



CIVIL SERVICE OF JAMAICA  
JOB DESCRIPTION AND SPECIFICATION  
MINISTRY OF JUSTICE

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| <b>JOB TITLE:</b> Victim Services Officer                               |
| <b>JOB GRADE:</b> SWG/PS 2  |
| <b>POST NUMBER:</b> 50466-50478, 54034, 54035, 64196-64203, 61286-61290 |
| <b>BRANCH/UNIT:</b> Victims Services Parish Office                      |
| <b>DIVISION:</b> Social Justice   |
| <b>REPORTS TO:</b> Victim Services Manager                              |
| <b>MANAGES:</b> Victim Services Clerk                                   |

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 high level victim 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.

### **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;

### **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 the provision of emergency shelters for victims as well as pharmaceutical and medicinal assistance;
  - Administers programmes geared towards assisting children
  - Provides counselling services to members of the security forces as the need arises;
  - Act as mediator 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 through the provision of Public Education on victim issues;
  - Participates in the coordination of workshops at the Parish level.

**b) To engage stakeholders at the Parish level and promote the work of the Branch.**

- Maintains and enhances where appropriate, relationships with volunteers and other relevant stakeholders;
- Ensures appropriate engagement of stakeholders in victim services promotional meetings;
- Participates in the conduct of promotional meetings to showcase the work of the VSB;
- 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.

**Performance Standards:**

- Levels of satisfaction with policies and programmes implemented;
- Levels of satisfaction with victim services interventions developed and implemented;
- Levels of satisfaction with reports prepared;
- Timeliness and accuracy of reports prepared;
- Quality of the relationships with stake holders.

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

**Internal Contacts**

| Contact (Title)         | Purpose of Communication   |
|-------------------------|--|
| Victim Services Manager | Direct Reporting   |
| Corporate Services      | Issues relating to human resources<br>And Finance & Administration |

**External Contacts**

| 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 &<br>Department | Policy/operational issues that impact victim support |

**Required Competencies:**

| I. Core Competencies       |  | Level | II. Technical/Functional Competencies | level |
|----------------------------|--|-------|---------------------------------------|-------|
| Adaptability               |  | 2     | Accountability                        | 2     |
| Compliance                 |  | 2     | Analytical thinking                   | 1     |
| Customer and Quality Focus |  | 2     | Attention to Detail                   | 2     |
| Initiative                 |  | 2     | Goal/Results Oriented                 | 1     |
| Integrity                  |  | 3     | Methodical                            | 2     |
| Interpersonal              |  | 2     | Negotiation and Consultative skills   | 1     |
| Oral Communication         |  | 2     | Planning and Organising               | 1     |
| Team Work & Cooperation    |  | 3     | Presentation and Reporting            | 1     |
| Time Management            |  | 2     | Problem Solving and Decision-making   | 1     |
| Written Communication      |  | 2     | Resilience                            | 1     |
|                            |  |       | Stress Tolerance                      | 2     |
|                            |  |       | Technical Skills                      | 2     |
|                            |  |       | Use and Application of Technology     | 1     |

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| Good knowledge of social work interventions |
| Ability to cope with trauma                 |
| Operate efficiently under stress            |
| High security awareness                     |
| Highly motivated                            |
| Investigative skills                        |

#### **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 discipline with emphasis on Social Work/Counselling;
  - Four years work experience at least two (2) years Social Work 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:**

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

#### **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