



CIVIL SERVICE OF JAMAICA
JOB DESCRIPTION AND SPECIFICATION
MINISTRY OF ENERGY, TRANSPORT AND TELECOMMUNICATIONS
(METT)

JOB TITLE:	Director, Employee Relations, Health, Safety & Wellbeing
JOB GRADE:	GMG/SEG 3
POST NUMBER:	68634
DIVISION:	Corporate Services
BRANCH/UNIT:	Human Resource Management and Development
REPORTS TO:	Director, Human Resource Management and Development
MANAGES:	Occupational Health and Wellness Officer (GMG/SEG 1); Employee Relations Officer (GMG/SEG 1); Human Resource Officer (Retirement, Pension etc.) (GMG AM 4); Human Resource Officer (Loans, Allowances etc.) (GMG AM 4); Human Resource Officer (Leave Administration) (GMG AM 4); Assistant Human Resource Officer (Leave) (GMG/AM 3); Secretary 2 OPS SS 2

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

Reporting to the Director Human Resource Management and Development, the Director, Employee Relations, Health, Safety & Wellbeing has responsibility for managing industrial relations issues, designing and implementing social and welfare programmes to facilitate a harmonious working environment. The Director is also responsible for making recommendations for the revision of benefits for all employees. The officer is also responsible for promoting and implementing occupational health and safety standards within the Ministry thus fostering a safer and healthier work environment.

KEY OUTPUTS (results, deliverables)

- Systems designed to deal with employee related issues;
- Welfare committee established.
- Designated programmes related to staff benefits/welfare implemented;
- Study leave vacation leave, and pre-retirement leave processed;
- Provision of counseling services for staff;
- Professional contact with care institutions established;
- Employee Relations orientation and training sessions;
- Health and safety and office etiquette sessions arranged;
- Briefs/Reports/Claims;
- Disciplinary and grievance processes appropriately administered;
- Manuals/Handbooks developed and maintained;
- Response to queries/complaints;
- Social and welfare policies created, reviewed and maintained;
- Occupational Health and Safety standards developed and implemented;
- Occupational Health and Safety policies developed, and procedures documented; Occupational Health and Safety educational programmes coordinated and implemented;
- Work plans developed and Performance Evaluations conducted for direct report(s);
- Employee Welfare Plan and Budget for the Ministry prepared.
- Reports prepared

KEY RESPONSIBILITY AREAS

Administrative/Managerial

- Contributes to the development and implementation of the Branch's Business/Strategic and Operational Plans and Budget;
- Plans, directs and monitors the work of the Employee Relations, Occupational Health and Wellness Unit by ensuring that direct reports' Individual Work Plans are prepared;
- Manages the daily operations of the Unit to consistently provide a high level of service to clients;
- Prepares and submits activity/performance and other reports as directed;
- Represents the Ministry at meetings/conferences and other fora as directed;
- Provides guidance/advice to the Director, HRMD and other personnel on matters under purview;
- Administers policies and programmes ensuring consistency, equity and the maintenance of good Human Resources practices;
- Keeps abreast of trends and changes in Employee Relations and Wellbeing and makes recommendations for their adoption where necessary to enhance the Branch's Human Resource service delivery.
- Disseminates information to staff on changes in the relevant Acts, Regulations, Codes and Laws;

Technical

- Develops, delivers and maintains a business focused employee relations strategy that meets the needs of staff and the organization;
- Designs and implements systems and procedures as required to deal with employee related issues in the Ministry;
- Monitors the implementation of Labour relations strategies to ensure organizational compliance with relevant legislation, industrial instruments, organization and Government policy;

- Develops, maintains and coordinates the implementation of the following policies for the Ministry:-
 - Code of Conduct and Disciplinary Procedures
 - Dress Code
 - Punctuality
 - Health and Safety
- Creates welfare committee and takes lead responsibility for promoting and engaging staff to be involved in activities from which they will benefit;
- Co-ordinates the establishment of a Disciplinary Committee as required;
- Engages and works with the Director, HRM&D and other senior personnel to provide support in a range of situations such as recruitment, planning, customer care, managing employees' absence, performance and quality, to help the organization grow and develop;
- Identifies potential impact of workplace stresses and device ways to mitigate same;
- Reviews current policies, practices and cultural attitudes and makes recommendations to improve/promote a harmonious working environment;
- Investigates and responds to benefits of different working arrangements;
- Organises resource persons and arrange sessions to motivate staff and inform them about health and safety issues;
- Ensures the registration of new employees on Health Insurance Plan
- Liaises with representatives of Health Insurance Company on behalf of staff;
- Coordinates arrangements for medical examination of permanently appointed staff members; Ensures that arrangements for medical board examination for staff on extended sick leave are made;
- Manages the process of recognizing employees who are eligible for long service awards and recognition awards.
- Assists in the conducting of workshops and seminars to inform and teach employees about good practices at the work place;

- Develops, drives and oversees employee relations initiatives which will foster and enhance cooperation, unity and fairness within the Ministry;
- Manages the administration of the Disciplinary and Grievance processes.
- Maintains accurate records and prepares reports for appropriate action;
- Ensures that counseling is provided for staff as required by liaising with Public Sector Employee Assistance Programme and other relevant bodies and make referrals;
- Researches, interprets and reports on staff relations with a view to resolve any challenges;
- Prepares reports using records of actions taken on grievance, arbitration and mediation cases and related labour relation to identify problem areas;
- Provides guidance and advice as required and requested by managers and staff about the disciplinary processes, procedures and policies;
- Ensures the effective and efficient administration of benefits inclusive of pension, compensation and leave administration;
- Ensures that employees are sensitized on Occupational Health and Safety matters, work-life balance practices, disaster management and other current issues;
- Ensures the effective co-ordination of health, welfare and social activities for the Ministry;
- Ensures that mechanisms are developed to manage Occupational Health and Safety issues and other job-related injuries that may occur;
- Reviews and prepares submissions (such as interdiction, consideration to terminate temporary employment) for the Human Resource Executive Committee (HREC) for consideration.
- Contributes to the Ministry's Disaster Management Plan;

Human Resource

- Monitors and evaluates the performance of direct report, prepares performance evaluation report and recommends corrective action as necessary;
- Participates in the recruitment of staff for the Ministry;
- Provides guidance to direct reports through effective planning, delegation, communication, training, mentoring and coaching;
- Establishes and maintains a system that fosters a culture of teamwork, employee empowerment and commitment to the Branch's goals;
- Assists with the orientation of staff;

Other Responsibilities

- Performs other related functions assigned from time to time
- Participates in the development/review of Human Resource Policies and Procedures Manual.

INTERNAL AND EXTERNAL CONTACTS

Internal

<i>Contact</i>	<i>Purpose</i>
Director Human Resource Management and Development	Professional advice, guidance, reports, work assignment and directives
Directors and Managers	Matters related to benefits, welfare, industrial relations, and grievance
Other Staff	Contact, communication on benefits, welfare, industrial relations, and grievance

External

<i>Contact</i>	<i>Purpose</i>
Public Service Establishment Division - MoFPS	Discussions on matters related to staff benefits, grievances and industrial relations issues
Attorney General Chambers	To obtain and share information, receive guidance

Ministry of Labour & Social Security	Obtain and share information, obtain guidelines
Industrial Disputes Tribunal	To resolve industrial relations matters
Trade Unions and Associations, Union Delegates	Obtain and share information relating to staff welfare, wage negotiations
Departments/Agencies for which the Ministry has oversight	To provide guidelines relating to staff welfare, industrial relations
Offices of the Services Commission	Obtain/Share information on matters relating to staff relations and other HR related issues
Care Institutions	Referrals for staff
Public Sector Employee Assistance Programme	Organize counselling sessions for staff

PERFORMANCE STANDARDS

- Industrial Relation/Employee Relations policies and practices implemented and monitored according to standards
- Disciplinary and grievance matters resolved according to standards
- Welfare and social activities planned and managed in accordance with Calendar of Activities and stipulated timelines
- Reports prepared and submitted according to standards
- Human and financial resources managed in accordance with standards
- Timely advice and assistance on Employee Relations, Health and Safety and Industrial Relations matters provided to Directors, Managers and staff as required

- Mechanisms for evaluating new employees satisfaction is effectively administered according to established timeframe and realistic and creative improvement strategies recommended;
- Operating guidelines, policies and procedures are documented and current;
- High ethical standards are maintained in the conduct of professional and personal business;
- Prompt contacts made with external stakeholders to resolve problems;
- Briefs/reports are accurate, comprehensive and timely
- Established deadlines, targets and quality standards are consistently met.
- GOJ Acts, Laws, Regulations and guidelines implemented and adhered to at all times
- Grievances at the workplace handled professionally.
- Staff counseling managed effectively and efficiently.
- Claims are comprehensive and submitted within the established timeframe
- Meetings organized and effectively chaired.
- Managers exposed to Industrial Relations training within agreed timeframe.
- Staff provided with necessary guidelines, updates, and circulars within agreed timeframes;
- Performance evaluation report completed and submitted within the agreed time frame.
- Confidentiality, integrity and professionalism are displayed in the execution of duties and personal conduct.

REQUIRED COMPETENCIES

Core	Level	Functional	Level
Oral communication	3	Strategic vision	3
Written communication	3	Analytical thinking	3
Customer and quality focus	3	Problem solving and decision making	3
Team work and cooperation	3	Impact and Influence	3
Integrity	4	Initiative	3
Compliance	3	Planning and organizing	3
Interpersonal skills	4	Goal/result oriented	3
Change management	3	Leadership	3
-	-	Use of technology - Proficiency in the use of relevant computer applications (Microsoft Office)	2
-	-	Excellent knowledge of Labour Laws and Industrial Relations practices.	-
-	-	Excellent knowledge of rules, regulations and guidelines related to health and safety in Jamaica.	-
-	-	Considerable knowledge of modern occupational health and safety best practices and policies	-
-	-	Excellent knowledge of Public Service Regulations and Staff Orders.	-
-	-	Strong consultative competencies in guiding communication approaches in support of executive leaders and business strategy.	-
-	-	Ability to prioritize amongst conflicting demands and make rational decisions based on	-

Core	Level	Functional	Level
		sound understanding of the facts in limited time.	
-	-	Ability to manage limited resources in order to achieve challenging output targets.	-

MINIMUM REQUIRED QUALIFICATION AND EXPERIENCE

- First degree in Human Resource Management, Management Studies, Labour & Employment Relations or similar discipline.
- Professional courses/training in employee relations and or industrial relations;
- Minimum of four (4) year experience and track record in planning and delivery of employee and industrial relations initiatives; two (2) of which should be in a supervisory position

SPECIAL CONDITIONS ASOCIATED WITH THE JOB

- Normal office conditions;
- May be required to work beyond regular working hours;