

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

1. JOB PURPOSE (Reason for Existence)

Under the general direction of the Director, Employee Relations, the Welfare Officer ensures the general welfare of the staff by managing the Ministry's Wellness programme.

The incumbent also organizes social and cultural activities, and encourages participation of staff.

2. KEY OUTPUTS (Results, Deliverables)

- Employee Welfare Programme developed and promoted;
- Counselling sessions organized and conducted;
- Ministry's social activities organized and implemented;
- Staff assistance provided;
- Reports prepared

3. KEY RESPONSIBILITIES (Activities, Tasks)

A.) Management/ Administrative Responsibilities

- Prepares individual Work Plan;
- Participates in the drafting/development of an Employee Welfare Plan for the Ministry;
- Prepares and submits report

B,) Technical/Professional Responsibilities

• Contributes to the productivity and morale of the staff throughout the Ministry by implementing the Ministry's Welfare Programme; conducts employee opinion survey; analyses results and develops action plans that addresses responses;

- Collaborates with the Director, Health Promotion and Communication Division, develops and disseminates pamphlets promoting the Employee Welfare Programme, sensitize staff to the provisions of and benefits available under the programme; aiding them in obtaining required assistance wherever available;
- Participates in the formulation and implementation of policies/strategies geared towards remedying situations which adversely affect the effectiveness of staff; takes responsibility for recommending improvements to staff welfare practices;
- Organises and participates in the delivery of counseling for staff in conjunction with the Public Sector Employee Assistance Programme (PSEAP) to aid in the development of staff;
- Administers the Ministry's Employee Assistance Programme; assesses and provides assistance in cases of personal or social problems; follows-up on evidence of psycho-social needs of staff and their families; visits employee's home as needed to observe their housing and general living conditions and recommends improvements if necessary;
- Counsels staff generally, and also in the event of traumatic/stressful situations and refers them to the relevant agencies where necessary;
- Identifies and recommends changes necessary to maintain a positive environment within the Ministry; inspects work areas regularly to ensure that they are maintained in clean and hygienic condition; ensures lighting is sufficient, facilities adequate and in good order;
- Guides staff in making funeral arrangements, disseminating funeral announcements and arranging for transportation of staff to funerals where possible; facilitates counseling and stress management workshops/sessions from time to time;
- Fosters a spirit of camaraderie among employees and a high level of staff morale; organizes and seeks support for the Ministry's social activities such as the annual fun and sports days, Christmas Party and other recreational/ celebratory occasions;
- Counsels prospective retires in preparing them for retirement from the Public Service:
- Organises and execute retirement seminars;
- Administers blood pressure and glucose checks to staff members and advises on the outcome; renders or coordinates the rendering of first aid and arranges for staff to obtain medical attention where necessary;

- 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 Corporate Services Division/Human Resource Management and Development Branch, Ministry of Health.

Prepared by: HR Consultant, July 20, 2016

Contact (Title)	Purpose of Communication
Development	feedback
Director, Employee Relations	Obtain advise, receives directives, provide
	reports, recommendations and feedback
Staff in the Ministry	Provide services, collaborate, obtain and share
	information, feedback

ii) External Contacts

Contact	Purpose of Communication
Ministry of Finance and the Public	Consultation and guidance
Service	
(Public Sector Employee Assistance	
Programme)	
Social/Workers/Clinical Psychologists	Consultation, guidance and referral
/Counselling Psychologist/Stress	-
Therapists	

6. REQUIRED COMPETENCIES: **Core**

- Strong people management skills;
 - Good negotiation and dispute resolution skills;
 - Strong analytical and problem solving skills;
 - Excellent planning and time management skills;
 - Good communication skills;
 - Ability to motivate, persuade and influence others;
 - Good leadership and creativity skills;
 - Ability to exercise tact and diplomacy in dealing sensitive and confidential employee situations;
 - Strong goal/result orientation;
 - Keen listener;
 - Excellent integrity/ethics exercised in the performance of duties.

Technical

• Sound knowledge of Government/Ministry's policies and procedures;

- 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;