

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

JOB TITLE	Senior Court Support Services Officer
JOB GRADE	Level 9
POST NUMBER	
DIVISION	Intake, Investigation & Court Services
REPORTS TO	Manager, Court Services
DIRECT REPORTS	Court Services Officer

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 OBJECTIVE OF THE DIVISION

To provide initial response to reports of children who are at risk; to maintain National Child Registry of abuse, and provide regulatory services for private facilities

JOB PURPOSE

To ensure the appropriate utilization of resources for the delivery of services as required to facilitate the provisions of the Child Care and Protection Act (2004) (CCPA), by securing the best interest of children before the court. Undertake, and provide guidance and supervision to Court Officers representing the Agency in court. Ensure the effective conduct of investigations and the accurate, complete and timely preparation of social enquiry reports to assist the court in decision making.

KEY OUTPUTS

- Individual Work Plans developed and implemented
- Social Enquiry Reports prepared/reviewed for the court
- Performance Appraisals completed
- Court Attendance
- Reports submitted

JOB RESPONSIBILITIES

1. Develop and implement work plans
2. Ensure the security of all material/resources for judicial proceedings (court diary, court book, Social Enquiry Reports and other reports)
3. Ensure that the rights of children are maintained while they are in contact with the court system in accordance with the CCPA
4. Request required resources as necessary for effective and efficient operations of the Unit
5. Review Social Enquiry Reports prepared by Court Officers for accuracy and completeness for submission to the Court
6. Review and vet court statements
7. Prepare and submit referrals to the Legal Unit in a timely manner for legal representation
8. Supervise other court related programs for wards as agreed (E.g., revocation, variation)
9. Review files of children in the care of the state for completeness and effect necessary action where necessary
10. Ensure that relevant documentation in respect of wards are secured and available for reference as required
11. Maintain communication and liaison with the court, and other MDAs and personnel in obtaining and disseminating information

12. Assist in the development of training programmes and participate in staff training
13. Prepare and submit monthly, quarterly, annual and any other Unit/Divisional/Agency statistics and reports as required
14. Ensure maintenance of confidentiality and trusting relationships in accordance with the mandate of the Agency
15. Represent the Agency at meetings, seminars, conferences and workshop as directed
16. Direct, coordinate and evaluate activities of direct reports
17. Complete Performance Appraisals for direct reports
18. Recommend the administration of discipline and grievance process when necessary
19. Conduct staff meetings monthly, quarterly, and at any other time as required
20. Perform other related functions assigned from time to time

PERFORMANCE CRITERIA

- Work Plans are prepared, approved, implemented and monitored
- Social Enquiry Reports produced completed within established deadlines
- Cases managed effectively
- Timely statistics and reports are provided
- Performance Appraisals are completed within required timeframe

JOB DIMENSIONS (AUTHORITY, SCOPE AND IMPACT OF JOB)

- Recommend new operational policies and procedures for operations
- Liaise with courts and other Agencies/ Departments and personnel in obtaining and disseminating information
- Review and approve court statements for submission to court
- Review and approve Social Enquiry Reports
- Represent the organization at conferences, seminars, workshops and meetings locally and internationally

QUALIFICATION & EXPERIENCE

- B.Sc. degree in Social Work or related field
- Minimum of five (5) years' experience in court procedures and protocols two (2) of which should be at the supervisory level

OR

Any equivalent combination of education and experience

REQUIRED COMPETENCIES

- In-depth knowledge of the Child Care and Protection Act, Children (Adoption of) Act and other relevant legislation

- In-depth knowledge of the Executive Agencies Act
- Knowledge of the principles and practices of Social Work
- In-depth knowledge of issues affecting children locally and internationally
- Good knowledge of court procedures and protocols
- Excellent analytical, judgmental, decision-making and problem solving skills
- Ability to provide effective leadership
- Good knowledge of relevant computer applications
- Excellent interpersonal and human relations skills
- Adept in Report writing
- Excellent oral and written communication skills
- Good time management skills

WORK RELATIONSHIPS

Internally

Divisional/Regional Directors
 Unit Managers/Supervisors
 Team Leaders
 Legal Officer

Externally

Child Care Institutions
 Ministry of Education Youth & Information
 Families of Wards
 Stakeholders (VSD, OCA, CISOCA, CCN)
 Judges, lawyers and Court staff

SPECIAL CONDITIONS ASSOCIATED WITH THE JOB

- Long hours and frequent travel to attend court, transport children to and from court, and conduct investigations
- Exposed to risk of violence working extensively in vulnerable communities and treating with serious criminal matters in which children are affected

Applications, including résumés should be submitted no later than Friday, May 18, 2024
To recruitment@childprotection.gov.jm

Please note that only shortlisted applicants will be contacted.