



MINISTRY OF LABOUR AND SOCIAL SECURITY

CAREER OPPORTUNITY

The Ministry of Labour and Social Security invites applications from suitably qualified professionals to fill the following position:-

SOCIAL SERVICES ADMINISTRATOR 2 (SWG/SSA 2)

Applications are invited from suitably qualified officers to fill the position of **Social Services Administrator 2 (SWG/SSA 2) (Vacant) within the Social Security Division - Administration of National Insurance and Public Assistance - Local Offices: St. James.**

1. 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.

2. 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

3. 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.

4. 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

- 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.

6. 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.

7. 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.

8. 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.

9. 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.

Please visit <https://www.lmis.gov.jm/> and submit applications accompanied by resumes no later than **Tuesday, August 5, 2025** addressed to

Senior Director, Human Resource Management and Development
Ministry of Labour and Social Security,
14 National Heroes Circle, Kingston 4

Applications and resumes may also be sent to: resume@mlss.gov.jm
The complete job descriptions may be viewed on our website at:- www.mlss.gov.jm
Please note that only shortlisted persons will be contacted.