



CIVIL SERVICE OF JAMAICA
JOB DESCRIPTION AND SPECIFICATION
MINISTRY OF JUSTICE

JOB TITLE:	Director, Employee Relations & Welfare
JOB GRADE:	GMG/SEG 2
POST NUMBER:	74066
DIVISION:	Corporate Services Division
BRANCH	Human Resource Management & Development
REPORTS TO:	Senior Director, Human Resource Management & Dev.
MANAGES:	Senior Human Resource Officer – IR Senior Human Resource Officer - ERW Assistant Human Resource Officer – ERW

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

Strategic Objectives of the Division (in which the position is located):

TBD

Job Purpose

Under the leadership and direction of the Senior Director, Human Resource Management and Development, the Director, Employee Relations & Welfare is primarily responsible for managing the development of the strategies that foster a safe, healthy and harmonious workplace. Additionally, the postholder also manages the processing of benefits in accordance with SHRMD guidelines and circulars.

Key Outputs:

- Industrial relations processes managed
- Benefits administration processes managed
- Occupational health and wellbeing plans, protocols and programmes developed, reviewed and implemented
- Occupational health and wellbeing audits and corrective measures managed
- Occupational health and wellbeing processes managed
- Technical advice provided
- Annual/Quarterly/Monthly performance reports prepared
- Individual work plans developed
- Staff coached and appraisals conducted

Key Responsibility Areas:

Technical/Professional Responsibilities

- Manages Industrial Relations issues including interpretation and application of relevant legislation and regulations, advice, and positive relations with third parties, particularly in relation to industrial/employee relations;
- Manages a wide range of benefits administration functions by reviewing activities concerning:
 - Leave and pension calculations
 - Processing of Sagikor Health Schemes, GOJ Bus Services, Motor Vehicle Concession, Staff Loans and related matters;
- Creates business planning including development and implementation of Occupational Health and Welfare/Wellbeing Plans consistent with MoJ direction;
- Develops, reviews, updates and executes Occupational Health and Welfare/Wellbeing operational protocols, goals and business plans that ensure continued legislative and regulatory compliance, Employee Assistance Programme, inter alia;
- Supports the development, review and continuous improvement of the Occupational Health and Welfare systems, and practices to ensure standards would comply with framework and legislative requirements and frameworks;
- Strengthens the effective implementation of the Occupational Health and Welfare management system and champion for running a high safety culture throughout MoJ;
- Manages and conducts systems audits, implement corrective actions, provide support and advice to continuously improve Occupational Health and Welfare performance;
- Establishes the development and implementation of the Occupational Health and Welfare/Wellbeing function to meet organisational requirements;
- Collaboratively assist, coach, influence and support Managers and Supervisors to make informed decisions which improve Occupational Health and Welfare/Wellbeing performance;

- Establishes the development of systems to monitor, track and report workplace injuries, near misses, and safety performance;
- Manages incident investigation procedures and ensure the identification of root causes and suitable corrective actions;
- Manages compliance processes with relevant statutory regulations including the requirements of the Factories Act, Occupational Health and Safety Act 2017, Employee Assistance Programme, National Workplace on HIV/Aids and related frameworks;
- Develops and drives critical risk controls, assessments, plans, policies and procedures to continuously improve safety performance of the MoJ's civilian cadre;
- Actively participate in the WHS & Wellbeing team to drive safety performance across MoJ;
- Researches/Identifies and recommends health, safety and environment training and development activities and promotions;
- Manages data and analytics to measure the effectiveness of Occupational Health and Welfare/Wellbeing tools and policies, and understand the landscape for further improvement;
- Provides timely and systematic advice and reporting to the Senior Director, HRMD and related stakeholders on all aspects of operation of the Occupational Health and Welfare/Wellbeing systems including: Performance indicators; Management of Incidents and Issues arising;
- Cultivates and maintains industry links by means of journals, workshops, seminars and conferences;
- Develops and maintains co-operative, appropriate and effective working relationships and networks with internal and external stakeholders;
- Actively participate in continuous improvement of systems, procedures, organisational culture and cross organisational communication and activities;
- Remains aware of relevant innovation and industry trends and issues and implement relevant changes to the workplace to ensure MoJ achieves best practice and strategic objectives.

Management/Administrative Responsibilities

- Assist with the development of the Branch's Corporate/Operational Plans, Budget and Individual Work Plans;
- Supervises preparation of reports from the ERW section to the Senior Director, HRMD, Senior Executives and other relevant stakeholders;
- Convenes and attends internal committee meetings to address ERW matters and executes directives as necessary;
- Participates in meetings, seminars, workshops and conferences as required;
- Maintains customer service principles, standards and measurements;

Human Resources Responsibilities

- Provides leadership and guidance through effective planning, delegation, communication, training, mentoring, coaching and discipline;
- Evaluates and monitors the performance of staff in the section and implements appropriate strategies;
- Coordinates the development of individual work plans and recommends performance targets for the staff assigned;
- Participates in the recruitment and training of staff of the Branch;
- Recommends training, promotion and approves leave in accordance with established Human Resource Policies and Procedures;
- Identifies skills/competencies gaps and contributes to the development and succession planning

- for the division to ensure adequate staff capacity;
- Monitors the performance of staff and facilitates the timely and accurate completion of the staff annual performance appraisals and other periodic reviews;
- Ensures the well-being of staff supervised;
- Effect disciplinary measures in keeping with established guidelines/practices.

Other Responsibilities

- Performs all other duties and functions as may be required from time to time.

Performance Standards:

- Industrial relations processes managed in keeping with established guidelines and timeframes;
- Benefits administration processes managed in accordance with emerging HR thinking, SHRM policies, the Public Service Regulations and timeframes;
- Employee relations, wellbeing and benefits managed in accordance with agreed standards and timeframes;
- Occupational health and wellbeing plans, protocols and programmes developed, reviewed and implemented in accordance with agreed standards, organisational priorities and timeframes;
- Occupational health and wellbeing audits and corrective measures managed in accordance with OHS Act (2017), Policies, agreed guidelines and timeframes;
- Occupational health and wellbeing processes managed in accordance with agreed standards, organisational priorities and timeframes;
- Technical advice provided are evidence-based and submitted in accordance with agreed timeframes;
- Annual/Quarterly/Progress Reports prepared in accordance with agreed standards, formats and timeframes;
- Individual Work Plan are aligned to the strategic planning mechanisms of the MoJ and are timely;
- Staff managed according to GOJ HR and other established practices and performance appraisals and reviews/coaching done and submitted in accordance to agreed timeframe and standards;
- Confidentiality, integrity and professionalism displayed in the delivery of duties and interaction with staff.

Internal and External Contacts (specify purpose of significant contacts):

Internal Contacts

Contact (Title)	Purpose of Communication
Senior Director, HRM&D	<ul style="list-style-type: none"> • Provide advice and contribute to decision making; • Identify emerging issues/risks and their implications, and propose solutions; • Receive guidance and provide regular updates on key HRM&D/Employee Relations/Welfare issues and priorities.
Senior Executives/Management in Divisions	<ul style="list-style-type: none"> • Develop and maintain effective working relationships • Collaborate, exchange information, provide strategic advice, support and feedback
Direct Reports	<ul style="list-style-type: none"> • Provide coaching, guidance and support.
General Staff	<ul style="list-style-type: none"> • Develop and maintain effective relationships • Provide expert advice and exchange information

External Contacts

Contact (Title)	Purpose of Communication
Departments and Agencies of the MOJ	<ul style="list-style-type: none"> • Develop and maintain effective relationships; • Provides expert advice on HRM&D/Employee Relations/Welfare matters; and exchange information; • Liaise on key HRM&D/Employee Relations/Welfare issues
Ministry of Finance & Public Service -SHRMD	<ul style="list-style-type: none"> • Develop and maintain effective relationships; • Receive expert advice; and provide and exchange information; • Liaise on key HRMD issues.
OSC	<ul style="list-style-type: none"> • Develop and maintain effective relationships; • Receive expert advice; and provide and exchange information; • Liaise on key HRMD issues.
Auditor General	<ul style="list-style-type: none"> • Exchange information on audit queries and related processes
Professional Affiliations	<ul style="list-style-type: none"> • Provides expert advice and exchange information; • Identify innovation and new opportunities for the Association.
Contractors, suppliers and providers of services	<ul style="list-style-type: none"> • Monitors TOR for goods and services and related interventions; • Exchange of information.
General Public	<ul style="list-style-type: none"> • Collaborate on matters, exchange information, provide advice and seek feedback

Required Competencies:

I. Core Competencies	Level	II. Technical/Functional Competencies	Level
Oral Communication	2	Use and Application of Technology	1
Written Communication	2	Problem Solving and Decision Making	1
Integrity	3	Methodical	2
Team Work & Cooperation	3	Presentation and Reporting	1
Initiative	2	Accountability	2
Compliance	2	Analytical Thinking	1
Time Management	2	Attention to Detail	2
Interpersonal	2	Coaching and Mentoring	2
Adaptability	2	Flexibility	1
Customer and Quality Focus	2	Goals result oriented	1
		Leadership	1
		Planning and Organising	1
		Resilience	2
		Stress Tolerance	1
		Technical Skills	2
		Human Resource Management	2

I. Key Competencies
Knowledge of the principles of public sector management;
Sound knowledge of Human Resource Management principles and practices, including GOJ Benefits Administration processes;
Good knowledge of legislations (Occupational Health & Safety), regulations policies and procedures administered by the SHRMD;
Working knowledge of the Public Service Regulations;

Minimum Required Education and Experience

- Bachelor’s Degree in Human Resource Management, Management Studies, Public/Business Administration, or related social sciences;
- Certification in Occupational Safety and Health
- Certification in Industrial Relations
- Four (4) years’ experience in a Human Resource Management environment.

Authority:

- Recommends Human Resource Actions;
- To recommend process/procedural and systems changes of the functional area;
- Recommends staff appointments, promotion, recruitment, disciplinary action, leave and general welfare issues;
- Recommends relevant training and development programmes for direct reports to enhance knowledge and performance.

Specific Conditions associated with the job

- Work will be conducted in an office outfitted with standard office equipment and specialized software.
- The environment is fast paced with on-going interactions with critical stakeholders and meeting tight deadlines which will result in high degrees of pressure, on occasions.
- May be required to travel locally and overseas to attend conferences, seminars and meetings.