



MINISTRY OF LABOUR AND SOCIAL SECURITY
LOCAL OFFICES
JOB DESCRIPTION AND SPECIFICATION

JOB TITLE:	Social Services Administrator 2
JOB GRADE:	SWG/SSA 2
POST NUMBER	
BRANCH:	Local Offices
SECTION:	
REPORTS TO:	Parish Administrator - Public Assistance (SWG/PS 3)
MANAGES:	

This document is validated as an accurate and true description of the job as signified below

Employee

Date

Head of Department/Division

Date

Date received in Human Resource Division

Date

1. STRATEGIC OBJECTIVES OF THE BRANCH:

To ensure effective implementation and management of Public Assistance policies at the parish level, and in so doing enhance the efficiency and responsiveness of social security services, improve contributions and ensure compliance with relevant regulations.

2. JOB PURPOSE

To provide assistance to disadvantaged groups and individuals by investigating their circumstances (including those involved in appeals and additions) and submitting recommendations for targeted interventions through the appropriate public social assistance programs available within the Ministry of Labour and Social Security; also offering limited case management services.

3. KEY OUTPUTS

- Applicants identified, interviewed and investigated.
- Non-compliant cases investigated
- Addition of family & non-family members to PATH households
- PATH beneficiaries' cheques delivered.
- PATH beneficiary cheques secured.
- Collecting and reconciling uncollected cheques from Post Offices⁴⁴
- Concerns expressed by the public addressed.
- Damages by disaster victims assessed and Emergency supplies distributed as needed.
- Rehabilitation grantees monitored and evaluation reports timely submitted
- Schools and Health Centers visited and compliance records collected
- Appropriate handling of Poverty Intervention Cheques (M.P.)
- Public Education - social assistance/ welfare programmes promoted
- Case Management – Acute / Moderate Cases assessed and referred to other Agencies and Services where necessary and the requisite follow up done

4. Technical/Professional Responsibilities

- Target applicant for PATH benefits.
- Manage caseloads of assigned PATH beneficiaries.
- Assist in convening meetings with principals, guidance counsellors and health centre personnel to devise strategies to aid beneficiary compliance
- Assists in ensuring that assistance to PATH beneficiaries is delivered on a timely basis.
- Assist in the preparation of reports on cases to be submitted to Appeals Committee.
- Assist in identifying and referring PATH beneficiaries and applicants to appropriate social intervention programmes.
- Inspect/Assess suitability and Monitors shelters housing victims of disasters

- Informs Public Assistance Administrator of challenges encountered in the field.
- Participates in seminars, training sessions and workshops.
- Attends meetings, seminar, exhibitions, exposition and conferences of community groups and other organizations to promote PATH and other Public Assistance Programmes of the Ministry.
- Support activities related to Social Pension and other Public Assistance services in keeping with established procedures.

5. Other Responsibilities

- Performs any other duties and responsibilities as may be determined by the Ministry of Labour and Social Security from time to time.

6. PERFORMANCE STANDARDS

- 80% of assigned cases investigated within 30 days.
- Client interventions and support provided according to individual needs.
- 80% of cheques issued to post offices by the 15th day of the payment month.
- Beneficiaries and applicants visited and assessed.
- Relevant referrals made and followed up.
- Follow-up visits and checks conducted.

7. INTERNAL AND EXTERNAL CONTACTS

Internal Contacts

Contact (Title)	Purpose of Communication
Parish Administrator – Public Assistance	<ul style="list-style-type: none"> • For reporting, receiving directives, and seeking guidance on policies and procedures. • For daily operational management, task delegation, and performance evaluations. • For providing updates and advice based on operations.
Public Assistance team	<ul style="list-style-type: none"> • Work collaboration

External Contacts

Contact (Title)	Purpose of Communication
Beneficiaries of Public Assistance	<ul style="list-style-type: none"> • For providing information, processing applications, and addressing beneficiary concerns.
<ul style="list-style-type: none"> • Government and Non-Governmental Agencies • Community Organizations 	<ul style="list-style-type: none"> • For collaboration on social assistance programmes. • For promoting Public Assistance programmes and ensuring compliance criteria are met.

Contact (Title)	Purpose of Communication
General Public	<ul style="list-style-type: none"> For public education and outreach activities.

8. AUTHORITY

- Conduct investigations on assigned cases and make recommendations based on guidance of Parish Administrator.- Public Assistance.
- Make referrals to supporting agencies and monitor case progress based on guidance of Parish Administrator.- Public Assistance.
- Represent MLSS in public education.

9. REQUIRED COMPETENCIES

- Excellent report writing skills.
- Effective interviewing, investigating, analyzing, and monitoring techniques.
- Computer literacy.
- Effective oral and written communication skills.
- Knowledge of social intervention programs and Public Assistance Division functions.
- Good case management skills.

10. MINIMUM REQUIRED EDUCATION AND EXPERIENCE

- Five CXC/GCE O'Level subjects including Mathematics and English Language.
- Associate Degree in Social Services.
- Three years of related work experience.

11. SPECIAL CONDITIONS ASSOCIATED WITH THE JOB

- May be required to work long, irregular hours, including during natural disasters and on public holidays.
- May be required to travel to remote/volatile areas or long distances alone to conduct work assignments, including in a post-disaster environment.