

**JOB POSTING
CHILD PROTECTION AND FAMILY SERVICES AGENCY
STAFF VACANCY**

The Child Protection and Family Services Agency (C.P.F.S.A), an Executive Agency under the portfolio of the Ministry of Education and Youth, invites suitable and competent persons to fill the following positions:

**1. DIRECTOR, ALTERNATE CARE SERVICES (LEVEL 11) **
FIXED-TERM CONTRACT

Salary: \$9,401,821.00 - \$12,644,404.00 per annum

Applications accompanied by resumes should be submitted no later than **Friday, October 11, 2024**, by email to adamsthomasl@childprotection.gov.jm and addressed to:

**Chief Executive Officer
Child Protection and Family Services Agency
48 Duke Street
Kingston.**

Please note that responses will be sent only to short-listed applicants.

For information on the above mentioned positions and other vacancies, we invite you to visit the career section of our website at www.childprotection.gov.jm.

**Child Protection & Family Services Agency
Ministry of Education and Youth**

JOB DESCRIPTION AND SPECIFICATION

JOB TITLE	Director, Alternate Care
JOB GRADE	Level 11
POST NUMBER	
DIVISION	Alternate Care Services
REPORTS TO	Chief Executive Officer
DIRECT REPORTS	Regional Directors (4) Manager, Placement Services Facility Managers (Indirect)

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 strategic leadership, direction and advice for the Agency on all matters affecting the alternate care services division.
- To improve accountability and ensure quality in the delivery of services to children and their families along the continuum of care services.
- To develop change management processes and initiatives to guide reform activities

JOB PURPOSE

To ensure achievement of the overall delivery of services in accordance with the mission and vision of the Child Protection & Family Services Agency by ensuring that the necessary and appropriate interventions are provided for children in the care of the state in order that their safety, security, growth and development will be realized.

KEY OUTPUTS

- Strategic leadership provided
- Alternate Care Service's activities
- Division's Annual Work Plan and Budget
- Regional and Departments Work Plans
- Training programs and sensitization sessions
- Policy and Programmes
- Robust Deinstitutionalization Program
- Performance Appraisals
- Robust Case Management services
- Case conferences
- Placement Services
- Family Reintegration Program
- Foster Care Program
- Supervision Order Placement
- Reduced Adoption Listing
- Child Protection Early Warning System (CPEWS)
- Child Protection Committees
- Monthly reports
- EMT Reports
- Quarterly Divisional Meetings
- Quarterly Wellness Activities
- Records Management System
- Increased number of children living in familial environment

JOB RESPONSIBILITIES

MANAGERIAL

- Provide strategic support in the development of the Agency's Annual Strategic Planning process
- Develop and monitor the Division's Annual Work Plan and Budget ensuring the work of the Division is carried out according to plan and agreed targets are achieved.
- Ensure the Annual Work Plan is aligned with the Agency's Operational Plan.
- Develop and implement policies and programmes that are consistent with the strategic objectives of the Agency.
- Develop and implement new programmes and initiatives for the improvement of division.
- Ensure the development and implementation of Individual Work Plans for staff supervised.

- Provide guidance/direction to direct reports to ensure that the necessary and appropriate interventions are provided for children in the care of the state.
- Provide detailed monthly reports which encompass the full scope of responsibilities within this portfolio.
- Represent the Agency at meetings, conferences, seminars, workshops and other functions as directed.
- Represent the CEO in the media, when requested by the CEO.

TECHNICAL

Deinstitutionalization Programme

- Oversee the development and implementation of an island wide survey of all residential care facilities and POS and acquire data to aid in streamlining the deinstitutionalization process.
- Develop plans to support families for the reintegration of their children from state care through the provision of various support services provided by the CPFSA as well with the aid of key stakeholders including Ministry of Education and Youth, Early Childhood Commission, Ministry of Local Government and Community Development, Ministry of Labour and Social Security, Ministry of Justice, Social Development Commission & National Parenting Support Commission.
- Ensure deinstitutionalization plans holistically incorporates adoption services, foster care and kinship care.
- Oversee the continuous implementation and monitoring of the deinstitutionalization process across the organization.
- Develop a budget to support the implementation of the deinstitutionalization program, on a multi-year basis.

Case Management Services

- Ensure the operationalization of Robust Case Management Services, by implementing mechanisms to facilitate the monitoring of continuous and effective administration of Care Plans, Permanency Planning, Case Planning and Case Conferences.
- Create the embodiment of a culture within the organization that embraces the continuous operationalization of case management services.

Placement Services

- Ensure evidentiary support is available which is indicative of careful consideration and analysis being undertaken in placing a child, that was ordered by the Court into the care of the state.
- Ensure that placement breakdowns, if they occur, are addressed in a coordinated and systematic manner and in accordance with respective procedures and protocols.
- Ensure that temporary places of safety are utilized in accordance with prescribed policies and protocols.

LIFE Program

- Provide effective oversight and leadership of the LIFE (Living in Family Environments) programmes which include Foster Care, Family Reintegration, and Supervision Order.
- Oversee the implementation of appropriate mechanisms to aid in increasing and maintaining the number of children living in familial environments.

- Ensure effective and detailed records management (to include medical records) is maintained for children residing with Foster families and that these documentations are made available to the CPFSA when the foster arrangement has ended.

Child Protection Early Warning System

- Ensure targeted preventative and early intervention programmes, tools and approaches are developed, implemented and continually reviewed.
- Ensure child protection risk assessment tools and techniques are integrated across the organisation and among partner entities.
- Provide technical support in relation to the operationalization of community hubs and network of partners supporting the CPEWS.
- Provide oversight regarding the execution of sensitization sessions with the relevant stakeholders to operationalize the CPEWS apparatus, tools and structures.
- Provide effective monitoring, evaluation and learning support to partners and other key stakeholders.

Transitional Living Program

- Develop a framework that will govern the Transition Living Program.
- Oversee the revamping of the Transition Living Program to operate in accordance with approved procedures and guidelines.
- Partner with the Legal and Policy departments of the CPFSA in amending the Cabinet submission, to assist in securing funding to support and sustain the TLP.
- Ensure that the requisite support is effectively provided to children/youth enrolled in the TLP (transitional housing, boarding/ rentals, tuition, health support and living expenses) and that these operate in accordance with respective agreements, while maintaining financial prudence.
- Oversee the effective monitoring of the TLP to ensure that children/youth enrolled within the TLP adheres to respective agreements and take appropriate measures where said agreements are being breached.
- Oversee the monitoring and evaluation of the Transition Living Program and submit reports on a monthly basis.

Youth over 18 Program

- Oversee the development of policies, procedures, and mechanisms for the successful implementation of the Youth over 18 Program, which should facilitate their transfer to other locations outside the childcare sector.
 - I. Appropriate arrangements should be made for children, 18 years and over, who are still residing in children's homes because they were unable to be included in the deinstitutionalization program or it is untenable for them to return home or to their communities, or they do not have a home to go to.
 - II. Appropriate arrangements should be made for special needs youth, 18 years and over, who due to the extent of their disability, were unable to be included in the deinstitutionalization program, will need round-the-clock care and are usually abandoned, even from birth.
- Establish Partnerships Agreements/MOU with various stakeholders (Government and NGOs) to facilitate the support needed for Youths to transfer out of the childcare sector as a part of the Youth over 18 Program.
- Oversee the monitoring and evaluation of the Youth over 18 Program and submit reports on a monthly basis.

After Care Support Services Program

- Develop policies and procedures as well as a Framework that will govern the operations of After Care Support Services for children who have exited the care of CPFSA (aged out, adoption, kinship care, family reintegration, etc.) regardless of the age they exited care.
- Establish partnership arrangements (Government and NGOs) to facilitate the provision of assessments and support services (psychological, mental, educational, independent living resources, etc.) as necessary, for children who have exited care, in accordance with prescribed timelines.
- Produce Monthly Reports on the effectiveness of the After Care Support Services Program.

Residential Child Care Facilities (RCCF)

- Oversee the development, implementation and accountability of robust and engaging activities for children within RCCFs and POS across the island (public and private).
- Ensure that a framework is created to facilitate the development and implementation of robust, timely and structured Life Skill Programs within all RCCFs to prepare children to transition effectively into independent living, when exiting care.
- Lead in the development, implementation and monitoring of structured educational programs for children who have to attend school within the RCCFs and POS.
- Ensure that all children placed within the care of the state are assigned to the appropriate RCCF, as categorized.
- Provide effective oversight of the RCCFs (public and private) and POS to ensure that they uphold the required standards of care in keeping with respective protocols and regulatory guidelines.
- Ensure that the respective regulations are adhered to in relation to the management of the administration of medication within CCFS (public and private) and POS.
- Ensure that an effective records management system is implemented and maintained within RCCFs and POS in relation to children files.
- Ensure that safety standards, including the provisions of fire prevention equipment and resources, are implemented within all CCFs and POS.
- Ensure that effective security mechanisms are implemented across all RCCFs (public and private) and POS.
- Ensure that there is evidence of the respective policies and protocols being observed when admitting visitors to RCCFs.
- Oversee the collection and tracking of contribution orders made on behalf of children in care.
- Ensure that an effective records management system is implemented and maintained within RCCFs accounting for all donations received as well as evidence relating to its utilization/disbursement.
- Ensure that reports are submitted on monthly basis regarding the management of RCCFs and POS.

Human Resource Management

- Conduct monthly and quarterly meetings with team members within the division.
- Ensure supervisees participate in training and development programs to bridge knowledge gaps and for strategic and succession planning purposes.
- Complete Performance Appraisals for staff being directly supervised and ensure appraisals are completed for all team members within the division.
- Ensure the maintenance of confidentiality and trusting relationships in accordance with the mandate of the Agency

- Participate in the recruitment of staff for the Division.
- Uphold timely attendance at meetings and other functions as required.
- Participate in the administration of discipline and grievance process when necessary.

Other

- Perform other related functions assigned from time to time.

PERFORMANCE CRITERIA

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| <ul style="list-style-type: none"> • Alternate Care Service's activities are effectively planned, directed, coordinated and monitored • Division's Annual Work Plan and Budget is prepared and submitted in a timely manner • Regional and Departments Work Plans are developed and aligned with the Division's Annual Work Plan and budget. • Training programs and sensitization sessions executed according to schedule and on budget • Policy and programmes developed and implemented for field operations • Deinstitutionalization Program effectively administered and maintained • Standards of care maintained within Government and private institutions • Performance Appraisals completed • Case Management services administered • Case conferences undertaken • Placement Services organized, executed and monitored • Family Reintegration organized, implemented and monitored • Foster Care Program organized, implemented and monitored • Supervision Order placement organized and monitored • Adoption Listing produced and submitted monthly to Adoption Unit • Child Protection Early Warning System (CPEWS) supported • Child Protection Committees supported • Reports regarding review of childcare facilities and places of safety • Monthly reports submitted to the CEO • EMT Reports submitted on a monthly basis • Sohema updated with Case Management information • Quarterly Divisional Meetings • Quarterly Wellness Activities • Effective Records Management within Child Care Facilities and Foster Care Homes • Increased number of children living in familial environment • Annual Work Plan is prepared, approved, implemented and monitored • Key outputs are produced within agreed timeframes to required standards • Field services operational procedures are developed and maintained • Established performance management system for field operations • Specific standards are developed for monitoring child care institutions • Timely reports are provided on the field developments/operations • Staff meetings are held as required |
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JOB DIMENSIONS (AUTHORITY, SCOPE AND IMPACT OF JOB)
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| <ul style="list-style-type: none"> • Recommend new operational policies and procedures for field operations • Authorise programme expenditure within approved limit • Conduct general assessment of child care institutions • Represent the Agency at seminars, conferences and meetings locally and internationally • Recommend staff appointments, promotion, recruitment, disciplinary action, leave and general welfare issues; • Approve travel vouchers • Approves Petty cash |
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QUALIFICATION & EXPERIENCE

- M.Sc. degree in Social Work
- Minimum of eight (8) years' experience in the area of Child Welfare, five (5) of which should be at the senior management level

OR

Any equivalent combination of education and experience

REQUIRED COMPETENCIES

Behavioural	Level	Technical	Level
Oral Communication	4	Use of Information, Communication and Technology	3
Written Communication	4	Sound knowledge of Child Care and Protection Act, Children (Adoption of) Act and other legislation relevant to the welfare and development of children, National Parenting Support Policy, Executive Agencies Act, Sound knowledge of Government Administration Systems and Staff Orders, Public Service Regulations, and other legislation relevant 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 locally and internationally	5
Time Management	5	Budget Management	4
Confidentiality	5	Change Management	4
Initiative	5	Conflict Management	4
Client and Quality Focus/Commitment to Service	5	Negotiation and Consultation	4
Compliance	5	Performance Coaching	4
Adaptability	5	Risk Management	5
Integrity and Confidentiality	5	Policy Development, analysis and evaluation	4
Methodical	3	Mentoring	5
Problem Solving and Decision Making	5	Monitoring and Evaluation	5
Planning and Organizing	5	Research Methodology	3
Goal/Result Oriented	5	Project Management	4
Mutual Respect	5	Report Writing	5
Leadership	4	Workforce and Operational Management	5

Impact, Motivation and Influence	5	Case Management	5
Management of external relations	4	Training and development	4
Strategic Vision	5	Organizational effectiveness and development	4
Analytical thinking	5	Employee Labour Relations	4
People Management	5	Performance Management	4
Creativity and Innovativeness	4	Sound judgement and convictions of purpose in unfavourable or unpopular situations.	5
Listening and Observation	5	Prioritizing amongst conflicting demands and making rational decisions based on sound understanding of the facts in limited time	4

WORK RELATIONSHIPS

Internally

Chief Executive Officer
 Divisional/Regional Directors
 Unit Managers/Supervisors
 Team Leaders

Externally

Ministry of Education & Youth
 Centre for Investigation of Sexual Offences & Child Abuse
 Ministry of Justice
 Office of the Children Advocate
 Ministry of Health and Wellness
 Ministry of Labour & Social Security
 Ministry of Local Government & Community Development
 Jamaica Council for Persons with Disabilities
 Educational Institutions
 Realtors
 Children Home Operators
 Families of Wards
 NGOs
 FBOs

SPECIAL CONDITIONS ASSOCIATED WITH THE JOB

Physical effort:

- Occasional travel required to oversee regional operations, 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:

- Emotional demands arise from the nature of social cases relating to children which has to be addressed with urgency, and coping with acute human distress and misery on a regular basis.
- Daily emotional demands also arise from managing colleagues who may have conflicting views about key professional or operational issues or may simply have personal conflicts in the work situation, or colleagues who themselves are currently suffering from personal stress who need to be supported.

- 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.
- Handling complaints, often from very distressed or angry parents or children which have to be dealt with objectively and even-handedly but are nevertheless upsetting either because they are unfair and ill-founded.