



CIVIL SERVICE OF JAMAICA JOB DESCRIPTION & SPECIFICATION

Ministry/Entity: MINISTRY OF JUSTICE/Victim Services Division	
Job Title	Victim Services Clerk
Job Grade	PIDG/RIM 2
Post Number	
Unit	Parish Office
Division	Regional Office
Reports To:	Victim Services Manager
Direct Reports	
Indirect Reports	

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

A. JOB PURPOSE STATEMENT (reason for job existing)

The incumbent is required to provide efficient and effective clerical support functions to the Parish Offices. The incumbent will also assist in the delivery of victim support services when necessary by receiving and processing clients and providing preliminary screenings.

B. KEY OUTPUTS

- Client service delivered;
- Relationships with stakeholders developed and enhanced;
- Files created, maintained and updated;
- Documents produced;
- Diary maintained and meetings arranged;
- Relevant and timely information provided.

C. KEY RESPONSIBILITY AREAS

- a. To provide efficient and effective clerical support to the Parish Office.**
- Types all necessary correspondence for dispatch;
 - Takes notes and reproduces confidential and other correspondence;
 - Records all mail received and dispatched;
 - Establishes and maintains an appropriate filing system;
 - Follows up on directives given and requests made by staff;
 - Assists in the management of the office's physical resources, such as printers, computers, phones etc and arranging for the prompt repair or replacement of faulty equipment;
 - Advise Manager when supplies are needed;
 - Maintains the diary and logs of Parish Office;
 - Answers the telephone and advises callers of the relevant officer's availability and takes messages in his/her absence or unavailability;
 - Replies to routine queries arriving and directing other queries to the appropriate official;
- b. To maintain an efficient and effective record keeping system for the Parish Office;**
- Maintains parish office files according to Division/Ministry standards/guidelines;
 - Creates files as requested;
 - Secures and maintains confidential files;
 - Creates an automated file database;
 - Processes incoming mail for action as necessary;
 - Assigns document reference codes to all documents to facilitate placement of the document on the appropriate file;
 - Maintains security of records and files;

- Reviews and prepares files for transfer to National Office;
 - Sorts and classifies case documents for filing;
- c. To assist in the provision of high quality victim support services.**
- Assists in client intake process in the absence of technical staff by receiving clients, registering them and assigning them to a technical staff;
 - Assists in the coordination of workshops for the Parish Office;
 - Receives, interviews and records referral of crime victims from the Police, Courts and other Institutions in the absence of technical staff;
 - Reminds technical staff of appointments and follow ups;
 - Assists in the coordination of activities re workshops, promotional meetings etc.

D. PERFORMANCE STANDARDS

- Effective client service delivered;
- Quality of relationships with stakeholders;
- Correspondence files created, maintained and updated in an accurate and timely manner;
- Accuracy and timeliness of documents produced;
- Accuracy and dependability of filing system;
- Level of organization of diary system and meetings arranged;
- Level of satisfaction of stakeholders with the handling of requests;
- Reports generated.

E. REQUIRED COMPETENCIES

(I. and II. See PMAS Competency framework for behavioural attributes)

I. Core Competencies	Level	II. Technical/Functional Competencies	level
Oral Communication		Use of Technology	
Written Communication		Planning and Organising skills	
Integrity			
Team Work & Cooperation			
Initiative			
Compliance			
Interpersonal			
Adaptability			
Customer and Quality Focus			

I. Other Competencies	level
Good time management skills	
Highly motivated	

F. MINIMUM REQUIRED EDUCATION AND EXPERIENCE

a) Specific knowledge (however acquired) required to start:

- One year (1) year experience in record keeping
- Secretarial functions
- Computer literate (Microsoft Office Suite)

b) Qualifications and Experience

- 5 CXC/GCE O' Level subjects including English and a numeracy subject
- Training in Records and Information Management (includes 'on the job training' within a Government Department)
- Competent in Microsoft Office Suite i.e. Word, Excel, PowerPoint etc.

(C) Continuous Professional Development

* Attend relevant training on emerging trends and practices within the field.

G. SPECIAL CONDITIONS ASSOCIATED WITH THE JOB

- Pressured working conditions

H. AUTHORITY

N/A

I. CONTACTS

Internal

Contact	Purpose
Victim Services Manager	Direct Reporting
Corporate Services	Issues relating to human resources

	and Finance & Administration
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External

Contact	Purpose
The Courts	Client Servicing /Victim Support Issues
JCF	Advocacy
MOJ	Resource and Networking
MOH	Resource and Networking
MNS	Resource and Networking
NGOs	Victim support issues
Other Government Ministries & Department	Policy/operational issues that impact victim support