives of the Ministry;
- Oversees the development and maintenance of a skill/competency database including key positions and talents;
- Manages the administration of the recruitment, selection, promotion, retirement, training, discipline and leave policies;
- Ensures the recruitment process is appropriately administered to recruit and hire high performing employees that fit within the Ministry's culture;
- Develops and maintains a Code of Conduct for the Ministry in line with the Staff Orders and Public Sector Regulations that captures the desired culture of the Ministry; ensures compliance to the Code of Conduct;
- Ensures that staff is properly oriented and socialized into the culture of the organization;
- Oversees the development and implementation of a corporate training/development plan to meet the needs of the Ministry in achieving its goals and objectives;
- Oversees the administration of the compensation, benefits and rewards programme ensuring consistency in administration to maintain equity across the department;
- Oversees the development and administration of employee relations strategies and practices necessary to establish a positive employer-employee relationship, fosters a culture of cooperation, fairness and mutual respect and promote a high level of employee morale;
- Oversees the administration of the employees' grievance procedures and assists with employee counselling as necessary;
- Oversees the administration of a staff welfare programme ensuring effectiveness and equity;
- Establishes a communication system that provides timely, consistent and accurate information and facilitates employees' feedback.
- Manages the administration of the separation policy in keeping with government regulations;

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- Prepares periodic reports to the executive management team as required.

C.) HR Responsibilities

- Leads, prioritises and monitors the day-to-day operation of the HRM&D Branch to ensure the effective management of all inputs, and that goals and objectives are being met;
- Oversees and participates in the review and evaluation of the work of staff in the branch on a regular basis;
- Agrees annual development plans for all staff members and ensures their effective implementation;
- 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 reports through the effective use of the performance management system and makes recommendations for training and career development where necessary;
- Provides leadership and guidance to direct reports through effective planning, delegation, communication, training, mentoring and coaching;
- Ensures that training and other needs of employees are adequately identified and addressed;
- 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;
- Foster an atmosphere of trust, high ethical and confidentiality standards;
- Ensures staff are aware of and adheres to the policies, procedures and regulations of the division and the Ministry;
- Participates as required in disciplinary proceedings involving staff;
- Participates in the recruitment of staff for the Ministry and reviews recommendations for transfer, promotion, termination and leave benefits in accordance with established human resource policies and procedures as appropriate;

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- Recommends vacation leave and approves sick and department leave for staff, and participate in the administration of staff benefits, in keeping with the established human resource policies;
- Provides staff with sufficient and appropriate physical resources to enable them to undertake their duties efficiently and effectively;
- Conducts monthly and other ad hoc staff meetings.

D.) Other Responsibilities

- Performs any other duties relevant to the work of the Branch or that may be from time to time be assigned.

4. PERFORMANCE STANDARDS (How Success Will Be Measured)

- Operational Plan developed and implemented within established guidelines and timeframes;
- Annual Budget developed to support corporate/operational plans are produced within the guidelines of the Ministry of Finance and Planning;
- Reports, briefs, position papers produced are comprehensive and accurate;
- Code of Conduct developed and implemented in accordance with established guidelines;
- Annual HR plan developed and implemented in accordance with best practices, Government of Jamaica (GoJ) regulations and organisation strategic objectives.
- Workforce plan developed in a timely manner;
- Succession plan developed and implemented in keeping with the Ministry's objectives;
- HR Information System in place and operating effectively;
- Staff Recruitment, Appointments, promotions, transfers and resignations managed in keeping with established procedures;
- HR operations in Regional Health Authorities monitored in accordance with established standards and within agreed specified timeframe;

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- Technical advice/guidance and technical support provided are sound, timely and in line with the government's priorities and direction;
- Reports prepared and submitted within established timeframe;

5. INTERNAL AND EXTERNAL CONTACTS:

i) Internal Contacts

Contact (Title)	Purpose of Communication
Permanent Secretary	Obtain/give advice, receive directives, and guidance, provide feedback.
Chief Medical Officer	Obtain/give advice, discuss issues pertaining to staffing and HR matters
Director Corporate Services	Obtain/give advice, receive directives, and guidance, and provide feedback.
Other Divisional Heads	Collaborate, obtain and share information on staffing matters
Other members of staff in the Divisions	Discuss issues in relation to relevant activities
Regional Health Authorities	Collaborate, obtain and share information, discuss issues on HR matters

ii) External Contacts

Contact	Purpose of Communication
Ministry of Finance and the Public Service	Receive and provide information on staffing and HR matters
Office of the Cabinet	Obtain documents of decisions and approval of policies and projects
Offices of the Services Commissions	Receive and provide information on HR matters

6. REQUIRED COMPETENCIES:

Core

- Ability to communicate effectively in writing and orally;
- Good human relations and interpersonal skills;
- Strong decision-making, problem-solving and critical thinking skills;
- Excellent leadership, networking and relationship-building skills;
- Excellent skills in teamwork and cooperation;
- Excellent analytical, and problem solving skills;
- Excellent planning and time management skills;
- Ability to negotiate and persuade;
- Strong strategic visioning skills

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- Strong goal/result orientation
- Keen listener;
- Excellent integrity/ethics exercised in the performance of duties.

Technical

- Strong knowledge of Human Resource Management policies and procedures;
- Sound knowledge of Government's regulations and procedures;
- Knowledge of the operations of government;
- Expertise in programme planning, implementation and evaluation;
- Knowledge of the labour market trends nationally and internationally.

7. MINIMUM REQUIRED QUALIFICATIONS AND EXPERIENCE:

- Bachelor's degree in Social Science with Post Graduate qualifications in Human Resource Management;
- Seven (7) years experience in Human Resource Management;
- A minimum of four (4) years related experience at a managerial level;
- Courses in specialized areas such as Succession Planning would be an assets;.
- Any equivalent combination of education and experience;

8. SPECIAL CONDITIONS ASSOCIATED WITH JOB:

- Required to work beyond normal working hours whenever the need arises;
- Travel locally whenever the need arises;
- Possession of a valid Drivers' Licence and a reliable motor vehicle.

9. AUTHORITY TO:

- Approve expenditure for training within budgeted limits;
- Review the Human Resource Planning and Development requirements for the health sector;
- Recommend policies for Human Resource Planning and Development;

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- Appraise the performance of staff supervised

10. WORKING CONDITIONS

- Normal office conditions;
- Occasional exposure to unpleasant physical conditions.