



## CIVIL SERVICE OF JAMAICA JOB DESCRIPTION & SPECIFICATION

<b>Ministry/Entity: MINISTRY OF JUSTICE/Victim Services Division</b>	
<b>Job Title</b>	Victim Services Manager
<b>Job Grade</b>	SWG/PS 3
<b>Post Number</b>	
<b>Unit</b>	Parish Office
<b>Division</b>	Victim Services
<b>Reports To:</b>	Regional Director, Victim Services (GMG/SEG 2)
<b>Direct Reports</b>	Victim Services Officers (SWG/PS 2); Victim Services Clerk (PIDG/RIM 2); Part-time Cleaners; Volunteers
<b>Indirect Reports</b>	

**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 high level victim support services including emotional, technical support to victims of crime. In addition the incumbent is responsible for ensuring effective management of the parish office and its resources including high quality management of the staff and volunteers and the relationships with stakeholders.

## B. KEY OUTPUTS

- Victim Support policies and programmes implemented;
- Number of cases processed
- Counselling sessions conducted
- Promotional meetings attended
- Inventories and standard procedures implemented according to guidelines;
- Relationships with stakeholders developed and enhanced;
- Effective client service delivered;
- Victim Support parish activities planned organized and directed;
- Victim Support programmes tracked and monitored;
- Reports collated, prepared;
- Parish Office operated efficiently;
- Operational plan and budget prepared;
- Work-plans and performance reports developed;
- Staff trained and motivated and Parish managed.

## C. KEY RESPONSIBILITY AREAS

- a) **To execute/deliver victim support services at the parish level and establish systems to effectively track and monitor their implementation.**
- Liaises with the Regional Director to participate in the development of appropriate plans for victim support in the parish;
  - Implements various forms of inventories and procedures developed in the delivery of client services;
  - Leads the implementation of victim support strategies and planning capabilities within assigned parish;
  - Manages the implementation of policies and procedures to ensure the delivery of high quality client service;
  - Ensures proper case management of victim files;
  - Receives, interviews and records referral of crime victims from the Police, Courts and other Institutions;
  - Arranges contacts with victims such as home visits;
  - Provides support for clients by arranging specialised groups and individual counselling sessions;
  - Prepares and accompanies victims or relatives to court; enabling them to function psychologically;
  - Prepares reports on clients for presentation at court; psycho-social and emotional rehabilitation;
  - Monitors clients/victims at home, school and work in order to facilitate psycho-social and emotional rehabilitation;
  - Solicits and ensures the provision of emergency shelters for victims as well as pharmaceutical and medicinal assistance;
  - Administers programmes geared towards assisting children of convict;
  - Provides counselling service to members of the security forces as the need arises;
  - Act as mediator in times of conflict at the community level as well as in domestic disputes;

- Maintains integrity of the programme by creating an atmosphere of confidentiality for the clients;
- Receives, monitors, develops and maintains accurate and confidential records including reports of visits to victims and statistical reports;
- Fosters crime prevention initiatives through the provision of Public Education on victim and security issues;
- Collates monthly report and other relevant data from technical staff and prepares annual and interim reports;
- Participates in the coordination of workshops at the parish and regional levels.

**b) To engage stakeholders at the parish levels and promote the work of the Division.**

- Maintains and enhances where appropriate, relationships with volunteers and other relevant stakeholders;
- Ensures appropriate engagement of stakeholders in victim support promotional meetings;
- Monitors the impact of the victim support services on stakeholders;
- Participates in the conduct of promotional meetings to show case the work of the VSD;
- Seeks feedback from internal and external stakeholders with regard to their satisfaction with the level of service provided.
- Makes presentation on victim support issues at events, seminars, conferences, symposiums.

**c) To lead and manage the Parish Office in the achievement of the objectives.**

- Plans, organises and directs the work of the parish, including preparing operational plans and budgets and monitors the achievements of the parish against them;
- Recommends to the Regional Director the travel itinerary for staff.
- Co-ordinates and supervises activities of staff to ensure completion of assignments as well as compliance with established systems and procedures;
- Conducts regular meetings;
- Develops and manages the performance of the staff with particular emphasis on transferring skills, motivating staff, setting performance targets, providing feedback to staff and arranging for training;
- Evaluates staff performance recommends training, leave, promotion and other benefits for staff;
- Manages the operations of the parish office and ensure that the physical assets and property including buildings are secured and properly maintained;
- Attends meetings with the Regional Director;
- Collaborates with the Regional Director to coordinate workshops and group meetings for general staff development;
- Participates in the recruitment and orientation of staff;
- Performs other duties that may be assigned including serving on various committees;

## **D. PERFORMANCE STANDARDS**

- Levels of satisfaction with policies and programmes implemented;
- Levels of satisfaction with victim support interventions developed and implemented;
- Levels of satisfaction with reports prepared;
- Timeliness and accuracy of reports prepared;
- Quality of the relationships with the stakeholders;
- Level/quality of Parish staff management including: transferring skills, motivating staff, setting performance targets, monitoring performance and providing feed-back to staff and arranging for training;
- Corporate/operational plans and budget prepared within specified timeframe;
- Work plans and performance reports developed within specified timeframe;

**E. REQUIRED COMPETENCIES**

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

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

<b>I. Other Competencies</b>	<b>level</b>
Ability to exercise sound judgment	
Ability to cope with trauma	
Operate efficiently under stress	
Good time management skills	
High security awareness	
Highly motivated	
Supervisory skills	

**F. MINIMUM REQUIRED EDUCATION AND EXPERIENCE**

- **Specific knowledge (however acquired) required to start:**  
Counselling skills and theories

- **Qualifications and Experience**

- First Degree in the Social Science with emphasis on Social Work/Counselling
- Certificate in Supervisory Management;
- Five (5) years' work experience with at least three at the supervisory level;
- 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.
- Network within the profession and relevant associations to keep abreast with the industry.

**G. SPECIAL CONDITIONS ASSOCIATED WITH THE JOB**

- Pressured working conditions
- Required to work long hours
- On call 24 hrs

**H. AUTHORITY**

- Make recommendations

**I. CONTACTS**

**Internal**

Contact	Purpose
Regional Director	Direct Reporting
Corporate Services	Issues relating to human resources And Finance & Administration

**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