

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

JOB TITLE	Senior Investigation Officer
JOB GRADE	Level 9
POST NUMBER	
DIVISION	Intake, Investigation, & Regulatory Services
REPORTS TO	Manager, Investigations
DIRECT REPORTS	Investigators

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

JOB PURPOSE

To coordinate and ensure that all activities relating to Investigation are delivered according to established standards.

KEY OUTPUTS

- Work Plans developed and implemented
- Work schedules developed
- Reports submitted
- Performance monitored and appraisals completed

JOB RESPONSIBILITIES

1. Participate in the Division's strategic management process
2. Develop and implement Individual Work Plans
3. Plan, organize and coordinate work/staff assignments for the unit
4. Collaborate with, seek and receive the cooperation of the appropriate public/private agencies providing services related to prevention, identification or treatment of child abuse or neglect
5. Serve as liaison to social services agencies, police, and other organizations regarding reports and investigation activities of child abuse and neglect cases
6. Review case files to ascertain the completeness and accuracy of investigation activities on individual referrals/complaints
7. Provide guidance and support to Officers in undertaking First Responder duties in situations of emergencies and disasters involving children
8. Liaise with programme managers/team leaders to ensure co-ordination of CPFSA services
9. Complete performance appraisals for direct reports
10. Identify training and development needs, provide guidance and coaching and recommend additional training solutions as required
11. Maintain confidentiality and trusting relationships in accordance with the mandate of the Agency
12. Prepare and submit monthly, quarterly, annual and any other Regional reports as required
13. Represent the Agency at meetings, seminars, conferences and workshops as directed
14. Perform other related functions assigned from time to time

PERFORMANCE CRITERIA

- Performance targets are consistently achieved
- Cases of alleged child abuse are thoroughly investigated
- High level of performance is maintained at all times
- Confidentiality of information is preserved at all times
- Reports are submitted within timeframe
- Records are current

JOB DIMENSIONS (AUTHORITY, SCOPE AND IMPACT OF JOB)

- Prioritize action to be taken and make appropriate referrals
- Open, close and maintain files
- Provide appraisal of the work of direct reports

QUALIFICATION & EXPERIENCE

- B.Sc. degree in Social Sciences or related area
- Minimum of four (4) years' experience in the area of Child Welfare
- Minimum of five (5) years' experience in investigation procedures, 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, Sexual Offences Act and other relevant legislation
- In-depth knowledge of issues affecting children locally and internationally
- Knowledge of child protection theories and practice
- In-depth knowledge of principles and practices Social Work
- Excellent knowledge of interviewing, observation and investigative skills
- Knowledge of customer service principles including needs assessment techniques, quality service standards, alternative delivery systems and customer satisfaction evaluation techniques
- Knowledge of case management practices
- Ability to manage and resolve conflicts, grievances, confrontations or disagreements
- Ability to use sound judgment to generate and evaluate alternatives and make recommendations
- Ability to maintain composure and perform effectively under stressful conditions

- Ability to conduct risk and safety assessment and make sound decisions
- Ability to plan, organize and coordinate work assignments, managing one's time and the time of others
- Ability to actively listen, communicate orally and in writing
- Proficient in Microsoft Office

WORK RELATIONSHIPS

Internally

Members of staff
Children

Externally

Clients in their home settings
Community Personnel
Guidance Counselors and School Staff
Members of the Clergy
Police

SPECIAL CONDITIONS ASSOCIATED WITH THE JOB

- Extensive travel within the region and island-wide to oversee the conduct of investigations and monitor direct reports
- Required to work long hours
- Exposure to adverse conditions in volatile communities and emergency situations
- Exposure to traumatic cases

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.