



## **GOVERNMENT OF SAINT LUCIA**

### **MINISTRY OF THE PUBLIC SERVICE, HOME AFFAIRS, LABOUR AND GENDER AFFAIRS**

#### **Department of the Public Service**

#### **VACANCY NOTICE**

Applications are invited from suitably qualified persons for appointment to the post of

#### **DIRECTOR, FAMILY COURT - DEPARTMENT OF JUSTICE**

##### **A. RESPONSIBILITIES AND RELATIONSHIPS**

1. To manage the operations and programmes of the Family Court; lead the planning, implementation, monitoring and evaluation of social work services including casework management; and assist in the resolution of family court matters, in accordance with legislative requirements and best practice, for the efficiency and effectiveness of court operations and to enable protection of the social welfare of children and families within the justice system.
2. To manage assigned staff and resources to ensure work programmes are implemented in accordance with legislative and operational requirements and established labour practices.
3. Responds to the Permanent Secretary and liaises with the Attorney General's Chambers, the Royal Saint Lucia Police Force, social service providers, the Judiciary, Court Administrators and the Eastern Caribbean Supreme Court on matters relating to work in progress.

##### **B. DUTIES AND TASKS**

1. Prepares the work programme for the Family Court in line with the Department's strategic objectives through strategic planning, consultation with stakeholders and team members and review of key evidence-based reports/documentation, to enable the determination of targets, milestones and deadlines.
2. Leads and manages assigned staff through target setting, continuous dialogue, mentoring, coaching, assessment of staff performance, identifying training needs and gaps, and managing leave, to ensure effective performance management and promote employee wellbeing.

3. Facilitates the resolution of Family Court matters through collaboration with local, regional and international agencies by attending/coordinating case conferences and ensuring that decisions taken are executed, to promote the wellbeing of children and their families.
4. Reviews and approves social inquiry reports ordered by the court regarding child maintenance, child custody and domestic violence, by assessing investigative findings, to ensure compliance with Court Orders.
5. Undertakes case management by examining processes, procedures and interventions, reviewing cases, complaints on record, assigning referrals, conducting site visits and casework management meetings, identifying opportunities for improvements and recommending solutions, to ensure that cases are attended to in accordance with legislative and regulatory requirements and best practice.
6. Supports the improvement of court operations by conducting research, analysing data and preparing proposals and presentations, to aid decision making for the enhancement of services of the Family Court.
7. Oversees and develops standard operating procedures and standards for best practice for social workers and counsellors of the Family Court, by conducting research and analysis, collaborating with subject matter experts and preparing and implementing operational frameworks in accordance with legislative and regulatory requirements, to ensure adherence to policies and protocols for the social welfare of children and families and to enhance service delivery.
8. Assists with the resolution of matters before the Court by conducting counselling, mediation and evaluation sessions on referred cases, to promote wellbeing, achieve consensus among parties and to make recommendation for decision making.
9. Oversees referrals for additional intervention by Family Court social workers by assigning referrals, following-up and vetting of reports, to ensure that clients receive the service required.
10. Designs and implements social work programmes by assessing current and historical cases for the identification of trends, evaluating and reviewing previous programmes and conducting research, to allow for the development of initiatives to protect and maintain social welfare.
11. Collaborates with stakeholders in the design, implementation and delivery of training exercises, workshops and educational activities targeted at communities, schools, institutions and at-risk population, to promote awareness and sensitisation about the mandate of the Family Court including domestic violence and child maintenance.
12. Ensures continuous public education, awareness and familiarity with the work of the Family Court and the contributions of donor agencies by designing, coordinating and implementing an annual calendar of activities for a national outreach programme to foster public appreciation and create opportunities/avenues for broader stakeholder engagements.

13. Establishes quality assurance standards and guidelines including monitoring mechanisms for responding to and resolving inquiries and/or complaints from internal and external customers and ensuring the maintenance of an issues log, to enable excellent service delivery and maximise customer satisfaction.
14. Facilitates continuous learning through training, workshops and consultations by applying effective training methodologies and presentation skills to build capacity in best practices for service delivery in the social support sector and family courts.
15. Prepares status reports on the work programme of the unit, in accordance with standard operating procedures, to allow for a review of set targets and objectives, facilitate decision-making and promote accountability.
16. Performs any other job-related duties as may be assigned.

### **C. CONDITIONS**

1. Congenial accommodation is provided within a general administrative office.
2. Institutional support is provided through the Constitution of Saint Lucia, civil service rules and regulations, standard operating procedures, collective agreements, Estimates of Revenue and Expenditure, Public Finance Management Act 2020, Family Court Act and other relevant policy documents.
3. Opportunities exist for personal development through established orientation and training programmes, as outlined in the Training and Development Policy for the Saint Lucia Public Service.
4. May be required to work beyond the normal working hours.
5. Required to remain current on practices and developments in strategic leadership and management, social work, counseling, mediation, conflict resolution and legal frameworks.
6. Required to demonstrate political acuity.
7. Required to maintain integrity, confidentiality and professionalism in the conduct of duties.
8. Required to be punctual and present for work, meetings and other official appointments and activities.
9. Functions in a scheduled travelling post with travel allowance in accordance with that stipulated in the terms and conditions of employment.
10. Required to own and maintain a motor vehicle for the proper performance of duties and to possess a valid driver's license.
11. May be required to travel regionally and internationally in the conduct of duties.

12. Salary and benefits are in accordance with that stipulated in the terms and conditions of employment.

#### **D. KNOWLEDGE, SKILLS AND ABILITIES**

1. Advanced knowledge of the structure of the public service and ability to interpret and apply its administrative policies and procedures.
2. Advanced knowledge of, and ability to interpret and apply civil service rules and regulations, standard operating procedures, Family Court Act, local, regional and international family legislation, international treaties and policies relating to children and families, Estimates of Revenue and Expenditure, Part IV of the Labour Act, Cap 16.04, collective agreements and other relevant policy documents.
3. Advanced knowledge of, and ability to interpret and apply principles and practices of social policy, social work, psychology and counseling.
4. Advanced family assessment, counseling, social work, group therapy, behavior modification, therapeutic and crisis intervention skills.
5. Advanced analytical and conceptualisation skills.
6. Advanced leadership and management skills with the ability to inspire and motivate employees.
7. Advanced interpersonal skills and consistently demonstrates emotional intelligence.
8. Advanced negotiation and mediation skills.
9. Advanced oral and written communication, listening and presentation skills.
10. Ability to effectively develop and maintain working relationships with team members and other stakeholders.
11. Intermediate computer literacy skills; with the ability to manipulate software applications such as word processing, databases, spreadsheets, presentation programmes and Judicial Electronic Management System (JEMS).
12. Ability to manage time, meet deadlines and remain calm under pressure.
13. Ability to exercise initiative and judgment in the execution of duties.
14. Intellectually acute, visionary and innovative
15. Ability to effectively utilise crisis intervention techniques.
16. Ability to adapt to organisational change.

## **E. EVALUATION CRITERIA**

1. Demonstrated knowledge of the structure of the public service and ability to interpret and apply its administrative policies and procedures.
2. Demonstrated knowledge of, and ability to interpret and apply civil service rules and regulations, standard operating procedures, Family Court Act, local, regional and international family legislation, international treaties and policies relating to children and families, Estimates of Revenue and Expenditure, Part IV of the Labour Act, Cap 16.04, collective agreements, and other relevant policy documents.
3. Demonstrated knowledge of, and ability to interpret and apply principles and practices of social policy, social work, psychology and counseling.
4. Demonstrated family assessment, counseling, social work, group therapy, behavior modification, therapeutic and crisis intervention skills.
5. Demonstrated analytical and conceptualisation skills.
6. Demonstrated leadership and management skills.
7. Demonstrated interpersonal skills and emotional intelligence.
8. Demonstrated negotiation and mediation skills.
9. Demonstrated effectiveness of oral and written communication, listening and presentation skills.
10. Demonstrated business process management, organisational and project
11. management skills.
12. Demonstrated ability to effectively develop and maintain working relationships with team members and other stakeholders.
13. Demonstrated computer literacy skills.
14. Demonstrated ability to manage time, meet deadlines and remain calm under pressure.
15. Demonstrated ability to maintain integrity, confidentiality and professionalism in the conduct of duties.
16. Demonstrated ability to exercise initiative and judgment in the execution of
17. duties.
18. Demonstrated intellectual acuity and ability to be visionary and innovative.
19. Demonstrated ability to complete assignments and tasks as defined by performance targets.
20. Demonstrated political acuity.

21. Demonstrated ability to remain current on practices and developments in strategic leadership and management, social work, counseling, mediation, conflict resolution and legal frameworks.
22. Demonstrated ability to prepare and submit reports that meet established standards.
23. Demonstrated ability to effectively utilise crisis intervention techniques.
24. Demonstrated ability to adapt to organisational change.

#### **F. QUALIFICATIONS AND EXPERIENCE**

1. Master's Degree in Social Work, Counseling, Psychology, Social Policy and Planning or related field plus two (2) years' experience in a post at Grade 12 or above; or two (2) years' relevant professional experience; **OR**
2. Master's Degree in Social Work, Counseling, Psychology, Social Policy and Planning or related field plus four (4) years' experience in a post at Grade 10; or four (4) years' relevant professional experience; **OR**
3. Bachelor's Degree plus Post Graduate Diploma in Social Work, Counseling, Psychology, Social Policy and Planning or related field plus three (3) years' experience in a post at Grade 12; or three (3) years' relevant professional experience; **OR**
4. Bachelor's Degree in Social Work, Counseling, Psychology, Social Policy and Planning or related field plus four (4) years' experience at Grade 12; or four (4) years' relevant professional experience.

#### **G. SALARY**

Salary is at the rate of **EC \$72,480.00** per annum (Grade 16, Step I).

#### **HOW TO APPLY**

Applications should be made on the prescribed Government of Saint Lucia Employment Application Form, and should be addressed to:

**The Secretary  
Public Service Commission  
Sir Stanislaus James Building  
The Waterfront  
Castries, St. Lucia**

**Applications are to reach at the above address no later than March 31, 2023.**

Only suitable candidates will be acknowledged.

**Please be advised that candidates who meet the minimum qualifications and experience may not be considered for an interview; only the candidates with the best qualifications and experience will be short listed for interviews.**