



CIVIL SERVICE OF JAMAICA  
JOB DESCRIPTION AND SPECIFICATION  
MINISTRY OF JUSTICE

<b>JOB TITLE:</b> Programmes Manager
<b>JOB GRADE:</b> GMG/SEG 3
<b>POST NUMBER:</b> 64180
<b>BRANCH/UNIT:</b> Victim Services
<b>DIVISION:</b> Social Justice
<b>REPORTS TO:</b> Director Victim Services
<b>MANAGES:</b>

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):

To provide a social component to the delivery of justice through Alternative Justice Services and Alternative Dispute Resolution (ADR) services - Restorative Justice, Child Diversion and Victim Services Programmes, to support the overall priorities of the Ministry.

### Job Purpose

Under the general guidance of the Director, Victim Services, the incumbent is responsible for the coordination of the various programme components operated by the VSD to ensure that clients are provided with the highest standard of support. These include:

1. Children in Court programme
2. Public Education Programme
3. Special Intervention Programmes such as:
  - Overcomers in Action
  - Culture Resocialization
  - Special Intervention Projects for Schools (S.I.P.S.)
  - Community Based Counselling Projects
  - Missing Children Risk Assessment
  - Parenting
4. National Volunteer Programme

### Key Outputs:

- Effective victim services delivered;
- Victim Support programmes developed, coordinated, managed and services assessed;
- Staff and Volunteers trained and motivated;
- Relevant policies and procedures developed and implemented;
- Well researched and sound policy advice on victim support issues provided;
- Budget allocation for programmes monitored.
- Reports prepared;
- Strategic Plan, Operational Plan and Budget prepared.

### Key Responsibility Areas:

- a) **To coordinate victim support services at the National level and establish systems to effectively track and monitor their implementation;**
  - Liaises with the Director VSD to participate in the development of appropriate plans for victim support;
  - Collaborates with the Clinical Psychologist and the Regional Directors to design and develop various forms of inventories and procedures in order to maintain a standard operation Nationally;
  - Manages the implementation of policies and procedures to ensure the delivery of high quality client service;
  - Identifies areas for further development and implementation of victim support services Nationally;
  - Tracks and monitors the implementation of victim support programmes including client services at the Regional and Parish levels;
  - Collaborates with the Regional Director and the Clinical Psychologist to ensure the effective management and involvement of volunteers in the delivery of client service;
  - Liaise with the Research Officer to acquire relevant victim data/information in the form of Statistical Reports re performance at the Regional level;
  - Collates reports and other relevant data from the Regional Offices and prepares interim, Quarterly and Annual Reports;



- Develops and maintains a library of information on the victim support programme at the National level in order to facilitate the dissemination of information and to promote the Programme Nationally;
  - Conduct field/site visits to Regional and Parish Offices to monitor operations;
  - Directs and coordinates the activities of all program, treatment and training of individuals in assigned Regional locations and at Head Office;
  - Assists the Director VSD to complete quality assurance audits of program;
  - Collaborates with the Clinical Psychologist and the Regional Director to undertake ongoing assessments, modification and implementation of the existing range of services available to victims;
  - Coordinates the implementation of appropriate therapeutic interventions for victims;
- b) To develop and implement the various program components of the VSD;**
- Oversees/develops the Quality Assurance plans to monitor the implementation of each program to ensure Active Treatment (Counselling, Court etc).
  - Manages, and implements Program Budgets; provides input to the Director, Victim Services Division for budget development; ensures programs remain within allocated budget, follow policies and procedures for procurement;
  - Ensures financial records are complete, thorough and submitted in a timely manner;
  - Makes recommendations to increase the efficiency and effectiveness of the projects.
- c) To develop appropriate levels of engagement of stakeholders at the National level including the Ministries Departments & Agencies, Law Enforcement Agencies, the Courts, NGOs, local and international Human Rights Institutions;**
- Maintains and enhances where appropriate, relationships with volunteers and other relevant stakeholders;
  - Ensures appropriate engagement of stakeholders in victim support promotional meetings;
  - Facilitates regular contact/dialogue with stakeholders through meetings, seminars and other media;
  - Monitors the impact of the victim support services on stakeholders;
  - Forges alliances and collaborations with the key stakeholders re the implementation of the policy and strategies for victim support;
  - 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.
  - Serves on various committees; Human Rights, Child Protection, Safety, High Risk, Ethics, Incident Report, etc...
- d) To strengthen relationships between Regions and also to guide the operations of the Regional offices through the convening of meetings to assess programme strategies as well as address issues.**
- Oversees/provides staff training and supervision to ensure that staff in all regions provides quality active treatment and personal care according to regulations and policy following established routines through coaching/mentoring/training;
  - Liaise with Regional Directors to ensure contact with victims' families and guardians as well as stakeholders on pertinent matters;
  - Ensures the provision of an environment that is conducive to the welfare of the service recipients (victims) and is in accordance with organizational regulations.
- e) To implement policies, strategies and methodologies of the Government's Victim Services Division;**
- Ensures that the Ministry's policies and procedures are followed in the implementation of new and on- going programmes.
  - Prepares, reports, briefs and other documents as requested by the Director.



### Performance Standards:

This job is satisfactorily performed when:

- Programmes developed and implemented in accordance with established guideline;
- Policies and programmes implemented within agreed timeframe;
- Victim support interventions developed and implemented in accordance with established guidelines;
- Reports prepared within agreed timeframe and established format;
- Strategic Plans, Programmes and Services developed and assessed within specified timeframe;
- Corporate/Operational Plans and Budget prepared within specified timeframe;
- Reports are comprehensive and submitted within established timeframe
- Confidentiality and integrity are exercised

### Confidentiality and integrity are exercised

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

##### **Within the Division**

<b>Contact (Title)</b>	<b>Purpose of Communication</b>
Director, Victim Services	Receive directives
Regional Directors	Receive information and provide guidance
Programme Manager	Receive information and provide guidance
Victim Services Staff	Receive and provide information

##### **Contacts external to the organisation required for the achievement of the position objectives**

<b>Contact (Title)</b>	<b>Purpose of Communication</b>
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 and ministries	Policy/operational issues that impact victim support

### Required Competencies:

<b>I. Core Competencies</b>	<b>Level</b>	<b>II. Technical/Functional Competencies</b>	<b>level</b>
Adaptability	3	Accountability	2
Compliance	2	Analytical thinking	1
Customer and Quality Focus	3	Attention to Detail	2
Initiative	3	Coaching and Mentoring	2
Integrity	3	Flexibility	2
Interpersonal	3	Goal/Results Oriented	1
Oral Communication	3	Human Resource Management	1
Team Work & Cooperation	3	Impact and Influence	1
Time Management	2	Leadership	2
Written Communication	3	Methodical	2
		Planning and Organising	1
		Presentation and Reporting	2
		Problem Solving and Decision-making	1



		Resilience	2
		Stress Tolerance	2
		Technical Skills	2
		Use and Application of Technology	1

<b>I. Other Competencies</b>
Strong ability to synthesize multiple ideas and complex information into a coherent summary, as in reports and briefing notes, and to make cogent recommendation for the modification or creation of legislation, policies and programmes;
Good knowledge of the Ministry's Code of Conduct and HR policies
Knowledge of the Government processes, including policy development, financial planning, performance management systems and basic theories, principles and methods of analysis;
Ability to exercise sound judgment and conviction of purpose in unfavourable or unpopular situations;

### **Minimum Required Education and Experience**

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

- Thorough knowledge of methods of programming and planning

#### **Qualifications and Experience**

- Bachelor Degree in Degree in the Social Science with emphasis on Social Work or Psychology or Counselling
- Five (5) years' related work experience with at least two (2) years supervisory/management experience;

#### **(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

### **Authority:**

- Recommend victim support programme strategies/policies;
- Assign, approve and prioritize interventions;
- Recommends changes/amendments in respect to client services;
- Provide policy/procedural advice to the Director;
- Recommend expenditure within budgetary allocation;
- Recommend and decide on the budgetary requirements for the Division;

### **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
- Meeting tight deadlines which will result in high degrees of pressure, on occasions.
- Must have a valid driver's license and clear driving record