



## CIVIL SERVICE OF JAMAICA JOB DESCRIPTION & SPECIFICATION

<b>Ministry/Entity: MINISTRY OF JUSTICE/Victim Services Division</b>	
<b>Job Title</b>	Victim Services Officer
<b>Job Grade</b>	SWG/PS 2
<b>Post Number</b>	
<b>Unit</b>	Parish Office
<b>Division</b>	Regional Office
<b>Reports To:</b>	Victim Services Manager
<b>Direct Reports</b>	
<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 maintaining high quality relationships with the Division's partners and stakeholders.

## **B. KEY OUTPUTS**

- Victim Support interventions conducted;
- 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 and prepared;

## **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.**
- Implements various forms of inventories and procedures developed in the delivery of client services;
  - Applies 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 of victims to court; enabling them to function psychologically;
  - Prepares case notes/sessions files;
  - 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 convicts;
  - Provides counselling services 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;
  - Oversees the work of volunteers and ensures compliance with policies and procedures
  - 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;

- Participates in the coordination of workshops at the Parish and Regional levels.
- b) To engage stakeholders at the Parish level 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;
  - Participates in the conduct of promotional meetings to showcase 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, and Symposiums.
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**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.

**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		Negotiating	
Integrity		Analytical skills	
Team Work & Cooperation		Planning and Organising skills	
Initiative			
Compliance			
Interpersonal			
Adaptability			
Customer and Quality Focus			

<b>I. Other Competencies</b>	<b>level</b>
Good knowledge of social work interventions	
Ability to cope with trauma	
Operate efficiently under stress	
Good time management skills	
High security awareness	
Highly motivated	
Investigative skills	
High security awareness	

#### **F. MINIMUM REQUIRED EDUCATION AND EXPERIENCE**

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

Counselling skills and theories

**b) Qualifications and Experience**

- First Degree in the Social Sciences with emphasis on Social Work/Counselling;
- Four (4) years Social Work experience
- 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**

- Assign, approve and prioritise interventions;
- Recommend changes/amendments in respect to client services;
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## I. CONTACTS

### Internal

Contact	Purpose
Victim Services Manager	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