



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

JOB TITLE:	Parish Manager - Social Security
JOB GRADE:	GMG/SEG 4
POST NUMBER	
BRANCH:	Local Offices
SECTION:	
REPORTS TO:	Chief Technical Director, Social Security
MANAGES:	Directly: Parish Administrator, Public Assistance (SWG/PS 3); Parish Administrator - National Insurance Scheme (GMG/SEG 3); Administrative Assistant (GMG/AM 3); Office Manager (GMG/AM 3); System Support Technician (MIS/IT 3); Parish Accounting Technician (FMG/AT 1); Indirectly: Social Worker 2 (Case Officer) (SWG/PS 2); Social Worker 1 (Steps to Work) (SWG/PS 1); Social Services Administrator 2 (SWG/SSA 2); Social Services Administrator 1 (SWG/SSA 1); Senior Inspection and Compliance Officer (GMG/SEG 2); Inspection and Compliance Officer (GMG/SEG 1); Records Officer 2 (PIDG/RIM 3); Records Officer 1 (PIDG/RIM 2); Secretary 2 (OPS/SS 2); Office Attendant (LMO/TS 2); Driver 2 (LMO/DR 2); Groundsman (LMO/TS 2) Administratively: Parish Organiser (National Council for Senior Citizens) (SWG/PS 1)

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 National Insurance Scheme and 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 ensure the harmonious and efficient operation of the Local Office by training and motivating staff, coordinating teamwork, delegating effectively, and making timely decisions. This role involves applying relevant acts and regulations governing the National Insurance Scheme and Public Assistance programmes and coordinating the implementation of national social policies at the parish level. It also includes investigating and coordinating roles among various agencies and non-governmental organizations, especially in times of disaster.

3. KEY OUTPUTS

- MLSS short and long-term policy implementation objectives and branch targets achieved.
- High level of customer service delivered.
- Policies and programmes for the contributory National Insurance and non-contributory Public Assistance Division executed.
- Operations of relevant programmes developed in collaboration with agencies and NGOs.
- Strategies to ensure the collection of contributions for the National Insurance Fund executed.
- Reports for National Insurance Scheme and Public Assistance Division collated and submitted on time.
- National Insurance Scheme contributions for the parish projected.
- Staff training needs identified and addressed.
- Staff evaluations conducted promptly.
- Annual plans and budgets prepared.
- Appeal and Review Committee meetings held.
- Health and Welfare Disaster Committee meetings held.
- Ministry represented at local official functions and meetings.
- Shelters for disaster victims identified and monitored.
- Office building, furniture, and equipment properly maintained.
- Efficient use of office supplies ensured.

4. Technical/Professional Responsibilities

Programme Management:

- Plan, organize, direct, control, and coordinate the work of the National Insurance Scheme and Public Assistance teams and associated staff in the parish, ensuring high-quality case-management and claims/benefits administration for the various NIS and PA benefits and grants, including the Social Pension.
- Ensure appropriate systems and procedures are in place to effectively execute social security programmes at the parish level, in alignment with MLSS directives.
- Prepare annual plans of activities for each programme.
- Develop short and long-term objectives in line with the Ministry's mandate.
- Lead, monitor and evaluate the Ministry's programmes in the parish.
- Ensure effective operations of relevant programmes related to national disasters.
- Identify, develop, and recommend best practices with colleagues and make contributions/provide feedback towards policy formulation.

Resource Management:

- Manage, direct, and control systems and staff in delivery of outputs and meeting of branch targets
- Set/maintain standards for work at the Local Office and convene staff meetings as necessary.
- Plan and implement strategies for collecting contributions for the National Insurance Fund.
- Prepare and submit annual projections for National Insurance Scheme contributions.
- Prepare annual budgets for National Insurance and Public Assistance Division.
- Approve sick and departmental leave and recommend vacation leave for staff.
- Authenticate travel and subsistence claims.
- Conduct and ensure completion of annual and special performance evaluations of staff and recommend acting and permanent appointments.
- Identify staff training needs and conduct TNAs.
- Recommend and coordinate training interventions for staff.

Liaison and Coordination:

- Liaise with government and non-governmental agencies to provide social assistance to customers.
- Maintain working relations with other Parish Managers for support in emergencies.
- Serve as Secretary of the Parish Appeals Committees.
- Represent the Ministry on the Parish Disaster Committee and chair the Parish Disaster Welfare and Health Committee.
- Coordinate assessment and relief procurement and delivery to disaster victims.
- Liaise with central ministry as necessary to secure necessary outputs for timely case disposal/business continuity.
- Represent MLSS in legal matters as necessary, including occasional attendance at court if required by duties/law.

Public Engagement and Education:

- Organize public education events to promote National Insurance and Public Assistance programmes.
- Deploy staff for community fairs and exhibitions.
- Respond/facilitate community and group requests for presentations on Social Security programmes.

Operational Oversight:

- Hold managerial responsibility for quality and expeditiousness of PA processes in Local Office, including those related to:
 - PATH and PATH Appeals
 - Rehabilitation Assistance Grant
 - Compassionate Assistance Grant
 - Emergency Assistant Grant
 - Education and Social Intervention (ESI) Grant
 - STEPS to Work
 - Entrepreneurship Grant
 - Confirmations for Adjustment to families on BMIS
 - Social Pension
 - Social Intervention Programme
 - Tertiary Grants
 - Any other contributions/benefits/claims assigned by MLSS to PA portfolio;
- Hold managerial responsibility for quality and expeditiousness of NIS processes in Local Office, including those related to:
 - NI Gold
 - Maternity Allowance
 - Special Child Benefit
 - Orphan Benefit
 - Employment Injury Benefit
 - Employment Injury Disablement Benefit
 - Employment Injury Death Benefit
 - Invalidity Benefit
 - Retirement Pension
 - Spouse Allowance
 - Widow's/Widower's Benefit
 - Funeral Grant
 - Special Grant
 - Refunds of contributions paid on deduction cards
 - Agent appointment/change applications
 - Any other contributions/benefits/claims assigned by MLSS to NIS portfolio;
- Ensure compliance of stakeholders including employers and employees with the National Insurance Act and Regulations.

Commented [TM1]: List to be adjusted based on programme adjustments, understanding that grants/benefits come into and out of existence across time.

Commented [TM2]: List to be adjusted based on programme adjustments, understanding that grants/benefits come into and out of existence across time.

- Ensure compliance criteria are met by PATH beneficiaries through contacts with schools, health centres, and families.
- Monitor and deliver recommended assistance to families of overseas employment programme employees.
- Monitor cases and facilitate secure disbursements for approved beneficiaries of NIS.
- Ensure the timely assessment and delivery of assistance to disaster victims.
- Manage the use and maintenance of office buildings, furniture, and equipment.

Other Responsibilities

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

5. PERFORMANCE STANDARDS

- Execute programmes efficiently, making effective decisions that result in meeting targets within budget.
- Deliver a high level of customer service in keeping with service excellence standards established in MLSS Citizen's Charter or directives.
- Minimize customer waiting times.
- Prepare accurate National Insurance Annual Projections.
- Submit timely and accurate reports.
- Prepare operational plans within established formats and timeframes.
- Ensure timely and accurate processing of benefit applications.
- Facilitate contribution collection in line with established targets.
- Display reliability, multitasking ability, and capacity to perform well under pressure.
- Monitor the welfare of and provide timely assistance to families of overseas employment programme employees.
- Identify and refer PATH beneficiaries and welfare applicants to training and employment programmes within appropriate timelines.
- Assist disaster victims promptly.
- Address staff welfare effectively.
- Exhibit general professionalism, effectiveness, and efficiency.
- Recommend competent individuals for duties.

6. INTERNAL AND EXTERNAL CONTACTS

Internal Contacts

Contact (Title)	Purpose of Communication
Chief Technical Director, Social Security	<ul style="list-style-type: none"> • For reporting, receiving directives, seeking guidance on recommendations on policies and procedures. • Making recommendations on policies and procedures as appropriate.

Contact (Title)	Purpose of Communication
Parish Administrators for Public Assistance and National Insurance Scheme	<ul style="list-style-type: none"> For coordination/implementation/discussion of programmes, policy updates, and operational/compliance issues.
Local Office staff	<ul style="list-style-type: none"> For daily operational management, task delegation, and performance evaluations.
Senior Director, HRMD	<ul style="list-style-type: none"> For staffing issues, recruitment, performance evaluations, and training needs.
Other Parish Managers:	<ul style="list-style-type: none"> For sharing best practices, seeking support in emergencies, and coordinating inter-parish activities.

External Contacts

Contact (Title)	Purpose of Communication
<ul style="list-style-type: none"> Government and non-governmental agencies Schools, health centers, and other community organizations Courts 	<ul style="list-style-type: none"> For collaboration on social assistance programmes, disaster response coordination, and policy implementation. For ensuring compliance criteria are met by PATH beneficiaries and promoting social programmes. Perform duties in keeping with requirements of court where required.
Employers/Clients/Beneficiaries of the National Insurance Scheme and Public Assistance/Related Families	<ul style="list-style-type: none"> For providing information, processing applications, and addressing beneficiary concerns and appropriate needs. For monitoring welfare and delivering recommended assistance.
<ul style="list-style-type: none"> Local authorities and Parish Disaster Committee Suppliers of food and household items for disaster relief 	<ul style="list-style-type: none"> Disaster preparedness and response. Facilitate procurement of necessary supplies during emergencies.
General public	<ul style="list-style-type: none"> For public education and outreach activities.

7. AUTHORITY

- Represent MLSS at parish level in public forum.
- Procure food and household items from local suppliers for disaster victims.
- Make decisions related to emergencies and natural disaster relief, in keeping with established guidelines.
- Make recommendations for clients to access grants and benefits.
- Recommend leave, disciplinary action, acting appointments, and permanent appointments in line with HR policies.
- Certify travel and subsistence claims.

- Schedule staff meetings.

8. REQUIRED COMPETENCIES

Core

- Excellent presentation, oral, and written communication skills
- Analytical thinking and initiative
- Good problem-solving and decision-making skills
- Strategic vision
- Good leadership and interpersonal skills
- Effective people management and client interface management
- Managing partnerships
- Methodical and results-oriented

Technical

- Excellent planning and organizing skills
- Computer literacy
- Knowledge of the 1) National Insurance and 2) Public Assistance Legislative, Regulatory, Policy and Operational Framework
- Understanding of social services administration
- Ability to develop and implement strategies for programme management
- Proficiency in financial and resource management
- Ability to conduct training needs analysis (TNA) and coordinate staff training interventions
- Competence in public education and outreach activities

9. MINIMUM REQUIRED EDUCATION AND EXPERIENCE

- A Masters' Degree in Social Work, Social Services Administration, Social Sciences or equivalent qualification.

AND

- Three (3) years progressive work experience, two (2) of which should be at the managerial level in the private or public sector with demonstrated understanding of Social Services Administration
- Training in Leadership and Change Management would be an asset

OR

- A Bachelor's Degree in in Social Work, Social Services Administration, Social Sciences or equivalent qualification.

AND

- Five (5) years progressive work experience, three (3) of which should be at the managerial level in the private or public sector with demonstrated understanding of Social Services Administration

- Training in Leadership and Change Management would be an asset

OR

- An equivalent combination of qualifications and experience relevant to the job.

10. 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.