



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

JOB DESCRIPTION AND SPECIFICATION

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|--------------------|---|
| JOB TITLE: | Director, Investigation and Enforcement |
| JOB GRADE: | GMG/SEG 3 |
| DEPARTMENT: | Investigation and Enforcement |
| REPORTS TO: | Director Standards and Regulation |
| MANAGES: | 4 Senior Investigating Officer |

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 maintain an effective Client Complaint Mechanism thereby satisfying the Ministry's Clients Charter in support of its goal/objective for quality delivery of service.

KEY OUTPUTS

1. Sound mechanism for the Investigation of complaints developed
2. Complaints investigated in established lead-times
3. Programme for complaint mechanism effectively managed
4. Complaints investigated and resolved

KEY RESPONSIBILITY AREAS

Management/Administrative Responsibilities

1. Participates in administrative and Human Resource Management process by being involved in the recruitment of Senior Investigating Officer.
2. Determines the scope of responsibilities and specific targets for staff and conducting performance evaluation.
3. Assists with the development of appropriate training programmes for Senior Investigating Officers.
4. Participates in on-the-job training of Senior Investigators.
5. Participates in the development of the Budget with necessary input for the Investigation and Enforcement Section.
6. Authorizes expenditure for the Section as delegated

Technical Professional Responsibilities

7. Facilitates the Ministry's role of Policy Development and Monitoring under the general Direction of the Director, Standards & Regulation.
8. Manages the programme of conducting technical investigations with respect to complaints and negligence with respect to delivery of professional services.
9. Plans, implements and manages the system of fines and penalties for persons/institutions found to be in breach of law or regulations.

10. Develops In conjunction with the Legal Officers of the ministry and professional staff the legal framework applicable for the disclosure of confidential data and the mechanism for it's operation.
11. Directs staff of the Section and monitors the effectiveness of the programme.
12. Participates in the planning function for the Division, the Technical Directorate, and provides input to policy formulation or changes in this area.
13. Develops, in conjunction with specialist staff, mechanisms for the receipt and evaluation of technical reports which may be pertinent to professional standards
14. Collaborates with the Director, Standards and Regulation in developing the annual operational plan for the Division
15. Examines and interprets the Ministry's overall Mission policies and programmes and defining the specific aspects applicable to the Division and Section.
16. Defines specific objectives for the section in terms of achieving compliance within the Regions for both public and private sector entities.
17. Develops and defines an information system for monitoring investigations of complaints or reported breaches in order to report on the effectiveness of the programme and make changes to policy or strategy where necessary.
18. Directs the Programme for the Investigations & Enforcement by:
19. Collaborates closely with the Standards, Research and Development Section to obtain information on Standards established for:
 - Professional staff
 - Equipment;
 - Procedures and communicates these to staff
20. Participates in the development of a system of sanctions and being up-to-date on the legislative basis for the imposition of sanctions.
21. Documents and simplifies a systematic scheme of breaches and applicable sanctions as guidelines for staff, institutions and professional.
22. Ensures that institutions professionals and the public are made aware of regulations, breaches and applicable sanctions with a view to encouraging compliance.

23. Develops in conjunction with Senior Investigating Officers a programme and systematize procedure for conducting and documenting investigations in a professional manner supportive to the conduct of prosecution or defence against litigation.
24. Ensures that staff are fully trained and informed of appropriate methodology and applicable sanctions.
25. Develops in conjunction with other relevant Ministries a system of applying sanctions and collecting fines with minimum time loss and expenditure.
26. Develops and participates in systems of "warnings" and/or appeals by persons found committing minor infractions of the regulations.
27. Ensures proper systems of charging for offences and accounting for funds, in place for the management of fines/fees collected.
28. Develops a regular/daily schedule of activities and obtaining regular reports on investigations conducted and charges made.
29. Participates and guides the conduct of investigations in highly sensitive or complex cases which may result in serious legislation or negative publicity for the Ministry of Health.
30. Resolves problems of an unusual nature where no precedent is set or applicable.
31. Maintains a comprehensive database on cases arising from complaints, investigations, fines for offences and outcomes of each incident.
32. Analyzes monthly, quantitative and qualitative outcome of the programme of the Division.
33. Remains aware of a reviewing technical report in order to access whether standards on regulations have been breached or in a broaden sense whether existing standards are in need of revision.
34. Keeps abreast of overall quality of service and incidence of complaints as indications of the level of compliance with laws and regulations.
35. Prepares and submits monthly and quarterly report to the Divisional Director.
36. Takes steps to make adjustments in policy, strategy and methodology of the programme where it is not meeting stated objectives.

37. Participates in the development of a programme of voluntary compliance in collaboration with Public Relation/Communications Officers.

PERFORMANCE STANDARDS

1. Key deliverables are produced within established lead-times
2. Team approach adopted with Division's Managers
3. Confidentiality and integrity are exercised
4. Follow-up mechanism for tracking complaints is implemented
5. Appropriate methodology for conducting investigations in a professional manner utilized.
6. Support provided to the conduct of prosecution or defense against litigation.
7. Reports are technically correct, comprehensive and delivered on a timely basis.
8. Sound advice and accurate information is given to the Director, Standards and Regulations and Chief Medical Officer.
9. Complaints processed in minimum time
10. A high level of performance is demonstrated consistently.

REQUIRED COMPETENCIES

| Functional/Technical Competencies | Levels |
|---|---------------|
| Investigating skills | |
| Knowledge of National Health Policy and Associated Laws and Regulations | |
| Excellent Knowledge of the organisation's policies and Procedures | |
| Good conflict resolutions skills | |

| Core Competencies | Levels |
|---|---------------|
| Good leadership | |
| Good interpersonal skills | |
| Excellent oral communication skills | |
| Excellent written communication skills | |
| Good problem solving and decision making skills | |
| Good use of technology | |
| Good external relationship skills | |

MINIMUM REQUIRED EDUCATION AND EXPERIENCE

- B.Sc. Degree in Natural Sciences or Qualification as a Health Professional
- Postgraduate Management Degree with credits in Law or Legal Process would be an asset

SPECIAL CONDITIONS ASSOCIATED WITH THE JOB

Numerous critical deadlines

AUTHORITY

To conduct investigations in the Regional Institutions and report findings to the Chief Medical Officer.