

Opening Date: 19 April 2017
Closing Date: 05 May 2017
Location: Tortola
Vacancy Notice No. MHSD/04/2017
Job Classification: Grade 07
Ministry/Department/Unit: Safe Haven Transitional Centre
Position Details: One year probationary period
Established position
Employment Type: Full-time Shift Schedule: 7:00 am-3:00 pm | 1:00 pm-9:00 pm
Remuneration/Benefits: **Salary range \$24,485 - \$38,906** Salary is commensurate with relevant qualifications and experience.

JOB VACANCY NOTICE Programme Aide

Government of the Virgin Islands



ROLE SUMMARY

The successful applicant will provide assistance within the Centre to ensure that all matters are dealt with professionally and in a timely manner.

MAIN RESPONSIBILITIES

1. Ensure the smooth and efficient operation of the Centre through the administration of daily operations.
2. Answer and evaluate incoming telephone calls so that queries are received by the appropriate personnel in a timely manner.
3. Assist within the Centre to meet their objectives by performing the following duties:
 - a. Obtain and verify client information in a timely manner;
 - b. Observe client behaviours;
 - c. Assist with developing treatment plans for clients;
 - d. Conduct life skills training and orienting clients to the Centre;
 - e. Transport or accompany clients to appointments; and
 - f. Complete case narratives on clients in a competent and professional manner.
4. Assist clients in completing forms, explain programme policies and procedures and provide instructions to clients on service provision to ensure courteous and professional assistance is given and that clients are fully informed.
5. Administer and maintain records, systems/databases and reports ensuring security of data.
6. Assist in the formulation of service development and delivery.
7. Perform any other related duties as required by Supervisor or any other senior officer in order to contribute to the effectiveness and efficiency of the Centre.

BEHAVIOURAL COMPETENCIES

1. Develop your own skills to improve performance
2. Manage self to set an example to staff
3. Maintain work activities to meet requirements, including quality
4. Maintain a healthy, safe and productive working environment
5. Monitor the progress and standard of work performance

WORKING CONDITIONS/ ENVIRONMENTAL FACTORS

- Normal office environment
- Clinical environment
- Fieldwork
- Interaction with public
- Residential environment
- Shift work

MINIMUM QUALIFICATIONS AND EXPERIENCE

- Associate's Degree in Social Work or related field
- Three (3) years' experience in Social Work or related field
- Valid standard BVI driver's license
- Basic knowledge of Government's policies and procedures
- Basic knowledge of casework management, concepts and procedures
- Basic interpersonal skills including counselling and interviewing techniques
- Basic oral and written communication and presentation skills
- Ability to lift 50 lbs
- Ability to work well under pressure

HOW TO APPLY

All applications for employment to the Public Service, including applications for transfer under the Employee Mobility Programme must be submitted to the address provided below by the job closing date.

Agency:

**Permanent Secretary
Ministry of Health and Social Development
Central Administration Complex
Road Town, Tortola VG 1110
British Virgin Islands**
Or by email: www.hrdbvi@gov.vg

Applicants should submit the Employment Application (available at: www.bvi.gov.vg); a Résumé/Curriculum Vitae of their relevant experience and qualifications; with two personal reference letters; certified copies of identification, citizenship, and academic certifications/diplomas/licenses, along with a police certificate from your place of residency.

Applying through the Employee Mobility Programme: Applicants interested in transferring to the Public Service through the Employee Mobility Programme must submit the standard Employment Application (see above) along with the Employee Mobility Application (available at: www.bvi.gov.vg/services/emp). All sections of both forms must be thoroughly completed in order to prevent delays in processing applications. For more information about the Employee Mobility Programme, click www.bvi.gov.vg/services/emp.

Important Notice: Qualified candidates who are considered for potential employment with the Government of the Virgin Islands may be requested to provide further criminal history record information. Evidence of a criminal conviction or other relevant information obtained shall not

It is the policy of the Government of the Virgin Islands that appointments to the Public Service, and promotions within the Service, be based on the merit principle – without discrimination based on race, age (save as restricted by law), religion, political affiliation, sexual orientation, marital status, or family relationship.

CONTACT THE DEPARTMENT OF HUMAN RESOURCES FOR MORE INFORMATION ABOUT THE EMPLOYMENT PROCESS:

Department of Human Resources • Central Administration Building • Wickhams Cay I • Road Town • Tortola • British Virgin Islands | Tel (284) 468-2178 • Fax (284) 468-3191 • E-mail hrdbvi@gov.vg

automatically disqualify an individual from employment with the Government of the Virgin Islands.

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