



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

JOB DESCRIPTION AND SPECIFICATION

JOB TITLE: Senior Secretary
JOB GRADE: OPS/SS3
DEPARTMENT: Health Service Planning and Integration
REPORTS TO: Director Health Service Planning and Integration
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 provide secretarial and stenographic services for the effective operation of the office of the Director, Health Services Planning and Integration. In addition, provide assistance to other members of staff when required.

KEY OUTPUTS

1. Effective information storage and retrieval system maintained.
2. Letters and documents typed, collated and amended accurately.
3. Meetings scheduled and organized.
4. Liaison
5. Incoming and outgoing mails are processed efficiently.
6. Incoming and outgoing files to and from the Registry/other Units are recorded.

KEY RESPONSIBILITY AREAS

Secretarial Responsibilities

1. Performs stenographic and typing services for the Director.
2. Types Reports, Budgets, Programmes and Manuals.
3. Interviews visitors and callers, determines the nature of their enquiry and refers them to the appropriate officer.
4. Deals with routine (standard) information to members of staff and the public upon request.
5. Establishes and maintains an effective information, storage and retrieval system for the Director's office.
6. Ensures the safety and security of confidential documents and reports.
7. Receives and sorts incoming mails.
8. Dispatches outgoing mails.

9. Type routine letters/memoranda.
10. Ensures the prompt and accurate recording of files.
11. Records the movement of correspondence and files.
12. Follows-up on correspondences and assignments issued by the Director to functional officers.
13. Attends in-house meetings, records proceedings and prepares minutes as required.
14. Liaises with the Ministry of Health Divisions, Regional Health Authorities and other government departments as required.
15. Makes arrangements for meetings, seminars and workshops.
16. Attend seminars, meetings and workshop.
17. Makes photocopies of correspondence, reports and other documents.

Other Responsibilities

1. Performs other related functions assigned from time to time by the Director, Health Services Planning and Integration.

PERFORMANCE STANDARDS

1. Assigned tasks and regular duties are effectively carried out in a timely manner.
2. Work executed is of a high standard and organizational principles are adhered to.
3. An effective information storage and retrieval system is maintained.
4. Confidentiality is maintained in the execution of duties.
5. A team approach is adopted with other Unit Directors and secretaries.
6. Deadlines are met consistently.
7. Reports are typed accurately and delivered on time.

8. Performance level is consistently high.
9. High degree of dedication and reliability is demonstrated in performing duties.
10. Establishes and maintains meaningful relationships with the following:-

Internally:

Unit Directors
 Secretaries
 Personnel Department/Leave Section
 Secretary/Administrative Assistant (CMO's office)
 Secretary/Administrative Assistant (PS's Office)

Externally:

Medical Officers (Health)
 Senior Medical Officers (Hospitals)
 Secretaries (SMO's Offices)
 Private Sector/NGOs
 Ministries/Governmental Agencies

REQUIRED COMPETENCIES

Functional/Technical Competencies	Level s
Sound knowledge of secretarial procedures and practices.	
Knowledge of modern office equipment, practices and procedures.	
Knowledge of administrative concepts, principles and practices.	
Ability to prepare correspondences and to perform office management details with minimum supervision from the Director	
Excellent knowledge of word processing applications	

Core Competencies	Level s
Oral Communication	2
Written communication	2
Teamwork and Cooperation	2
Interpersonal skills	2

Initiative	2
Planning and organizing skills	2
Managing external relationships	2
Time Management	2

MINIMUM REQUIRED EDUCATION AND EXPERIENCE

- A qualified secretary.
- Entry requirements to the Civil Service.
- Proficient in typewriting and shorthand.
- Computer literate.
- Successful completion of the Certificate in Administrative Management Level 2 (CAM 2) course for secretaries conducted by the Management Institute for National Development.
- Three (3) years working experience in a similar capacity.

SPECIAL CONDITIONS ASSOCIATED WITH THE JOB

- Exposed to highly confidential and critical information.
- Expected to display dedication and a high level of professionalism.
- May be required to work beyond the normal working hours.
- Required to meet numerous critical deadlines.

AUTHORITY

- To access confidential files.
- To release routine information to members of the public as required.