

Terms of Reference

Social Worker in the Social Services Department in Montserrat, Ministry of Health and Social Services

1.0 INTRODUCTION

Montserrat is a British Overseas Territory in the Eastern Caribbean, measuring approximately 16km by 11km with a population of 4,922 (Census, 2011). The ongoing volcanic eruptions, which began in 1995, destroyed the capital city and the airport and rendered two-thirds of the island uninhabitable. Prior to the eruption, Montserrat had a pre-1995 population of 12,000 with a thriving private sector and export led economy, based on Agriculture, Clothing, Electronic parts and plants. Families were torn apart as many left to live in the UK the US, Antigua and other Caribbean islands, resulting in a population decline of around 50% between 1995 and the present day. It is an island with a strong religious background and has a Christian Council that speaks on behalf of many of the churches that it represents.

This population has necessarily been joined by other nationals from countries notably from Guyana, Jamaica, Haiti, Santa Domingo, Dominica and other nations where persons have been seeking paid employment. The population now stands at nearly 5000. The influx of persons from other cultures has brought challenges of language and other cultural issues. The last census, completed in 2012/13, revealed that 27% are non-nationals.

2.0 Social Services Department (SSD):

The provision of social services on Montserrat is the responsibility of the Social Services Department (SSD), under the Ministry of Health and Social Services. Previously named the Community Services Department, the SSD now reflects the different orientation of the Department's work since the volcanic crisis some 20 years ago. The focus over the past two years has been to introduce professional social work practice into the work of officers with all client groups.

Current Situation:

The Government of Montserrat (GoM) in 2014/15 together with support from the Department for International Development (DFID) recognized the need to revisit and review the current structure of Social Services. In 2016, the restructuring of Social Services was implemented and with it came staffing and restructuring recommendations. The staffing included the recruitment of a number of Technical Co-operation Posts such as Senior Social Workers, Social Workers, Senior Probation Officer, Counsellor, and Crown Counsel in an effort to introduced professional social work practice, transfer

knowledge and skills and provides the opportunity for the current staff to gain the acquired social work qualification. The succession plan is in progress in that we have five (5) persons currently studying to become qualified Social Workers.

Mission of the Social Services Department:

The mission of the department is 'to respond to the Social Care needs of all people on Montserrat by supporting, promoting and encouraging empowerment, development and growth' which directly supports the Vision for Montserrat which is:

“A healthy and wholesome Montserrat, founded on a thriving modern economy with a friendly, vibrant community, in which all our people through enterprise and initiative, can fulfill their hopes in a truly democratic and God-fearing society”

The SSD areas of service are guided by Strategic Plans 2018- 2022 of the Ministry of Health and Social Services which highlight the need for:

KEY STRATEGIES FOR 2018/19:

1. Continue efforts to safeguard and protect the children of Montserrat by putting in place the necessary legislative and policy framework and programmes. [2.9]
2. Review and update the existing Social Welfare Act to enhance the Ministry's ability to identify and respond to socially vulnerable persons. [2.2, 2.3, 2.5, 2.9]
3. Develop and implement evidence-based Policies and Frameworks for the improvement of the quality of life of vulnerable groups. [2.2, 2.3, 2.9].
4. Promote and improve gender development through the development of a gender strategy in consideration of the Convention on the Elimination of all Forms of Discrimination Against Women (CEDAW) and other related gender plans. [2.3]
5. Promote and improve the services offered to probationers and parolees through the development of a policy framework. [2.2, 2.3]

In the MOHSS Strategic Plan 2018-2022, we continue to attempt to address the needs of the most vulnerable in our society. The baselines for our work are the revelations of a number of persons accessing the services, research which continues to manifest the outcome of the impact of crisis on the lives of Montserratians.

The demographic changes to our society are also having far reaching social impacts, which impinge on the resources needed to adequately respond to the demands of the young the elderly and other families in crisis plus medical emergencies.

Social Services Department areas of service include:

- **Child and family Service:** Child safeguarding and Protection –the “shifting” of children that occurs in the Caribbean to the UK and the Caribbean is a particular child safeguarding concern on Montserrat, as is child neglect, emotional, physical and sexual abuse; assessment of potential foster carers is a work in process as are efforts to improve the early psycho-social interventions for children and adults at risk.
- **Adult Service**– including monitoring of the elderly, vulnerable adults - those living with disabilities, those at risk of domestic violence; and others at risk in the community (those with mental health problems, substance abusers, those without permanent homes etc); Working with the physically and mentally disabled, including liaison with the Mental Health Unit.
- **Social Welfare/Social Protection** – including assessment for eligibility for financial benefits to include rental assistance and foster care allowances to include follow-ups of clients and assessments, and preventive and development programmes.
- **Probation Services:** Working with Probationers, providing Social Enquiring Reports for the Court, counselling and treatment, as well as support through the court system.

2.0 PURPOSE OF ASSIGNMENT

The GoM is now seeking to recruit Social Workers to help take forward Social Services Goals

3.0 SCOPE OF WORK

1. Manage case load and maintain accurate case files for safeguarding and protection of children and vulnerable adults.
2. Coordinates, monitor, evaluate and assist with the development and implementation of social and community programmes and interventions.
3. Perform investigations, assessments and prepare reports on various social issues and needs.
4. Visit designated geographical areas in the community to monitor, address social needs and maintain up to date community profiles and reports
5. Serve on special committees dealing with matters pertaining to Social Development and Social Protection when requested.

6. Support and encourage learning amongst staff and in particular contribute to the practice development of newly qualified social workers and social work assistants.
7. Work with Senior Social Workers in identifying and responding to specific learning themes and vulnerabilities within services areas.
8. Assist with the formulation and implementation of Corporate, Business, Operational Work Plans, and Disaster Preparedness Plans for the Department.
9. Provide public education on Social issues.
10. Attend workshops and seminars pertaining to social development and Social issues.
11. Monitor, assess and respond to all conventions, which place a social obligation on the Government of Montserrat

Any other Duties

- The post holder may be required to perform any other duties as directed by the Director of Social Services.

4.0 QUALIFICATIONS SKILLS AND EXPERIENCE

Education:

- Bsc in Social Work or MA in Social Work

Experience:

- The person engaged will be expected to have worked as a Qualified Social Worker for at least 3 to 5 years.

Accreditation:

Must be a current member of a recognized professional accreditation or licensing body. Membership should be maintained for the duration of the period of engagement.

Skills:

- Excellent technical, analytical report writing skills
- Verbal and written communication
- Creative skills
- Interpersonal and basic counselling skills
- Conflict resolution and problem-solving skills
- Negotiating skills
- Good Time management
- Ability to work unsupervised

Personal requirements for the post:

- Must be able to work in a small community, and have an understanding of how the diverse cultural practices and beliefs may impact on current social work practice may have on a different culture.
- A flexible approach to work with a willingness to assist with the provision of services when there are staff and technical capacity shortfalls.
- Exercise good judgement, integrity and discretion when handling confidential information.
- Manage caseload and assist in various initiatives while meeting deadlines.

5.0 REMUNERATION

Salary: R15 (Fixed) EC\$62,064.00p.a

Allowances: Market Premium – EC\$51,616.00p.a; Housing – EC\$36,000.00p.a; Cost of Living – EC\$720.00p.a.; Travel – EC\$9,600.00p.a

6.0 DURATION

The terms of engagement will be for a contractual period of two (2) years.

7.0 REPORTING AND MANAGEMENT ARRANGEMENTS

- The Social Worker will be supervised by the Senior Social Worker. The overall management reporting line is to the Director of Social Services.

8.0 OTHER REQUIREMENTS

An up to date police check or Disclosure and Barring services (DBS) and the regulatory body for Health and Social Care professionals is the HCPC.

9.0 CONFIDENTIALITY

All information, data and documentation belonging to the government of Montserrat shall be treated by the Senior Social Worker as confidential and shall not, at any time during or after the termination of his/her engagement, be disclosed by the Social Worker, his servants, or agents or any third party without written consent of the Government.

10.0 DISPUTE RESOLUTION

In the event of a dispute between parties concerning any matter arising from or concerned with this agreement, the parties shall use reasonable efforts to settle the dispute through negotiations conducted in good faith between the respective senior officers of the party who have authority to settle the same.

11.0 AMENDMENTS

Amendments to this agreement may be made only in consultation with the service provider and the Ministry of Health and Social Services.