



**CIVIL SERVICE OF JAMAICA
JOB DESCRIPTION AND SPECIFICATION**

Ministry/Entity: Ministry of Health

| | |
|-------------------------|--|
| JOB TITLE: | Welfare Officer (New) |
| JOB GRADE | GMG/AM (to be determined) |
| POST NUMBER: | |
| DIVISION/BRANCH: | Corporate Services Division/Human Resource Management & Development Branch |
| SECTION/UNIT: | Employee Relations Unit |
| REPORTS TO: | Director, Employee Relations |
| MANAGES: | N/A |

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

- Follows up with members of staff who may be ill, visiting them where possible and expressing the Ministry's concern; manages transporting staff members to hospital/health centres where necessary;
- Liaises with mental health team regarding treatment for mentally ill staff and administers medication when necessary; sensitizes staff and family on prevention, control and treatment of illness as appropriate;
- Liaises with family members regarding issues pertaining to staff with hope for holistic approach;

C.) Other Responsibilities

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

4. PERFORMANCE STANDARDS (How Success Will Be Measured)

- Employee Welfare Programme developed and promoted in accordance with established guidelines and within a specific time;
- Counselling sessions organized and conducted as the needs arises and in a timely manner;
- Ministry's social activities organized and implemented effectively and efficiently;
- Staff assistance provided as needed and handled professionally on a timely basis;
- Reports prepared are accurate and comprehensive;
- Confidentiality, integrity and professionalism are displayed in the execution of duties and personal conduct.

5. INTERNAL AND EXTERNAL CONTACTS:

i) Internal Contacts

| Contact (Title) | Purpose of Communication |
|---------------------------------------|---|
| Director, Corporate Services | Obtain/give advice, receive directives, and guidance, and provide feedback. |
| Director, Human Resource Management & | Collaborate, share information, provide |

Welfare Officer
 Management and Development Branch,
 Prepared by: HR Consultant,

Corporate Services Division/Human Resource
 Ministry of Health.

July 20, 2016

- Knowledge of the relevant Laws, Acts and Regulations and guidelines that governs Staff Welfare;
- Proficiency in the use of relevant computer software and computer applications.

7. MINIMUM REQUIRED QUALIFICATIONS AND EXPERIENCE:

- A Diploma in Human Resource Management, /Social Sciences/Social Work or a related field;

Minimum of four (4) years working experience in a similar environment;

OR

- An Associated Degree in Human Resource Management;
Minimum of three (3) years working experience in a similar environment
- Any equivalent combination of education and experience.

8. SPECIAL CONDITIONS ASSOCIATED WITH JOB:

- Required to work beyond normal working hours whenever the need arises;
- Exposure to highly confidential and sensitive information;
- May have to contend with hostile situations, distressed or disturbed persons.

9. AUTHORITY TO:

- Access confidential employee records;
- Refer staff to relevant rehabilitative agency/facility

10. WORKING CONDITIONS

- Normal office conditions;