Child Protection & Family Services Agency
Ministry of Education and Youth

JOB DESCRIPTION AND SPECIFICATION

JOB TITLE	Children's Officer
PROGRAMME	After Care Support Services Programme (ACSSP) and Youth Over 18 Programme (Y18+)
JOB GRADE	Level 8
POST NUMBER	
DIVISION	Alternate Care Services
REPORTS TO	Manager, Alternate Care Services
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**

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JOB PURPOSE

To ensure the effective delivery of aftercare and transitional services for youth exiting State Care through the After Care Support Services Programme (ACSSP) and the Youth Over 18 Programme (Y18+). The Children's Officer will provide case management, conduct needs assessments, facilitate referrals, and monitor beneficiaries' progress to ensure a successful transition to post facility living, independent living or continued care outside of Child Care Facilities.

KEY OUTPUTS

- Individual workplan
- Individualized needs assessments and transition plans for youth 18+ in care.
- Individualized needs assessment and support service plans for children who exited care through aging out, adoption, kinship care, or family reintegration.
- Referral database of service providers that can cater to the diverse needs of children and youth leaving care.
- Initial programme needs & screening completed
- Referral to appropriate services based on assessed needs.
- Enrollment and tracking of beneficiaries in both ACSSP and Y18+ programs.
- Database of special needs youth who are registered with the Jamaica Council for Persons with Disabilities through the Y18+ programme
- Exit readiness packets completed
- Coordination with external stakeholders and service providers.
- Partner SLAs/MOUs monitored
- Housing pathway identified
- Education/training or job plans set/identified
- Health coverage & adult clinic linkages
- Program Review Committee decisions recorded
- Aftercare follow-ups done (30/60/90 days)
- Ongoing monitoring and quarterly progress case reviews.
- Accurate and confidential documentation of all cases.
- Files audit-ready
- Monthly, quarterly and annual reporting on programme deliverables.

JOB RESPONSIBILITIES

Assessment & Planning

- Conduct comprehensive assessments of beneficiaries' psychosocial, educational, housing, and health needs.
- Use standardized programme checklists (housing, work/school, health/MH/SRH, IDs, disability).
- Develop, implement, and regularly update individualized transition or support plans for each beneficiary.
- Identify youth with special needs and facilitate appropriate referrals to specialized services.
- Screen beneficiaries and compile documents; submit to Jamaica Council for Persons with Disabilities (JCPD); file proof of submissions.
- Participate in multidisciplinary team meetings to review and enhance support strategies.
- Review exit readiness packets checklist (ID/TRN/NIS/bank/refs); book appointments if required.
- Confirm Housing Pathway options (boarding/host/independent/infirmary); record address/ETAs etc.
- If required liaise with HEART/TVET/employers to support education/training or job plans; record start date or interview date, successfully linkage to provider and subsequent follow up actions.
- Prepare case summaries; table cases; file decisions & actions.

Case Management

- Monitor and document the progress of beneficiaries under the ACSSP and Y18 programs, ensuring their needs are met and goals are achieved.
- Maintain regular communication with clients, caregivers, service providers, and CPFSA teams to coordinate care and address emerging challenges.
- Conduct scheduled site visits and check-ins with youth and stakeholder partners to assess well-being and service delivery.
- Maintain accurate and up-to-date case files and records in accordance with Agency policies.
- Convene huddles; establish a system for minute actions/owners/dates; track actions to closure.
- Collect proofs of service uptake (attendance/completion); update file within 5 days of service date.
- Deliver calls/visits to beneficiaries and service providers; same-day notes; escalate missed contacts.
- Index documents; ensure confidentiality; keep files up to date.
- Schedule and complete post-exit checks at intervals; document outcomes & referrals.

Service Coordination & Referrals

- Serve as a liaison between beneficiaries and a network of NGOs, government agencies, and private sector partners to secure necessary services.

- Coordinate access to support services, including but not limited to housing, healthcare, vocational training, education, and mental health resources.
- Establish warm hand-off procedures for beneficiaries as a part of referral pathway.
- Submit cover notes, summary, consents, and required documents as part of the referral packet; log submission dates.
- Advocate for the rights and needs of children and youth to ensure equitable access to services.
- Coordinate with appropriate facilities to ensure special-needs placements are secured (if required); confirm preliminary requirements; prepare transfer documents in accordance with established procedures and guidelines.
- Track and report on referral outcomes and service utilization.
- Record acceptance/decline, start/completion of services to track referral outcomes and close the loop.
- Coordinate secured HEART/MOEYI slots or similar for beneficiaries requiring education/training enrolment support; file acceptance/start letters.
- Maintain MoU registers; log SLA hits/misses; escalate misses to Manager, Alternate Care Services for programmatic action.
- Attend Quarterly Stakeholder Reviews and create action log for priority areas.
- Compile KPIs, Balance Scorecards & programme highlights; submit per schedule.

Documentation & Reporting

- Maintain up-to-date case records, transition plans, referral notes, and outcome reports.
- Submit monthly, quarterly, and annual reports to the Manager, Alternate Care Services.
- Assist with reporting on monitoring and evaluation indicators.

Advocacy & Support

- Advocate for resources, rights, and fair treatment of care-leavers.
- Support special needs youth in acquiring JCPD certification and accessing round-the-clock care where needed.

Stakeholder Engagement

- Participate in multi-agency case conferences and stakeholder meetings.
- Contribute to public awareness campaigns and partner engagement initiatives.

Other

- Perform other related functions assigned from time to time.

PERFORMANCE CRITERIA

The Children's Officer will be considered to have performed satisfactorily when the following outcomes are consistently achieved:

- Accurate and up-to-date records of children in State care are maintained in accordance with organizational standards.
- Comprehensive care and transition plans are developed, regularly updated, and effectively implemented.
- Participation in all case management sessions, with cases clearly and accurately presented.
- Action items from case conferences and huddles closed by due date.
- Timely and efficient completion of psychosocial, educational, housing, and health assessments for all assigned beneficiaries.
- Monitoring system is established and maintained to track beneficiaries' progress.
- Comprehensive support network for children exiting care and those requiring continued support outside of Child Care Facilities are created and monitored.
- Standardized programme checklists completed for identified beneficiaries.
- Exit readiness packets started pre-exit for eligible beneficiaries.
- Eligible beneficiaries have documented housing pathways by prior to exit.
- Eligible beneficiaries for education/employment support have been successfully linked to provider prior to exit or within the scheduled timeframe post-exit.
- Eligible beneficiaries have a primary clinic & (where eligible) NHF card before exit.
- Programme Review Committee -required cases updated with decisions/actions.
- Verifications of service uptake by beneficiaries within the prescribed period of days post scheduled service date.
- Scheduled After Care follow-ups/documented outcomes and referrals are completed on time.
- Service/support referrals show final outcome.
- Required special-needs placements confirmed within the approved timeframe before transfer.
- Partner SLA/MOU adherence; corrective action initiated within the approved timeline.
- On-time submissions of all required reports reflecting program outcomes, challenges, and recommendations.

JOB DIMENSIONS (AUTHORITY, SCOPE AND IMPACT OF JOB)

- Represent the Agency at seminars, conferences and meetings locally and internationally
- Exposure to confidential information Number of Beneficiaries Managed: Approx. 20–30 per year, per programme.
- Regional responsibility with coordination under both ACSSP and Y18+ Frameworks
- Travel Requirements: Frequent field visits and site assessments within assigned region

QUALIFICATION & EXPERIENCE

- B.Sc. Degree in Social Work, Psychology, Adolescent/Youth Development,
- Minimum of 2- 3 years' experience working in Child protection, Children/Youth Services/Welfare or Transitional Care
- Experience working with vulnerable or at-risk populations including children and youth with disabilities
- Strong stakeholder coordination and reporting experience

OR

Any equivalent combination of education and experience

REQUIRED COMPETENCIES

Behavioural	Level	Technical	Level
Oral Communication	4	Use of Information, Communication and Technology	4
Written Communication	4	Sound knowledge of Child Care and Protection Act, Children (Adoption of) Act, The Disabilities Act, The Maintenance Act and other legislation relevant to the welfare and development of children and youth, Executive Agencies Act, Sound knowledge of Government Administration Systems and Staff Orders, Public Service Regulations, and other legislation relevant to public sector administration.	5
Teamwork and Cooperation	5	In-depth knowledge of the principles and practices of Social Work	5
Interpersonal Skills	5	In-depth knowledge of issues affecting children and youth locally and internationally	5
Time Management	5	Change Management	4
Confidentiality	5	Conflict Management	4
Initiative	5	Negotiation and Consultation	4
Client and Quality Focus/Commitment to Service	5	Performance Coaching	4
Compliance	5	Risk Management	5
Adaptability	5	Policy Development, analysis and evaluation	4
Integrity and Confidentiality	5	Mentoring	4

Methodical	3	Monitoring and Evaluation	4
Problem Solving and Decision Making	5	Research Methodology	4
Planning and Organizing	5	Case Management	4
Goal/Result Oriented	5	Report Writing	5
Mutual Respect	5	Case Management	5
Leadership, Impact, Motivation and Influence	5	Prioritizing amongst conflicting demands and making rational decisions based on sound understanding of the facts in limited time	4
Management of external relations	4		
Strategic Vision	3		
Analytical thinking	5		
People Management	3		
Creativity and Innovativeness	4		
Listening and Observation	5		

WORK RELATIONSHIPS

Internally

Chief Executive Officer
Divisional/Regional Directors
Facility Managers
Unit Managers/Supervisors
Legal Officers
Team Leaders
Social Workers
Children Officers

Externally

MDAs
NGOs
CBOs
FBOs
Foundations/Charities

SPECIAL CONDITIONS ASSOCIATED WITH THE JOB

Physical effort:

- Travel required within and across various regions and facilities as well as to attend meetings and workshops and interact with stakeholders.

Mental effort:

- The range of responsibilities necessitates an ability to switch tasks rapidly, constantly having to deal with several high priority issues and to exercise rapid decision making in response to urgent demands.

Emotional effort:

- Another source of constant emotional demands is in the nature of the judgements and decisions required which involve the considerable responsibility for the service as a whole and the effects of such decisions on staff wellbeing and the care of the children.