



MINISTRY OF NATIONAL SECURITY

JOB SPECIFICATION & DESCRIPTION

JOB TITLE: Case Management Officer (At-Risk Youth)
POST NO:
JOB GRADE: GMG/SEG 2
DIVISION: Crime Prevention, Rehabilitation Policy & Inspectorate Division
BRANCH: Offender Management Rehabilitation Policy and Parole Board Administration

SUPERVISION RECEIVED FROM: Manager (At-Risk-Youth)

NATURE OF SUPERVISION: Periodic supervision based on broad procedures (weekly or monthly review)

SUPERVISION GIVEN TO:

(a) DIRECTLY: N/A

(b) INDIRECTLY: N/A

1. JOB PURPOSE (one line reason for job existing)

The incumbent is responsible for the planning, developing, implementing, monitoring and evaluating interventions for the youth offenders and at-risk-youth geared towards the rehabilitation and reintegration.

2. STRATEGIC OBJECTIVES (statements of intent of what the post seeks to achieve)

1. To contribute to the strengthening and development of programmes and strategies geared towards the rehabilitation and reintegration of children of the Department of Correctional Services in an effort to reduce offending and re-offending;
2. To contribute to the establishment and sustainability of partnership towards crime prevention targeting children/and youth in communities;
3. To provide administrative and technical support for the management, rehabilitation and reintegration of youth offenders and at-risk youth.

3. KEY OUTPUTS (results, deliverables)

- Interventions developed, implemented, monitored and evaluated
- Research conducted and findings provided;
- Policy and other strategic documents reviewed and feedback provided;
- Consultation sessions supported;
- Reports prepared;
- Databases updated;
- Projects oversight provided;
- Partnerships with stakeholders established and maintained;
- Community members provided with information;
- Site visits conducted.

5. PERFORMANCE INDICATORS (how success will be measured)

- Interventions/programmes developed, implemented, monitored and evaluated within agreed timeframe;
- Research conducted and findings provided within agreed timeframe;
- Policy and other strategic documents reviewed and feedback provided within agreed timeframe;
- Number of Consultation sessions supported;
- Reports accurately prepared within agreed timeframe;
- Databases accurately updated within agreed timeframe;
- Projects oversight provided within agreed timeframe;
- Degree to which Partnerships with stakeholders established and maintained;
- Number of Site visits conducted within agreed timeframe.

6. JOB DUTIES & RESPONSIBILITIES (grouped under strategic objectives in Sec.2)

- 1. To contribute to the strengthening and development of programmes and strategies geared towards the rehabilitation and reintegration of children of the Department of Correctional Services in an effort to reduce offending and re-offending:**
 - Develops, implements vocational skills training, employment opportunities, tuition support, opportunity fairs and other interventions that will advance the achievement of the programmes objectives;
 - Assists in the design and implementation of capacity building interventions including development of community profiles, community safety and development plans and administrative support to community organizations;
 - Supports the development of Strategy for reducing offending and re-offending;
 - Supports the development and implementation of Monitoring and Evaluation mechanisms to track and assess programmes and initiatives in relation to the children/youth under the care and supervision of DCS;

- Oversees and monitors the implementation of activities relating to projects within the Juvenile Correctional Centres;
 - Monitors and reports on key recommendations from the established Technical Working Group;
- 2. To contribute to the establishment and sustainability of partnership towards crime prevention targeting children/and youth in communities:**
- Develops and fosters relationships with the relevant stakeholders;
 - Ensures constant and transparent communication and collaboration with relevant stakeholders, including community members, community leaders and families;
 - Provides technical advice and support to the Jamaica Constabulary Force (JCF) Branch responsible for police youth club initiatives;
 - Collaborates with the Monitoring and Evaluation & Research Branch in the development of tools to evaluate the effectiveness of programmes;
 - Collaborates with the community mobilisers to strengthen relationship with the community and referral system;
 - Assists in the renovation/construction of Community Multi-Purpose Centers through the identification of sites, ascertaining land tenure, liaising with JSIF, formulators, contractors and community representatives;
 - Ensures that communities are adequately informed about operations under the programme by organizing and facilitating community meetings and assisting the Social Marketing Coordinator in relevant activities;
 - Ensures that the relevant participating communities identify appropriate interventions to be supported by the Ministry by mobilizing communities, arranging and facilitating community meetings with service providers and other partners and stakeholders;
 - Liaises with other Government agencies (e.g. Social Development Commission, Jamaica Social Investment Fund, Department of Cooperatives and Friendly Societies, HEART Trust/NTA to ensure optimal coordination in the delivery of community-based interventions;
- 3. To provide administrative and technical support for the management, rehabilitation and reintegration of youth offenders and at-risk youth:**
- Assists with the development of policies/legislative framework of the DCS by conducting research, participating in consultation sessions, reviewing and providing feedback;

- Provides technical support in drafting Standard Operating Procedures (SOPs), Proposals, Memorandum of Understanding and letters;
- Monitors and prepares report based on the implementation of recommendations from the relevant stakeholders;
- Maps and forms partnerships with social service providers to support the reintegration of clients;
- Maintains database with social service providers and other relevant stakeholders;
- Compiles reports about particular incidents, events, or updates about important issues for each community;
- Monitors, coordinates, and communicates findings to Manager (At-Risk-Youth);
- Ensures that Manager is adequately informed about developments in the communities including the delivery of services by providing ad hoc updated/reports, quarterly reports and other information;
- Documents best practice, case studies and learning to aid in the execution of duties;
- Supports the preparation of procurement and administrative documents required for case management implementation;
- Provides feedback on field-level successes and challenges to the Community Case Management Coordinator and ensures that major challenges are flagged early, and addressed in an appropriate way;
- Establishes and implements internal referral mechanisms in order for cases to be appropriately managed and followed up when referred;

7. AUTHORITY (decisions you have the power to make or recommend)

Recommend social interventions.

8. RESOURCES MANAGED (budget, purchases, other assets)

Physical resources assigned to perform duties.

9. CONTACTS (Liaises with)

Internal

| <u>Contact</u> | <u>Purpose</u> |
|----------------|----------------|
|----------------|----------------|

| | |
|--|---|
| Snr Policy Director, Offender Management Rehabilitation Policy and Parole Board Administration | To receive guidance and provide information on assignments. |
| Manager (At-Risk-Youth) | To receive guidance and provide information on assignments. |
| Other staff | To provide and receive information |

External

| <u>Contact</u> | <u>Purpose</u> |
|-------------------------------------|------------------------------------|
| Department of Correctional Services | To provide and receive information |
| Non-Governmental Organizations | To provide and receive information |
| Community Based Organizations | To provide and receive information |
| Other stakeholders | To provide and receive information |
| Social Development Commission | To provide and receive information |
| Friendly Societies | To provide and receive information |
| HEART Trust | To provide and receive information |
| Contractors | To negotiate |

10. MINIMUM REQUIREMENTS TO START

QUALIFICATIONS & EXPERIENCE

- Bachelor's Degree in Social Sciences or Social Work Certification with a minimum of 5 years' experience in community development;
- At least two (2) years experience working in development-oriented operations;
- At least two (2) years working in volatile and vulnerable communities

SPECIFIC KNOWLEDGE & SKILLS

- Good knowledge of project management framework and processes;
- Ability to design and facilitate training sessions;
- Ability to establish and nurture beneficial business relationships;
- Capability to negotiate with and influence others;
- Good knowledge of interviewing techniques;
- Ability to conduct investigations (for site visits), evaluate findings, and prepare reports;
- Knowledge of behavioral problems, mental illnesses, and minority group problems;
- Ability to make critical observations while under stressful circumstances;
- Demonstrate high level of confidentiality and integrity;
- Emotional Intelligence;
- Ability to use professional judgment

COMPETENCIES

The post holder needs to demonstrate the following PMAS related competencies:

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|--|---------|
| Customer & Quality Focus | Level 3 |
| Interpersonal Skills | Level 3 |
| Team work & Co-operation | Level 2 |
| Oral and Written Communication | Level 3 |
| Initiative | Level 2 |
| Planning & Organizing | Level 2 |
| Analytical Thinking, Problem Solving & Decision Making | Level 3 |
| Job Knowledge | Level 3 |
| Managing Partners and External Relations | Level 2 |
| Use of Technology | Level 3 |
| Goals /Results Oriented | Level 3 |
| Compliance | Level 3 |

11. SPECIAL CONDITIONS OF THE JOB (disagreeable work environment etc.)

- Typical working condition;
- May be required to work beyond the normal working hours;
- May be required to travel locally to attend conferences, seminars and meetings.

12. VALIDATION

Incumbent

Date

Name of Supervisor _____ Job Title of Supervisor _____

Signature of Supervisor _____ Date _____

The Head of the Division's agreement as signified below has validated this document:

Name of Head _____ Job Title of Head _____

Signature of Head _____ Date _____