



CIVIL SERVICE OF JAMAICA
JOB DESCRIPTION AND SPECIFICATION
MINISTRY OF JUSTICE

JOB TITLE: Victim Services Clerk
JOB GRADE: PIDG/RIM 2
POST NUMBER: 64204-17
DIVISION: Regional Office
REPORTS TO: Victim Services Manager
MANAGES:

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

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.

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.

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 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.

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.

Internal and External Contacts (specify purpose of significant contacts:

Within the Division

Contact (Title)	Purpose of Communication
Victim Services Manager	<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 Finance and Accounting issues and priorities.
Corporate Services	Contact re Issues relating to human resources and Finance & Administration
General Staff	<ul style="list-style-type: none"> • Develop and maintain effective relationships; • Provide expert advice and exchange information.

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

Contact (Title)	Purpose of Communication
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
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
Adaptability	1	Accountability	1
Compliance	1	Attention to Detail	1
Customer and Quality Focus	1	Goal/Results Oriented	1
Initiative	1	Methodical	1
Integrity	1	Planning and Organising	1
Interpersonal	1	Problem Solving and Decision-making	1
Oral Communication	1	Records Management	1
Team Work & Cooperation	1	Resilience	1
Time Management	1	Stress Tolerance	1
Written Communication	2	Technical Skills	1
		Use and Application of Technology	1

Minimum Required Education 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.
- One-year (1) year experience in record keeping

Continuous Professional Development

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

Authority:

N/A

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.
- Extended hours may be required to meet deadlines