

**Child Protection and Family Services Agency
Ministry of Education, Skills Youth & Information
JOB DESCRIPTION AND SPECIFICATION**

JOB TITLE	Administrative Assistant
JOB GRADE	Level 6
POST NUMBER	
DIVISION	Alternate Care Services Division
REPORTS TO	Regional Director
DIRECT REPORTS	N/A

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

JOB PURPOSE

The Administrative Assistant plays a key role in providing high-level administrative support to the Regional Director. This support is critical in facilitating the delivery of necessary and appropriate interventions for children identified as being at risk due to neglect, abuse, trauma, disability, or other vulnerabilities. The region is committed to ensuring the safety, security, and overall development of children and young people in the care of the state.

KEY OUTPUTS

- Request for information are responded to within established guidelines
- Proper storage and retrieval of supporting documentation manually and electronically
- Logistics in place for presentation seminars, workshop etc.
- Office administration managed and office supplies maintained
- Meetings arranged and recorded, and minutes of meetings accurately produced
- Travel and Hotel arrangements made
- Diary maintained
- Reports produced and correspondence managed

JOB RESPONSIBILITIES

- Assist with the development and implementation of the strategic Operational Plan
- Assist with Developing and implementing Individual Work Plans
- Record and process all documents/information transmitted to the Regional Director - creating of files, ensuring relevant documentations are received, signed etc.
- Maintain an effective records management system for the Regional Office that allows for speedy retrieval of documents/information as well as security of documents in accordance with the established standards
- Manage the acquisition and distribution of stationery and office supplies for the Regional and Parish Offices.
- Assist with the booking of venues for events
- Write and/or draft correspondences, reports, documents and/or other written materials as required
- Analyse and interpret financial statistics and other data and produce the relevant reports
- Coordinate the receipt, distribution and dispatch of files and correspondences within the office to ensure that matters are addressed in accordance with standards
- Assist with the planning and execution of child welfare activities
- Prepare and submit monthly, quarterly, annual and any other report as required
- Attend meetings and serve on Committees on behalf of the Director as required

- Prepare letters upon request for information in respect of salary and employment verification for members of staff as well as past employees as directed
- Maintain calendar and schedule appointments for the Director
- Prepare or assist with the preparation of scheduled and/or ad hoc statistical and narrative reports;
- Receive and make telephone calls on behalf of the Regional Director
- Arrange and participates in meetings, conferences and project team activities
- Serve as a Liason officer with other department/units in the resolution of day to day administrative and operational problems.
- Receive/host visitors to the Regional Director
- Organize meetings hosted by the Regional Director - prepare agenda for meetings and organize relevant information and documents; take minutes at meetings and produce and distribute them in accordance with established guidelines; follow up on the implementation of actions from meetings and report to the Director accordingly
- Make travel arrangements and prepare itinerary for business trips
- Identify and resolve minor problems and situations that affect the efficient flow of work in the Division
- Maintain confidential and trusting relationships in accordance with the mandate of the Agency
- Perform other related duties assigned from time to time as assigned by the Regional Director

PERFORMANCE CRITERIA

- Key outputs are produced within agreed timeframes and required standards and deadlines are achieved
- Confidentiality of information obtained on the job is preserved
- All documents produced are accurate, adequately formatted and are completed within the stipulated timeframe
- Files are effectively managed and stored

JOB DIMENSIONS (AUTHORITY, SCOPE AND IMPACT OF JOB)

- Access to confidential information
- Screen calls and visitors

QUALIFICATION & EXPERIENCE

- Assoc. Degree in Management Studies/Public Administration/Business Administration
- CPS Certification
- Minimum of three (3) years' related experience

OR

Any equivalent combination of education and experience

REQUIRED COMPETENCIES

- Basic knowledge of the Child Care and Protection Act, Children (Adoption of) Act and other relevant legislation
- Knowledge of issues affecting children locally and internationally
- Excellent oral and written communication skills
- High level of initiative
- Proficiency in use of Microsoft Office Suite technology (Word, Excel, Access, PowerPoint etc.)
- Training in Records Management
- Knowledge of Office Procedures and Administration
- Excellent interpersonal and Customer Service skills
- Good time management and organizational skills
- Ability to multi-task, and to work under pressure

WORK RELATIONSHIPS

Internally

Divisional/Regional Directors
Unit Managers/Supervisors

Externally

Ministry of Education Youth & Information
School Administrators and Teachers
HEART Trust NTA and NCTVET
University Council of Jamaica
Early Childhood Commission
Parents
NGOs
CBOs
Media
Private sector organisations and charitable foundations
Public and non-governmental welfare agencies

SPECIAL CONDITIONS ASSOCIATED WITH THE JOB

- May be required to work beyond normal working hours to provide support to the Division in meeting deadlines and responding to urgent and emergency situations