



Comprehensive Job Charts for Cutting Edge Personnel

Social Justice Department
Government of Kerala



Institute of Management in Government

Supported by

**Department of Administrative Reforms and Public Grievances
Government of India**





प्रशासनिक सुधार और लोक शिकायत विभाग

**Department of
Administrative Reforms and
Public Grievances
Government of India**

The Department of Administrative Reforms and Public Grievances is the nodal agency of the Government of India for administrative reforms as well as redressal of public grievances relating to the states in general and those pertaining to Central Government agencies in particular. The Department endeavors to document and disseminate successful good governance practices by way of audio-visual media and publications. The Department also undertakes activities in the field of international exchange and cooperation to promote public service reforms.

Mission

To foster excellence in governance and pursuit of administrative reforms through:

- ◆ Improvements in government structures and processes;
- ◆ Promoting citizen-centric governance with emphasis on grievance redressal;
- ◆ Innovations in e-Governance;
- ◆ Documentation and dissemination of good practices.

Vision

- ◆ Facilitate pursuit of excellence in governance for the benefit of all citizens



**Social Justice Department
Government of Kerala**

Comprehensive Job Charts for Cutting Edge Personnel



Institute of Management in Government



सत्यमेव जयते

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State Collaboration Initiative Scheme of the
Department of Administrative Reforms and Public Grievances
Government of India**

Foreword



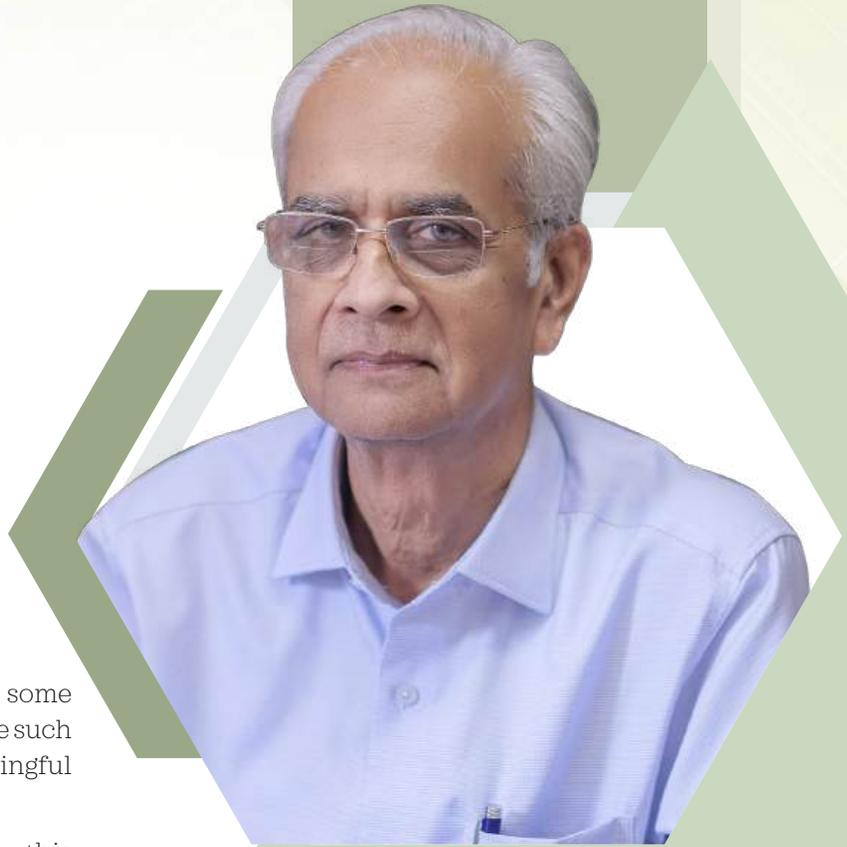
Institute of Management in Government Thiruvananthapuram

September 2024

This Report on the Comprehensive Job Charts of the Department of Social Justice has been prepared under a project funded by the Department of Administrative Reforms and Public Grievances (DARPG), Government of India. This Report is a unique document, which is the culmination of a highly productive collaboration and consultation with the stakeholders. It is not uncommon in Departments that many functions and responsibilities become ill-defined, distorted, ignored or even obscure over a period. By rediscovering and redefining the responsibilities of each category of employee, as attempted in this Report, the Department is able to retrieve its original mandate with its details and rededicate to the central cause for which it has been created. With better role clarity and accountability, the Department becomes well-oiled machinery able to effectively address the key tasks. The unhappy situation where meaningless routines and administrative lethargy often mar the quality of our accomplishment would become a thing of the past, should this Report be adopted in letter and spirit.

Clarity creates action and action leads to outcome. In the absence of role clarity and goal clarity, much of our office activity consumes considerable time and energy in pursuing sterile processes than leading to outcomes. This document can be a game changer. It not only narrates the job summary and official reporting structure, but goes on to outline the job descriptions and offer capacity building suggestions. I have no doubt that this Report will be a great tool to reposition the Department of Social Justice and redeem its mandate in its fullness.

Our technologically driven world has already got used to immediate responses and quick results. The old pace of administration has admittedly no relevance in 21st century. Changes, however, do not occur



by themselves. They have to be caused by some external or internal input. This Report is one such external input that would trigger meaningful changes in this Department.

IMG is privileged to have undertaken this Project. I am grateful to the Secretary DARPG for entrusting us this important study which has greater significance than meets the eye. Dr. Ram Mohan, Professor at IMG who was the Nodal Officer of the Project has shown remarkable care, perseverance and zest in steering this project to its desired destination. I compliment him and his enthusiastic team for producing this comprehensive Report.

IMG is happy to present the Report on the Comprehensive Job Charts of the Department of Social Justice for consideration and application. In a democracy, good governance is not optional but a moral imperative. I trust that this Report which has the potential to catalyze the much needed transition to responsive, sensitive and speedy administration will be put to meaningful use.


K. Jayakumar
Director



**Institute of Management
in Government**
Thiruvananthapuram

September 2024

CONTEXTUALIZING JOB CHARTS: THE DESIDERATUM FOR ADMINISTRATIVE EFFECTIVENESS AND EFFICIENCY

In 1914, with only a handful of men, Theodore Roosevelt by then, a former U.S. President and Nobel laureate embarked upon a self-imposed journey to explore the *Rio da Duvida*, an uncharted river in South America. Roosevelt faced unbelievable hardships, a punishing and hitherto unknown terrain, hostile natives, disease, starvation and worse. Roosevelt's colleague and famous co explorer - Mariano Da Silva Rondon, had named the river *Rio da duvida* or River of Doubt in Spanish.

But what has this journey to do with public service and governance? Employees in public service often launch their careers expecting financial stability, social security and even the perceived status it bestows on them. Very few aspire for a career in government solely for the passion of service. Most employees in public service grapple with their job roles and purposes, not once, but several times in their careers. It is imperative that employees encounter difficulty, contextualizing their roles in the larger context of the department goals and priorities.



These enduring doubts weave a shroud of mystery on governmental outcomes, compromising its efficiency. One of the cardinal reasons for the state of affairs is rightfully attributed to weak and sketchy job profiles and designs. Job profiles are often weakly sketched and poorly articulated. Responsibilities that ought to co-exist with authority are not understood. Employees are often compelled to learn and unlearn on their jobs, unsure of their outcomes. More often than not, employees are not appropriately hand held in their grooming stages & during occupational cross roads. Governments, therefore, have difficulties aligning vision, mission and outcomes with the demands of the citizenry.

On the job performance becomes tricky if Governments are unsure of the demands

made on the employees. Consequentially, employers face supervisory challenges and encounter difficulties leading and herding employees in a dynamic ecosystem. The system throws up several surprises - pleasant and unpleasant which at times, catches employers and employees, off guard. The pleasures, challenges, difficulties, threats, dilemmas and even surprises that the ecosystem offers affect the performance of the employees, their supervisors, the department and the Government itself. However the most affected are the citizens themselves - the very purpose for which governments and public service exist.

The governmental ecosystem is allegorically similar to the wild unchartered Amazon. Though Roosevelt and company made meticulous preparations, the harshness of the terrain was severely underestimated. The journey down the merciless stretch was made in heavy dugout canoes, which were totally unsuitable for such stretches, to say the least, a fact they were to realize in no time. The river traversed sharp and steep gorges, waterfalls, countless rapids, meandering at times through verdant and seemingly impervious wall of greenery. Inclement weather characterized by tropical heat and incessant rains made the progress difficult through the rapidly changing terrain. The basin was hostile with several cannibalistic and uncivilized tribes, deadly wildlife, insects and fishes. En-route the 2000 meters descendand over the 600 km stretch, the team lost most of their dugouts, provisions, encountered drowning, starvation, disease and even murder within their ranks.

Though civic service may not appear as intimidating, at times it becomes thankless, directionless and even exhausting. Contemporary public service is dictated by several considerations, compulsions, contradictions and tradeoffs. In time, the purpose of departments and the jobs get swamped, in a complex interplay of

social, economic, political, legal and even factors, defeating the very purpose and rationale of its existence. Rapid advances in technology, rising civic consciousness and the clamour for good governance as a civic right reinforce the focus on public servants and make their tasks unenviable. This scenario is most experienced at the front lines - where the employee interacts with the society immersing willingly or unwillingly in the societal labyrinth. The effects and tremors of the front-line interactions are experienced at higher levels, in varying intensities.

Governments, world over, increasingly recognize the need for a fundamental shift in the way they go about their business. This amounts to embedding a focus on effectiveness, efficiency, innovation and outcome. Predictability of governmental outcomes in terms of services obtained and time frame to achieve these are of paramount importance. Governments need to look at improving their productivity by doing the same tasks in newer ways, with lesser, but competent personnel, leveraging technology, imbibing modern governance practices, and learning from the private sector and even from their *diasporas*.

Several initiatives and reforms were and are designed by governments, to improve the efficiency of public expenditure and improve the quality of interactions. This is necessitated due to the need for structural changes in the public sector, preparing and implementing alternative approaches to delivering services, and greater need for leveraging public-private partnerships. Many of these initiatives labour to stay afloat, while others loose sight of the purpose which germinated them. The challenge is to balance demand for sustained levels of service with affordability.

Though professionalizing civil service is now recognized as the *sine qua non* for purposive governance, much remains to be done, commensurate with the importance and attention

the subject demands. It is a fact that if human resources in government do not find meaningful sustenance, they will adapt and improvise in ways which render the governmental functioning - sluggish and ineffective. This scenario could be addressed meaningfully only with well-conceived job charts for all levels and categories of employees. The need is arguably, more pronounced at the front lines of governance, as the higher echelons have relatively well articulated job profiles and access to capacity development avenues.

This initiative, sponsored by the Department of Administrative Reforms and Public Grievances, Government of India, piloted by IMG and partnered by the department, serves as a beacon for synergizing departmental and civic needs. The initiative has the potent to dispel doubts and inhibitions among stakeholders and to help navigate the *Rio-de-duvida* of public service effectively. With the wisdom of hindsight, Roosevelt and co. realized the ineffectiveness of dugout canoes on the treacherous Amazon terrain. Similarly, it is high time, governments abandon their conventional dugouts and adopt professional tools like comprehensive job charts to navigate the turbulence and chaos in governance. The report articulates the need for imbibing such tools for demystifying governance and bridging administrative deficit. Only then, can governments ensure that the outcomes of their efforts are received, beyond doubt and in full measure, by their stakeholders.

Happy Navigation.....

Ram Mohan R

Dr. Ram Mohan R.

Professor and Nodal Officer
Comprehensive Job Charts (CJC) Project

Acknowledgement

“

No one can whistle a symphony. It takes a whole orchestra to play it.

– H.E. Luccock

”

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Dr. Ram Mohan R.

Professor & Nodal Officer
CJC Project

Acronyms

BAMS	-	Budget Allocation and Monitoring System
BIMS	-	Bill Information and Management System
CRU	-	Central Registry Unit
CSR	-	Corporate Social Responsibility
DCPU	-	District Child Protection Unit
DLSA	-	District Legal Service Authority
DMO	-	District Medical Officer
DO	-	Demi Official
DPC	-	Departmental Promotion Committee
DSJO	-	District Social Justice Office/r
EMD	-	Earnest Money Deposit
FBS	-	Family Benefit Scheme
GeM	-	Government e -Marketplace
GIS	-	Group Insurance Scheme
GO	-	Government Order
GPAIS	-	Group Personal Accidental Insurance Scheme
GPF	-	General Provident Fund
GST	-	Goods and Service Tax
HBA	-	House Building Advance
ICDS	-	Integrated Child Development Services
ICP	-	Individual Care Plan
KGTE	-	Kerala Government Technical Examination
LSGD	-	Local Self Government Department
LSGI	-	Local Self Government Institution
MA	-	Master of Arts
MEDISEP	-	Medical Insurance Scheme for State Employees and Pensioners
MIS	-	Management Information System
MOP	-	Manual of Office Procedure
MSc	-	Master of Science

MSW	-	Master of Social Work
MWPSC	-	Maintenance and Welfare of Parents and Senior Citizens Act
NCC	-	National Cadet Corps
NGO	-	Non-Governmental Organization
NPS	-	National Pension Scheme
NSS	-	National Service Scheme
OCB	-	Orphanage Control Board
PEN	-	Permanent Employee Number
PFMS	-	Public Financial Management System
PO	-	Probation of Offenders
PRISM	-	Pensioners Information System
PWD	-	Public Works Department
RDO	-	Revenue Divisional Officer
RPWD	-	Rights of Persons With Disabilities
RTI	-	Right to Information
RTS	-	Right to Service
SCORE	-	State Confidential Reporting & Reviewing System
SHG	-	Self Help Group
SHO	-	Station House Officer
SJD	-	Social Justice Department
SLI	-	State Life Insurance
SPARK	-	Service and Payroll Administrative Repository of Kerala
SSLC	-	Secondary School Leaving Certificate
TA	-	Travelling Allowance
TDS	-	Tax Deducted at Source
TEN	-	Temporary Employee Number
UDID	-	Unique Disability Identity
WCD	-	Women and Child Development

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Executive Summary

The success of contemporary governments to a great extent, rests on their ability to effectively mobilize and manage their varied resources. Governments, navigating the complexities of the modern world, must be agile in their response to evolving citizen needs, advances in technology, management and best practices. One of the inescapable facets driving this agility is the development and adoption of a strategic Human Resource Management (HRM) framework, a pre-requisite for aligning workforce capabilities with the dynamic demands of governance.

The development of Comprehensive Job Charts for cutting-edge personnel in the Social Justice Department of the Government of Kerala is a strategic initiative directed towards achieving these requisites. This initiative, if strategically unleashed has the potential to enhance role clarity, streamline service delivery and optimize governmental efficiency. By establishing well defined job expectations, the project seeks to empower employees, minimize confusion and create a strong foundation for enhanced public outcomes, stakeholder engagement and governmental accountability.

The Comprehensive Job Charts elucidate key elements such as Job Titles, Job Summaries, Reporting and Supervisory Relationships, Job Specifications and Duties and Responsibilities. In addition, it encompasses Capacity Building Themes, Key Contacts and Cadre specific Competencies. By integrating these components, the project aims to create a comprehensive

framework that guides workforce planning, recruitment, career progression, incentivizing and thereby, performance itself.

The benefits of this project are manifold and extend to all categories of stakeholders. For the public, it promises an efficient and accountable service delivery. Employees on the other hand gain clear understanding of their roles leading to greater job satisfaction, performance and self-esteem. Supervision will be more purposive and evaluation of staff will be easier as expectations are well defined. For the government, this initiative leads to effective governance, optimal utilisation of resources and enhanced citizen satisfaction.

The project followed a structured methodology encompassing seven phases. These phases ensured that the outcomes are not only accurate and relevant, but also were aligned with the strategic objectives and operational realities of the department. Stakeholder inputs at various levels were integral to this process. Stakeholders comprising department officials, supervisors, frontline employees, beneficiaries and public were consulted in the process.

The adoption and institutionalization of these job charts may be a small stride at the moment. But, in time this will cause a giant leap towards enhanced public service delivery and good governance. Its successful implementation will serve as a model not only for other departments but set new benchmarks within the government sector, for the country as well.

“

I think there's no higher calling
in terms of a career than public
service, which is a chance to
make a difference in people's
lives and improve the world

-Jacob Lew

”

Chapter 1



Introduction

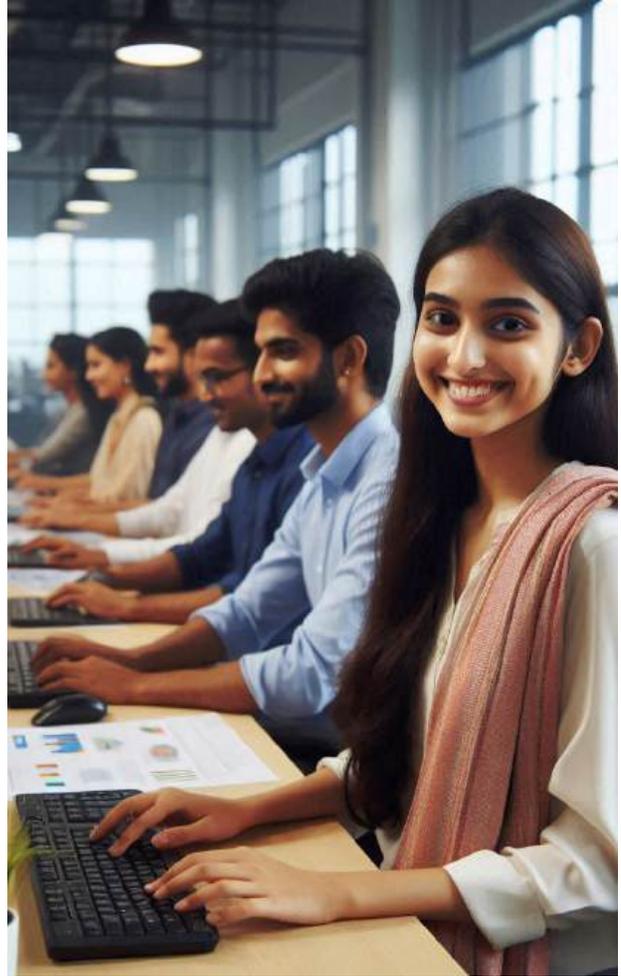
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The public sector serves as the bedrock of governance, promoting social equity, economic resilience and democratic governance. Its reach extends much beyond the services we readily perceive, silently underpinning every aspect of our daily lives. It facilitates the realization of collective aspirations of the citizens and fostering an environment conducive to sustainable & inclusive development. It serves as a bulwark against systemic risks and inequalities, ensuring that no individual is left behind. In governance, achieving the last mile connectivity is both a challenge and a dream. As we delve deeper, it becomes evident that public sector's enduring relevance transcends mere governance; it is the linchpin upon which the fabric of our society is woven.

In the dynamic landscape of modern governance, the public sector has evolved beyond its conventional service delivery roles to handhold a spectrum of multifaceted responsibilities. These transitions have not been without its challenges. Despite earnest endeavours to enact reforms and foster innovation, outcomes often fail to align with governmental objectives, resulting in a pronounced gap between aspiration and actuality. These discrepancies not only diminish public expectations but also engenders grievances regarding service provision.

A notable hindrance to good governance lies in the tendency of reform initiatives to prioritize macro-level issues, neglecting the foundational and basic aspects of administration. This oversight obscures the delineation of roles and responsibilities within the government departments, leading to ambiguity among personnel, public and relevant stakeholders. Officials especially those working at the frontline lack clarity on how their roles



dovetail with departmental objectives. This lack of clarity can result in inconsistent public service delivery experiences, leaving the public feeling underserved and uncertain about whom to approach for their entitlements and services.

In stark contrast to the private sector, where job functions are meticulously defined, the public sector grapples with dearth of clarity regarding job delineations. Interestingly, the public sector is blissfully unaware about the existence of this gap, which permeates governmental outcomes. The absence of well-defined job charts leaves personnel in a permanent state of uncertainty, impeding their ability to perform optimally and hindering organizational efficacy. This results in a public perception of bureaucratic inefficiency, where accountability is unclear and responsibility is easily deflected.

Recognizing the imperative of addressing these challenges and enhancing the operational efficiency of government entities, the Development of Comprehensive Job Charts for Personnel at the Cutting-Edge Level has been initiated. This is a *sine qua non* for public administration and modern day governance.

Project Genesis

The key milestones which lead to the project are indicated below:



Second Central Administrative Reforms Commission Recommendations (2005-2009)

- ◆ The Second Central Administrative Reforms Commission makes a pivotal recommendation to enlist job descriptions of each cadre while notifying the vacancies itself.
- ◆ The commission underscores the importance of mapping domain competencies based on the job descriptions for each and every job cadre.



Kerala State Administrative Reforms Commission Recommendations (2016-2021)

- ◆ Kerala State Administrative Reforms Commission recommends the adoption of a competency-based civil service framework in Kerala.
- ◆ Central to this recommendation is the imperative need for a meticulous delineation of duties and responsibilities pertaining to each cadre within each department.



Right to Information Act 2005

- ◆ The Right to Information (RTI) Act of 2005 mandates proactive disclosure of specific categories of information held by public authorities.
- ◆ Among the *suo moto* disclosures is the elucidation of duties and responsibilities assigned to officials, which upholds the ethos of transparency and accountability



Right to Service Act 2012

- ◆ The Kerala State Right to Service Act, 2012 mandates the civil servants to be accountable for their functions, duties and obligations to the populace.
- ◆ Public service accountability can only be ensured by clear cut delineation of duties and responsibilities, thus public grievances could be effectively redressed and minimized.



Rising Civic Consciousness and Public Expectations

- ◆ There is an ever increasing and emerging demand from the public for a transparent delineation of duties and responsibilities of public authorities.
- ◆ The publication of job charts serves to inform individuals about the obligations of officials, elucidating their responsibilities and accountability.



IMG's association with the Department of Administrative Reforms and Public Grievances (DARPG)

- ◆ The projects and initiatives patronized by the DARPG and piloted by the IMG have been pivotal for quite a few recommendations of the Fourth State Administrative Reforms Commission of Kerala (2016 - 2021). Many of the recommendations are at various stages of consultation and implementation.
- ◆ IMG spearheaded the development of the Competency Framework at the cutting-edge level in four departments (2014-2019).
- ◆ IMG piloted the development of Citizen Rating Surveys in three departments as early as in 2014. The outcome was used to make training curriculums more relevant.
- ◆ The development of Citizen Score Cards in 2021 for Welfare Institutions of the Social Justice and Women and Child Development Departments were an eye opener for the departments and the first of this nature in the public sector of the country.
- ◆ These initiatives queered the ground for the development of a Comprehensive Job Charts, aligning responsibilities and facilitating enhanced organizational clarity and efficiency.



Initiatives of the Department of Personnel and Training (DoPT), Government of India

- ◆ The National Training Policy 2012 mandates every public authority to categorize all positions with explicit job descriptions and necessary competencies, subsuming the importance of a clear delineation of duties and responsibilities.
- ◆ The DoPT has developed a Competency Dictionary in 2012 and an implementation toolkit for Competency-based Human Resource Management in Indian civil service. Enlisting the duties and responsibilities of each public authority is a prerequisite for its implementation.



Initiatives of IMG

- ◆ IMG conducts diverse capacity-building initiatives targeted at officials across various levels.
- ◆ A clear delineation of duties and responsibilities is indispensable for providing tailor-made and purposive training and nurturing a competent civil service.

1. United States of America (USA)

USAJobs is the official website of the United States federal government and serves as a centralized platform for listing civil service job opportunities across different federal agencies. The platform provides detailed job descriptions and eligibility requirements of various job cadres. This ensures purposive employment blended with increased civic satisfaction.

<https://www.usajobs.gov/>

2. United Kingdom (UK)

The UK Civil Service maintains an accessible portal where job descriptions for various roles are published. These descriptions clearly outline responsibilities, essential skills and behavioural expectations. The UK civil service emphasizes alignment with the Competency Framework, ensuring roles are well-defined and standardized across departments.

<https://www.civilservicejobs.service.gov.uk/csr/index.cgi>

3. Australia

Australia through its official job portal APS Jobs provides job descriptions for positions across various government departments and agencies, detailing the duties, responsibilities, required qualifications, etc., for each role.

<https://www.apsjobs.gov.au/s/>



Global Best Practices in



Public Sector

4. Singapore

Singapore's Careers@Gov portal offers a centralized platform that provides detailed job descriptions across various government agencies. Each listing on the portal includes a thorough overview of job responsibilities, required qualifications and essential competencies. This approach ensures that the right talent is effectively identified and aligned with the strategic objectives of the government.

<https://www.careers.gov.sg/>

5. Netherlands

Netherlands official job portal, *Werken voor Nederland* provides job descriptions for roles across various ministries and agencies, detailing responsibilities, required qualifications and key competencies.

<https://www.werkenvoornederland.nl/>

6. South Africa

The South African Public Service Regulations mandates that government departments must compile job descriptions for each position. This ensures greater clarity, accountability and efficiency within the public service.

Rationale for Developing Comprehensive Job Charts

Modern day Governments face an array of expectations from the citizens and at times are subject to unjustifiable pressure to deliver efficient and quality services. Despite several reform initiatives, public service delivery often falls short due to a motley of reasons. Ambiguity in job roles, employee apathy, lack of ownership of responsibilities, poor supervision and coordination, demotivation among functionaries are significant human resource related issues. All these pinpoint to the need for evolving Comprehensive Job Charts among employees. The need for a comprehensive and structured approach to define the duties and responsibilities of government employees is therefore considered to be of paramount importance and concern.

Enhancing Clarity and Accountability

Clearly defined job roles ensure accountability of employees and help the public understand roles and responsibilities of public functionaries in the larger context of departmental goals. Such clarity allows employees to remain focused, track their performance and departments to stay aligned with their objectives.

Improving Service Delivery

Ambiguity in roles and unclear functional linkages lead to delays and inefficiencies, denting public satisfaction. Comprehensive Job Charts streamline processes, enhances communication and ensures consistent service delivery, helping departments addressing citizens' needs and garnering public trust.

Directionless Employees

The lack of defined roles forces employees to struggle at their workplaces leading to

inefficiencies and frustration. Such disarray hampers innovation and problem-solving, demotivating public functionaries and citizens. Hence the adoption of a Comprehensive Job Charts drives a sense of purpose and help employees, employers and departments to remain focused.

Facilitating Skill Development and Training

Clearly defined roles enable targeted and purposive training programs. A structured framework allows departments to offer training aligned with job requirements, fostering a competent and motivated workforce with a preparedness to handle emerging challenges.

Disparity in Public Service Quality Standards

Indian *diaspora*, accustomed to high-quality service standards abroad, encounters unprofessional public service in their motherland. Developing Comprehensive Job Charts for public authorities aims to bridge the expectations and gap. This initiative standardizes and enhances service delivery, ensuring that our *diaspora* are offered public services comparable with international standards.

Supporting Strategic Human Resource Management

Systematic role classification aids workforce planning and resource allocation. By understanding specific skills and responsibilities, policy makers and departments could recruit and retain the right talent.

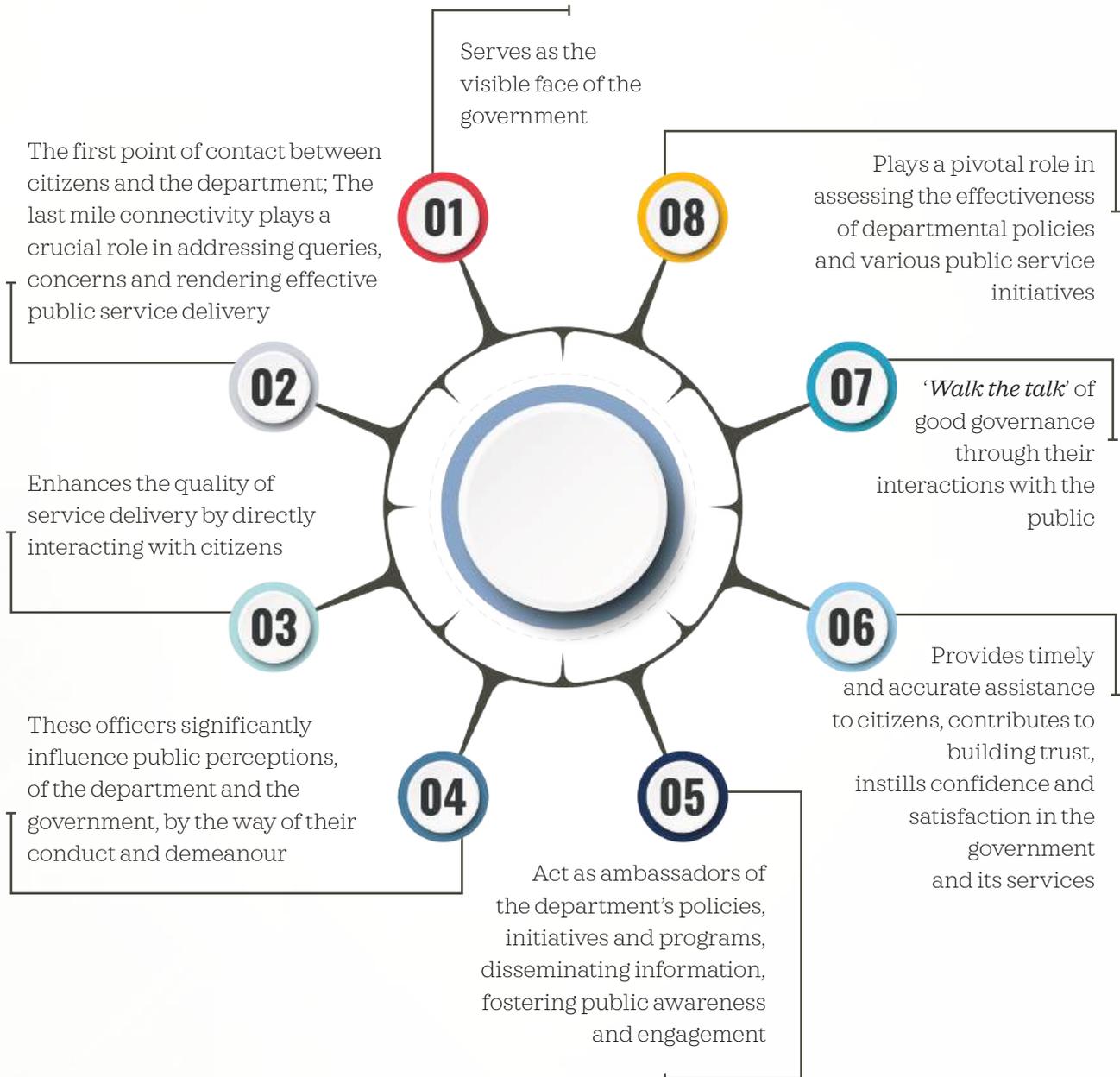
What are Job Charts?



Components of Job Charts

Job Title	This reflects the position title within the department.	
Job Summary	A brief on the job depicting the overall purpose and its main objectives.	
Reporting and Supervisory Relationships	This includes the position (s) to which the job holder reports and any positions s/he may supervise.	
Job Specifications	The qualifications, knowledge, skills and attributes required for effective functioning of the job role.	
	Qualifications	These are the academic or professional qualifications required to perform the job.
	Physical and Mental Attributes	These are the physical and other health requirements needed to perform the job effectively.
	Entry Level Attributes	This refers to specific qualities, characteristics or the entry behaviours that are desirable or essential for the successful performance of particular job role.
	Skills and Abilities	These are the general skills and abilities required to perform the job which are to be progressively assimilated.
	Working Conditions	This captures the working environment for the job, including any physical requirements, working hours, travel requirements, etc.,
	Other Requirements	These refer to other requirements that are necessary to perform the job.
Duties and Responsibilities	The duties and responsibilities associated with the job role.	
Capacity Building Themes	The capacity building themes or the training aspects required to be perform the duties and responsibilities in a prescribed manner.	
Competencies	The key competencies required for optimal performance of the job.	
Key Contacts	Functionaries within or outside the department with whom officials communicate and collaborate, beyond their reporting and supervisory relationships.	

Vitality of Cutting-Edge Level/Frontline Officers



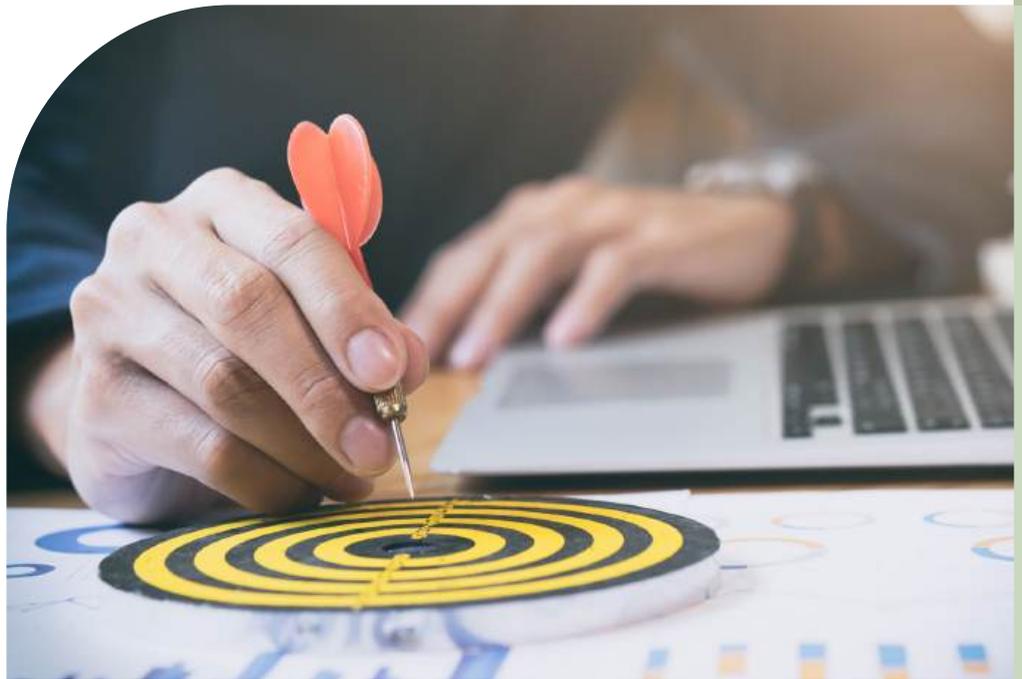
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Every discourse, even a poetic or oracular sentence, carries with it a system of rules for producing analogous things and thus an outline of methodology.

- Jacques Derrida

”

Chapter 2



Methodology

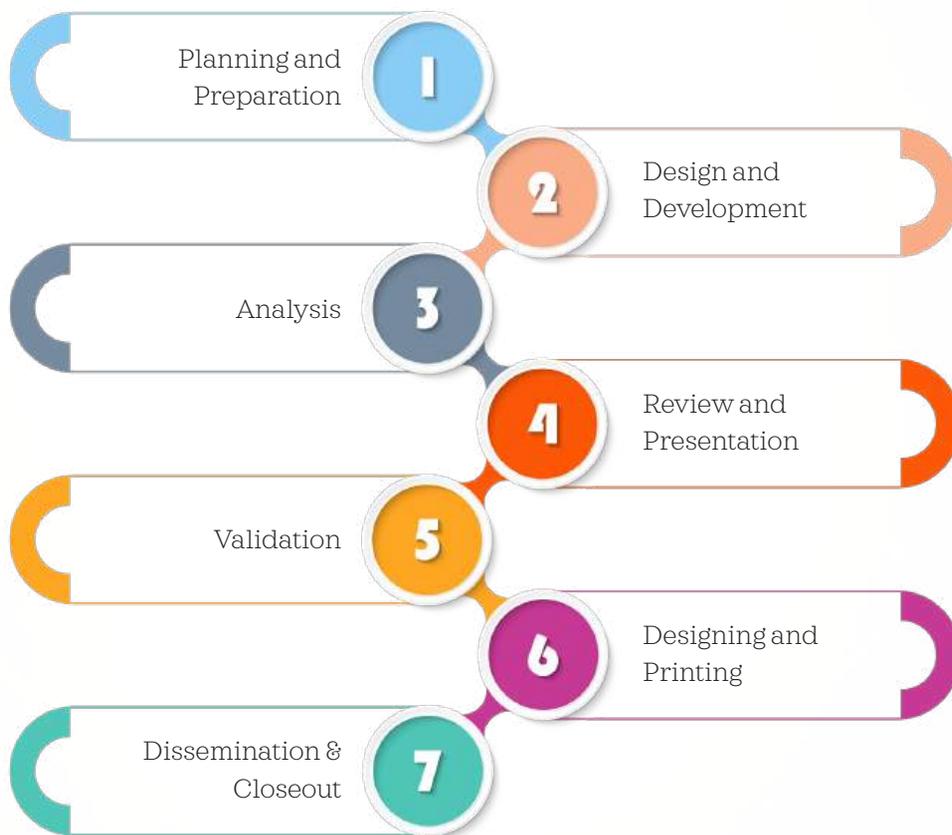
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The project on Comprehensive Job Charts for Cutting Edge Personnel of Social Justice Department significantly contributes to Governance Process Reengineering, offering a potent meansto enhanceadministrativeefficiency and effectiveness. It has the potential to leverage institutional knowledge, streamline governmental operations and promote accountability. The

project impacts the stakeholders positively and is aligned with the strategic goals of the department, thereby bolstering public service delivery and governance quality.

The methodology was thoughtfully crafted comprising **Seven phases** as follows, preceded by an **Incubation:**



The project was initiated with an understanding that the phases and activities could not be strictly compartmentalized, offering a scope for adaptability and improvement. As the project

progressed, continuous feedback loops were integrated to ensure that each phase was not only responsive to the needs of the departments but also constituted to the forthcoming plans.

Stages Traversed:

Incubation:

The Incubation phase signalled the initiation of the project. This phase focused on ensuring departmental synergy and constitution of the project executive team. Key milestones included onboarding the departments with a clear understanding of the project scope and anticipated benefits. The project executive team was constituted deploying RACI Matrix.



Planning and Preparation:

The Planning and Preparation phase was the bedrock on which the project organization was built. Departmental task forces were constituted with clear charters and leadership roles. Inception meetings with departmental nodal officers and key officials provided clarity on stakeholder expectations which helped to establish the project baselines. The identification and mapping of various cutting-edge level job cadres were then diligently carried out. The approach and methodology were meticulously laid out, incorporating scope statements, business cases and an Integrated Management Plan (IMP). The final approach was refined using the BOSCARD technique and Approach Analysis, ensuring its alignment with the project's objectives.



Design and Development

The Design and Development phase proved to be pivotal in shaping the project's structure and deliverables. Preliminary workshops were conducted with task force members focusing on stakeholder engagement, developing communication plan and creating Work Breakdown Structures (WBS). The project deliverables were confirmed through the MoSCoW Prioritization Method. The job cadres were finalized, accommodating the inevitable scope creep. This increased the number of cadres from the originally envisaged 11 to 27. Roles and responsibilities of job cadres were identified using a methodology mix comprising SWOT, PEST and Lean Delphi Analysis. Organizational structures and linkages were clearly delineated in the process. Secondary data collection was carried out through Archival Research and Data Mining aligned with the WBS.

Consultative meetings with task force members ensured congruence with the project's defined scope and objectives. Job descriptions, encompassing key project facets such as job summaries, specifications, duties and responsibilities, skill gap analysis and HR management plans, were developed through a series of consultations. This provided an in-depth clarity. This in turn was supplemented by documentation of RAID log. The Focus Group Discussions (FGDs) and Institutional Visits (IVs) were undertaken, aligning with the project's traceability matrix. FGDs were conducted iteratively to identify organizational enablers, while Institutional Visits were conducted for root cause analysis, data validation, regulatory adherence and performance assessment. The phase concluded with the contextualization and consolidation of the outcomes.



Analysis:

The Analysis Phase focused on evaluating the outcomes derived from the previous phases. A gap analysis was conducted to identify areas of improvement, using SWOT and Six Sigma Analysis. Inputs and feedback from stakeholders were also gathered. This was done through structured interview schedules and document reviews. Job attributes and competency mapping were done using benchmark frameworks, incorporating techniques such as 360-Degree Feedback and Behavioural Event Interviewing.

The degree of alignment of outcomes with departmental goals was then assessed through Goal Alignment Reviews. Compilation and authoring of initial deliverables were initiated using Agile Documentation Practices. This focused on chunking to ensure cohesion and coherence. The development of the first draft therefore signalled the initiation of documentation journey. Job descriptions were developed in Malayalam, utilizing translation and localization tools.



Validation:

This phase involved the formal validation of job descriptions by designated department officials, which was drawn from Cross-Functional Teams. The review and finalization of the job charts were completed adhering to various documentation standards, ensuring quality and compliance criteria.



Designing and Printing:

The Designing and Printing phase stressed on finalizing the design metrics elements such as layouts, colour schemes and fonts. The e-book layouts were also completed. This was followed by the printing of the final reports.



Dissemination and Closeout:

The Dissemination phase involved the sharing of the job charts with a wider audience including stakeholders & policy makers. The deliverables included the final reports, handbook on duties and responsibilities in Malayalam and e-book.



The Closeout phase focused at providing handholding support to the department and sharing the deliverables with stakeholders, ATIs and other states. This phase ensured that project outcomes and deliverables are used for furthering good governance.

Review and Presentation:

The Review and Presentation Phase focused on refining the first draft of the job charts. This was accomplished through the use of RACI Matrix and Change Management Techniques. Consultations with departmental Nodal officers and key officials were conducted at this phase to build consensus. Additional consultations with subject matter experts, stakeholders and department officials were attempted to ensure quality and inclusiveness. This was facilitated through Knowledge Transfer Sessions. Following these, the second draft was developed.



Comprehensive Job Charts for Cutting Edge Personnel of the Social Justice Department

ACTIVITY TIMELINE						
Phase	Time Period	Activities	Status	Milestone	Remarks	
I	Feb - Mar '23	Ensuring Departmental Synergy and Cooperation	Achieved	Department grasped the Project scope and anticipated benefits	Project Kickoff was done	
		Constitution of Project Team and Project Office	Constituted	Established executive team roles and responsibilities	Project team constituted using RACI Matrix	
	Apr '23	Constitution of Departmental Taskforce	Constituted	Taskforce charter and leadership roles were delineated	Task force constituted as per schedule	
II	Apr - Dec '23	Inception Meetings with Nodal Officers & Key Officials	Completed	Department and Stakeholders expectations were elicited; Baselines formulated	Open candid discussions conducted	
		Identification of Job Cadres	Identified	Various frontline job cadres were sketched out	Job Cadres identified	
		Preparation of Approach and Methodology	Achieved	Scope Statements and Business Cases chalked out; Integrated Management Plan duly formulated	Approach and Methodology finalized based on the project portfolio with aid of BOSCARD technique and Approach Analysis	
		Preliminary workshops with taskforce members	Concluded	Stakeholder Engagement, Communication and Action Plan for various course of activities devised; Work Breakdown Structures created	Preliminary Workshop was conducted and project deliverables were confirmed through MoSCoW Prioritization Method	
		Finalization of Job Cadres	Completed	The emergence of Scope Creep factored; Resources rationalized	Number of job cadres increased to 27 from originally envisaged 11 without any other financial implications	



III	Analysis	Oct - Jan '24	Comprehending the roles and responsibilities of job cadres	Achieved	Organizational Structures and linkages to the job cadres were identified	Roles and responsibilities were comprehended deploying SWOT, PEST and Lean Delphi Analysis
		Secondary Data Collection from Orders/Circulars/Internal documents etc.,	Completed	Scope of the Data Collection was defined as per the WBS Structures	Secondary Data were collected through Archival Research and Data Mining	
		Consultative Meetings with Task Force Members	Completed	Congruence with defined project scope and objectives ensured.	Task force Consultative Meetings were completed	
		Writing Job Descriptions	Completed	Key project facets such as Job Summary, Job Specifications, Skill Gap Analysis, Staffing Profile, Duties and Responsibilities and HR Management Plan were analyzed	Job descriptions were clearly defined and documented through a series of consultations. RAID log was documented for role clarity and proficiency	
		Focus Group Discussions	Completed	FGD were undertaken as an iterative development strategy	Identified organizational enablers	
		Institutional Visits	Completed	Root cause analysis	Validated data, verified regulatory adherence and assessed key performance indicators.	
		Contextualizing and consolidating derived outcomes	Consolidated	The outcomes were dovetailed	Synthesis of derived information and insights were dovetailed for a consolidated and coherent picture	
		Analysis of the derived outcomes with the designated framework	Completed	Analysis for Quality and Compliance		
		Discernment and areas of improvement	Completed	Gap Analysis	Analysed through SWOT Analysis and Six Sigma Analysis	

			Solicitation of Inputs and Feedback from stakeholders	Engagement Plan Devised	Stakeholder Engagement and Consultation	Inputs and feedbacks were analysed through structured interview schedules and document review
			Finalization of Job Attributes	Finalized	Job Profiling and Evaluation	Job Attributes were comprehended and finalized
			Competency Mapping	Completed	Benchmark Competency Frameworks	Employed techniques such as 360-Degree Feedback / Behavioral Event Interviewing, etc.,
			Verification of outcomes with the department goals	Verified	Goal Congruence Validation	Verified through Departmental Goal Alignment Review
			Compilation and Authoring	Completed	Initial Deliverable Achievement	Compiled and authored through Agile Documentation Practices, Chunking, etc.; Ensured cohesion & coherence
			Development of First Draft	Developed	First Iteration	Solid Foundation for further advancement
			Development of Draft Job Descriptions in Malayalam	Developed	Localization of Job Descriptions	Developed through Translation and Localization Tools/Resources in Malayalam
IV	Review and Presentation	Jan - Apr '24	Review duties and responsibilities based on the first draft	Reviewed	Optimization of Duties and Responsibilities; Role Refinement	Analyzed through RACI Matrix and Change Management Techniques
			Consultation with Departmental Nodal Officer and Key Officials	Consulted	Consensus Building	

			Consultation with subject matter experts, department officials, individuals	Consulted	Quality Enrichment and Inclusiveness	Completed through Knowledge Transfer Sessions
			Finalize the second draft of Job Charts	Finalized	Second Iteration	Finalized after analysis of document revision log, RAID log and stakeholder feedback integration
			Finalize Job Descriptions in Malayalam	Finalized	Job Descriptions Developed in Malayalam	
V	Validation	May - Jun '24	Validation of outcomes with Key Officials	Validated	Job Descriptions Validated	Validated by a Cross Functional Team
			Review and Finalize Job Charts	Finalized	Job Chart Finalized	Finalized adhering to various documentation standards
VI	Designing and Printing	Jun - Sep '24	Design	Completed	Layouts, colour schemes, fonts and other elements finalized	e-Books layout completed
			Print	Completed	Printing Completed	
VII	Dissemination & Closeout	Oct - Nov '24	Dissemination Meeting	Conducted	Dissemination of Job Charts to a wider audience	Deliverables: Comprehensive Job Charts, Handbook on Duties and Responsibilities & e-books
			Closeout	Completed	Handholding support for Department & Distribution of deliverables to other departments/ATIs/ Other states	Deliverables used for HRM Practices



Project Terminology

- ◆ **Agile:** Agile development proceeds as a series of iterations or sprints, with incremental improvements made in each iteration.
- ◆ **Approach analysis:** This is used to examine the various methods by which a project's goals may be achieved.

- ◆ **Baseline:** A baseline is a fixed starting point that helps teams measure their progress and assess their project's performance.
- ◆ **BOSCARD:** A project management tool that helps define and plan a project's key terms of reference.
- ◆ **Business Case:** A documentation of the potential outcomes of the project, including benefits, cost and effects.
- ◆ **Change Management Plan:** A Change management plan details the change control process. It is created to ensure all changes are managed according to procedure.
- ◆ **Delphi technique:** The Delphi technique is a structured communication method that involves a group of experts answering questionnaires in rounds to reach a consensus.
- ◆ **Integrated Management Plan:** Details on the integration planning and how changes to project aspects will be managed.
- ◆ **Key performance indicator (KPI):** A Key performance indicator is a metric for measuring project success.
- ◆ **Kickoff meeting:** The first meeting between the project team and the stakeholders.
- ◆ **MoSCoW:** The MoSCoW prioritization method is a framework for organizing tasks and prioritizing requirements during the course of the project.
- ◆ **Organizational enabler:** Any practice, tool, knowledge or skill base that facilitates an organization's pursuit of its objectives may be termed an organizational enabler.
- ◆ **PEST analysis:** A PEST analysis examines how political, economic, social and technological factors might affect a project.
- ◆ **Project scope statement:** A project scope statement details what a project is meant to achieve and describes the deliverables expected.
- ◆ **RACI Matrix:** A RACI matrix or responsibility assignment matrix, is a chart that helps teams identify and assign roles and responsibilities for tasks, milestones and deliverables in a project.
- ◆ **RAID log:** A RAID log is a project management tool that helps identify and track risks, assumptions, issues, and dependencies (RAID) in a project.
- ◆ **Scope creep:** Scope creep is when a project's scope expands after it has started, resulting in additional deliverables, activities or requirements.
- ◆ **Six Sigma:** An approach to process management that focuses on the near total elimination of product or service defects. It uses quality management methods to improve and optimize processes involved in the development so that outcomes are defect-free.
- ◆ **Work Breakdown Structure (WBS):** A Work Breakdown Structure (WBS) is a project management tool that breaks down a project into smaller components to help teams manage and complete it

“

Until the great mass of the people shall be filled with the sense of responsibility for each other's welfare, social justice can never be attained.

- Helen Keller

”

Chapter 3



Social Justice Department

About Social Justice Department	29
Relevance of Social Justice Department	29
Cadres Examined and their Strength	31



Social Justice Department

The Social Justice Department was established on 1975 to ensure justice to the disadvantaged sections of the society and for the implementation of social welfare programmes and services in Kerala. It also provides social security for the aged and infirm through a network of organisations, residential institutions and non-institutional schemes.

The Department initiates and implements welfare programmes and services for differently abled and mentally challenged persons, senior citizens, destitutes, probationers, ex-convicts, socially deviants and transgenders. Since its inception, the Social Justice Department has been expanding its sphere of activities and providing more facilities and welfare measures to the needy persons of the State.

Relevance of Social Justice Department:





Malayalam Handbook on
Duties and Responsibilities of the
Social Justice Department
unveiled by Hon. Chief Minister of
Kerala **Shri. Pinarayi Vijayan.**

Cadres Examined and their Strength

District Social Justice Officer	14
Probation Officer	40
Probation Assistant	14
Technical Assistant	27
OCB Counsellor	40
Welfare Institution Superintendent	28
Matron	13
Ayah	13
Cook	39
Male/Female Attendant	21
Multi Task Care Provider	100
Senior Superintendent	18
Junior Superintendent	20
Head Accountant	1
Senior Clerk / Clerk	65
Typist	20
Office Attendant	71
Driver	12
Watchman/Watchwoman	45
Staff Nurse /Junior Public Health Nurse	26
Total	627

The department's cadre strength is 647 and Comprehensive Job Charts have been prepared for 97% of its employees.



*Snippets
of the Journey...*





“

I guarantee you will discover that while public service improves the lives and the world around you, its greatest reward is the enrichment and new meaning it will bring your own life.

- Arnold Schwarzenegger

”

Chapter 4



Comprehensive Job Charts

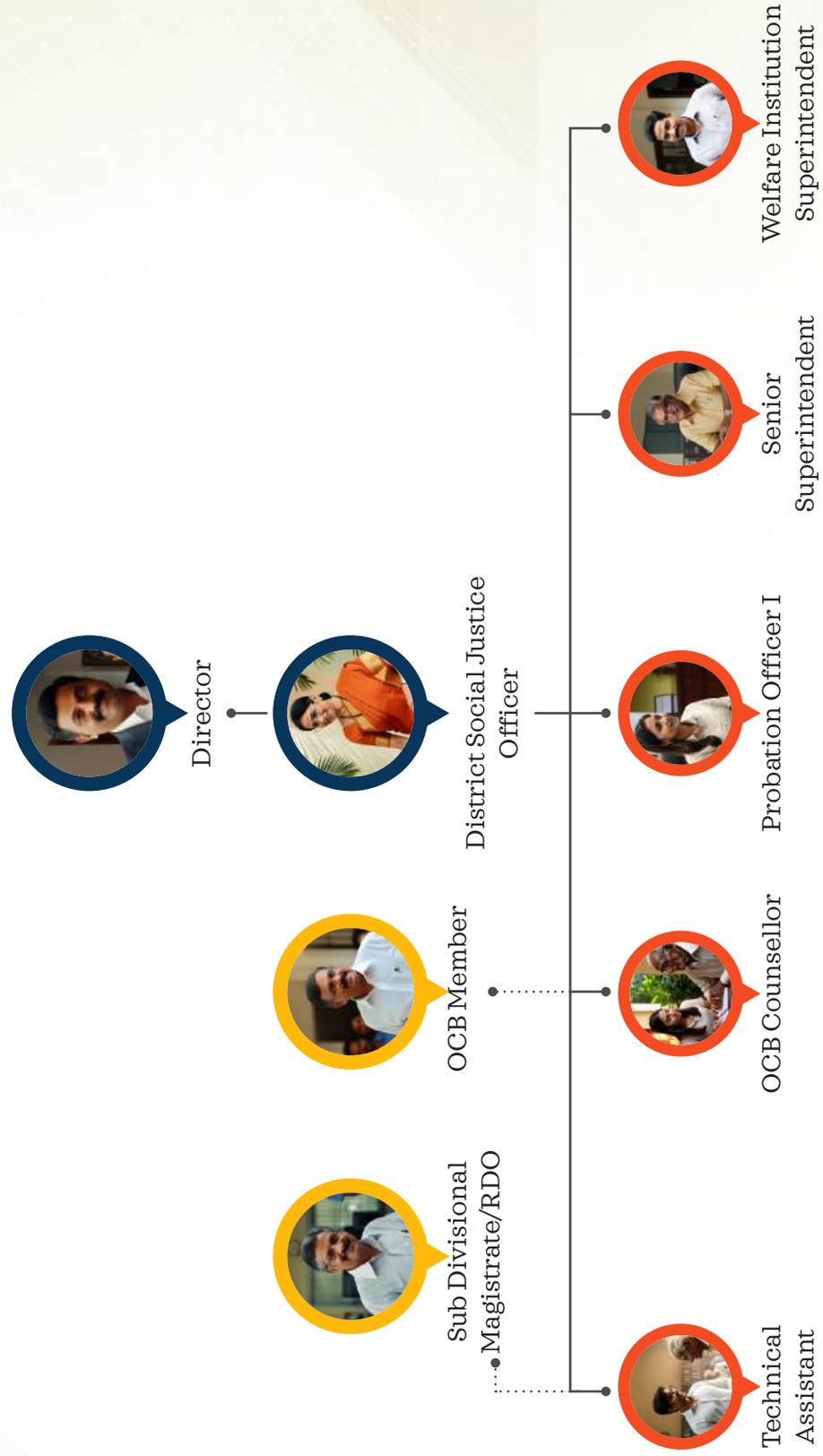


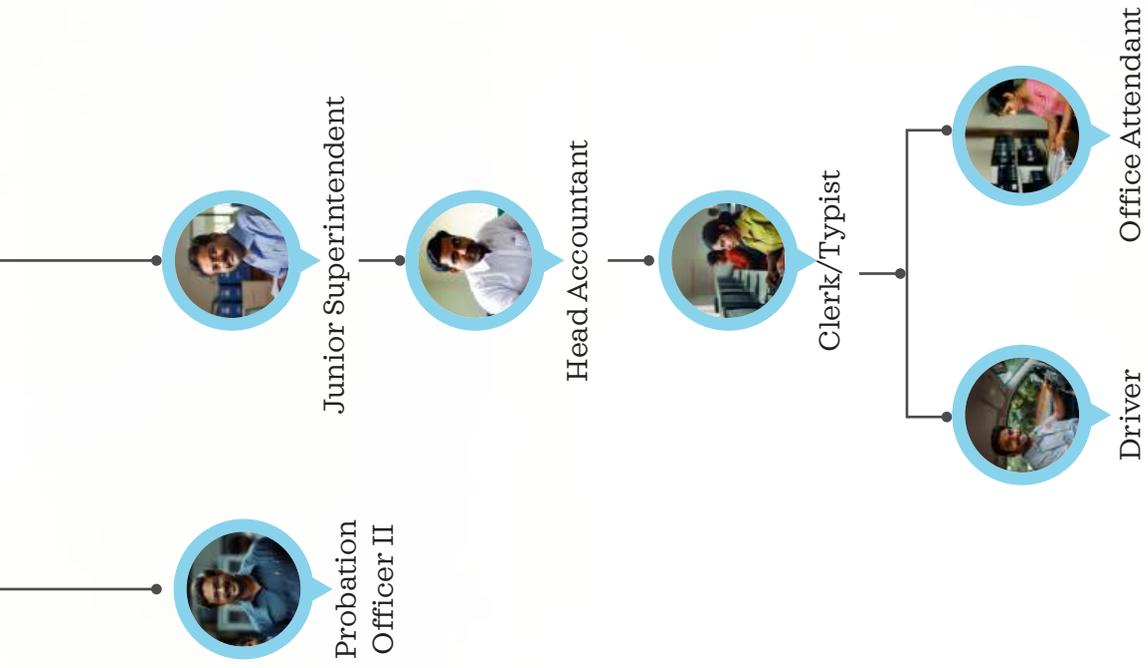


District Social Justice Office

District Social Justice Officer	41
Technical Assistant	49
OCB Counsellor	55

Reporting and Supervisory Relationship







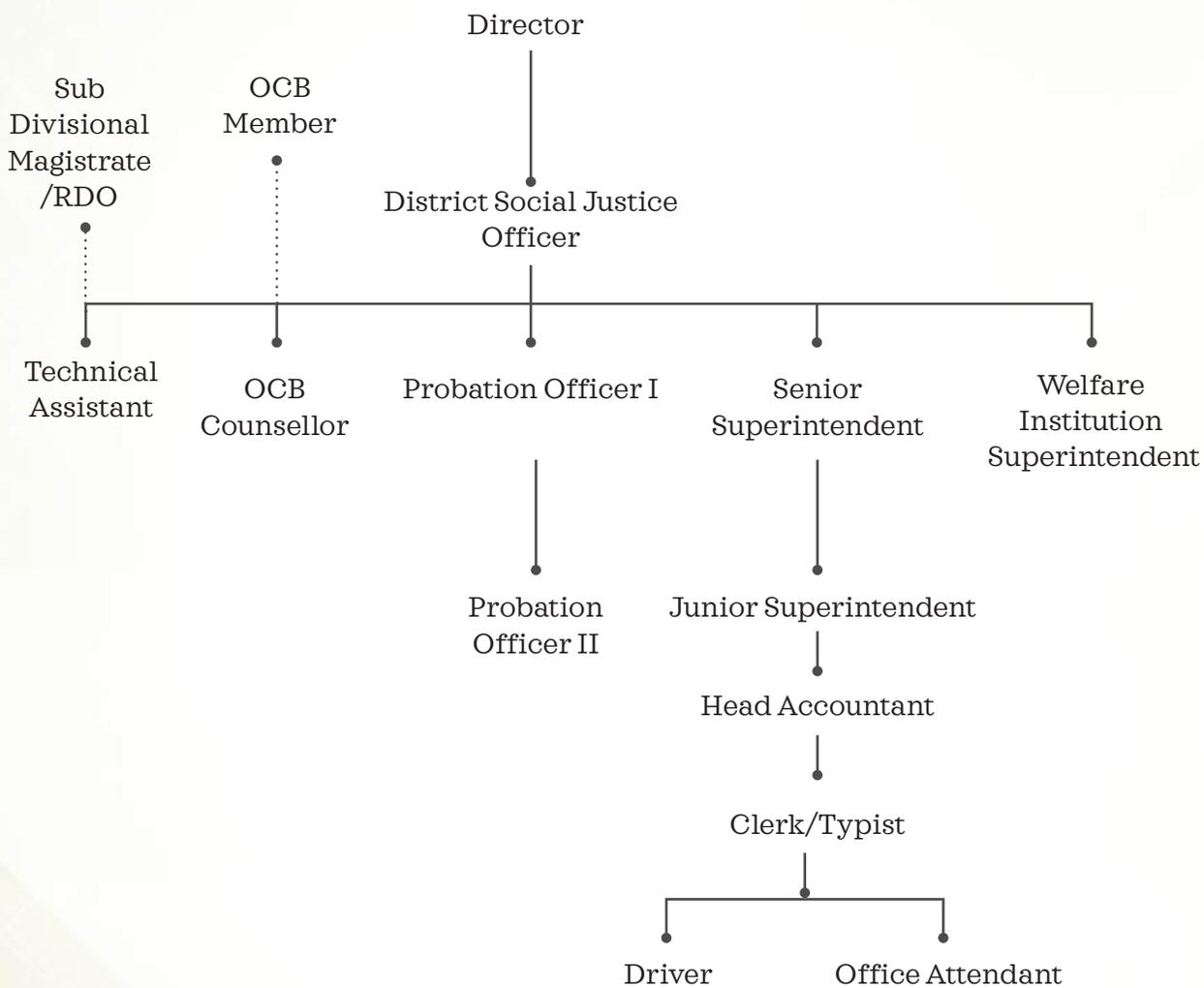
District Social Justice Officer



Job Summary:

District level nodal officer of the department of Social Justice who oversee, promote, coordinate and implement various activities, schemes and policies for the differently abled, transgenders, probationers and senior citizens. S/he creates awareness about various Government schemes among public that focuses on mainstreaming the marginalized.

Reporting and Supervisory Relationship





Job Specifications

Qualifications:

- ◆ As per the existing special rules.
- ◆ Promotion from the post of Senior Superintendent, Probation Officer Grade I and Welfare Institution Superintendent- I.

Physical and Mental Attributes:

- ◆ S/he should have sound physical and mental health to effectively manage the demands of the job.

Entry Level Attributes:

- ◆ Leadership: Ability to guide and supervise subordinate officers.
- ◆ Coordination: Expertise in fostering cooperation with government bodies, NGOs and local institutions.
- ◆ Problem-Solving: Aptitude for crisis management and providing timely interventions.
- ◆ Meticulousness: Precision in executing financial transactions and ensuring compliance with regulations.
- ◆ Empathy: Sensitivity to the needs and demands of the marginalized groups.
- ◆ Public Service Orientation: Strong dedication to ensuring timely service delivery and program implementation.

Skills and Abilities (To be assimilated progressively):

- ◆ Financial Management: Proficiency in handling financial transactions.
- ◆ Organisational Skills: Strong organisational skills in managing office operations and various activities.
- ◆ Report Writing – Skill in preparing accurate and timely reports for audits, inspections, enquiries, etc.,
- ◆ Project Evaluation: Competence in assessing innovative social projects and making informed recommendations.
- ◆ Communication Skills: Effective representation in meetings and committees, ensuring clarity in presenting the department's objectives.
- ◆ Coordination and Networking: Strong capability in liaising with government departments and NGOs to implement social welfare projects.
- ◆ Crisis Management: Adept at handling and managing unforeseen situations and ensuring smooth departmental operations.

Working Conditions:

- ◆ Adequate office space with proper ventilation is essential to ensure a conducive and smoothly functioning work environment.
- ◆ A computer with seamless internet connectivity.

Other Requirements:

- ♦ Awareness on various Acts, Schemes and Rules related to Social Justice Department



Duties and Responsibilities:

1. Ensure timely delivery of departmental services to the public and stakeholders.
2. Enforce punctuality standards among employees and ensure their participation in office related activities during working hours.
3. Guide and supervise Superintendents of Welfare Institutions and heads of subordinate offices in implementing various departmental schemes and initiatives.
4. Represent the Social Justice Department in meetings convened by the District Collector.
5. Serve as Ex-Officio Secretary of Social Justice Department at the District Panchayat.
6. Organize national and international day observances related to social justice, including celebrations, awareness classes, workshops and trainings, in collaboration with District Administration, Local Self-Government Institutions and Voluntary Organizations.
7. Monitor, verify and evaluate the activities of governmental and non-governmental welfare institutions in the field of Social Justice.
8. Foster cooperation and coordination with other government departments, local self-government institutions and voluntary organizations to ensure effective implementation of various programmes and schemes.
9. Organize training programs for subordinate staff and representatives of non-governmental organizations as directed by the Director.
10. Select counsellors for welfare institutions and assess their performance through monthly review meetings.
11. Serve as a subject matter expert for the District Expert Committee on the Examination and Validation of Innovative Projects of Local Bodies.
12. Execute various duties in connection with implementation various acts, schemes and policies related with social justice.
13. Coordinate with non-governmental organizations and service providers to achieve departmental objectives.
14. Execute all financial transactions of the District Social Justice office, ensuring compliance with relevant rules and regulations.
15. Efficiently organize and manage various administrative tasks and activities of the District Social Justice office.
16. Disburse grants to welfare institutions and ensure timely processing and delivery of assistance for beneficiaries of various departmental schemes.
17. Coordinate efforts to secure assistances from individuals and groups to fulfill various social responsibilities.

18. Collaborate with other government departments and local self-government institutions to effectively manage crisis situations.
19. Conduct annual inspections of institutions in the field of Social Justice and recommend for allotment of grants.
20. Inspect institutions recognized by the Orphanage Control Board and recommend for allotment of grants.
21. Perform regular inspections at welfare institutions and provide necessary recommendations and guidance.
22. Ensure the timely completion of audit process in welfare institutions.
23. Initiate actions, provide timely replies and services on applications submitted to the District Social Justice Office by public.
24. Conduct enquiries, submit reports directed/required by the Head of Department, District Collector and various commissions.
25. Receive and evaluate applications for national and state awards in the field of social justice, submit timely reports.
26. Accept project applications from voluntary organizations as per Government guidelines, conduct reviews & inspections and recommend for approval to the department Director.
27. Receive and assess applications for the registration and renewal of registration for institutions protecting differently abled persons.
28. Ensure the constitution of Internal Complaints Committees in the office and sub-offices.
29. Oversee permanent, contract and temporary appointments in district offices and institutions and ensure its compliance with statutory guidelines.
30. Serve as the implementation officer for social justice projects within the district panchayat.
31. Function as Project Vetting Officer in respect of projects submitted by Block Panchayat, Municipalities and Corporations in the districts in social security, old age and differently abled sector.
32. Ensure the allocation of legally mandated percentage of funds for the differently abled and elderly sectors.
33. Lead the working group as the convenor for the district Panchayat related to social justice.
34. Serve as a member of the Manual Scavengers Welfare and Rehabilitation Committee.
35. Participate as a member of the Advisory Committee for the Food Safety Department, Health Department and National Health Mission.
36. Represent the Social Justice Department in the District Development Committee.
37. Participate and contribute in various committees of which the District Social Justice Officer is a member

38. Submit project proposals related to social justice to the District Planning Committee in a timely manner.
39. Convene Working Groups focused on the Transgender, Aged and differently abled communities.
40. Perform other duties specified through various orders or assigned by superior officials.



Capacity Development Themes

- ◆ Financial Management
- ◆ Leadership, Coordination and Supervision
- ◆ Effective Crisis Management
- ◆ Project Evaluation and Innovative Solutions
- ◆ Empathy-Driven Service Delivery
- ◆ Essential Life Skills



Competencies

- ◆ People First: Essential for addressing the needs of vulnerable communities and ensuring timely delivery of welfare services.
- ◆ Leading Others: Necessary for guiding and supervising welfare institution heads and subordinate staff in implementing programs.
- ◆ Consultation and Consensus Building: Critical for fostering collaboration with government bodies, NGOs and local institutions in social justice initiatives.
- ◆ Attention to Detail: Important for ensuring compliance in financial transactions, inspections and grant disbursement processes.
- ◆ Planning and Coordination: Vital for organizing events, training programs and managing crisis situations effectively.



Key Contacts

- ◆ District Collectors: For coordinating social justice initiatives at the district level and addressing administrative challenges.
- ◆ District Panchayat President: Essential for ensuring support and leadership in implementing welfare programs.
- ◆ District Panchayat Secretary: For managing the execution of social justice projects and schemes within the district panchayat.
- ◆ Joint Director of LSG Department: For coordination between local self-government institutions and social justice initiatives.
- ◆ Secretary, District Legal Services Authority (DLSA): For legal aid, guidance and ensuring justice for marginalized communities in the district.
- ◆ Member of Orphanage Control Board in charge of the district: For coordination and support in matters related with orphanages in the district.

- ◆ Secretary, Orphanage Control Board: For coordination and support in matters related with orphanages in the district.
- ◆ Accredited NGOs in the district: Partners in delivering social welfare services and reaching marginalized populations.
- ◆ Block Panchayat Secretaries: For coordinating welfare programs at the grassroots level across blocks.



Technical Assistant

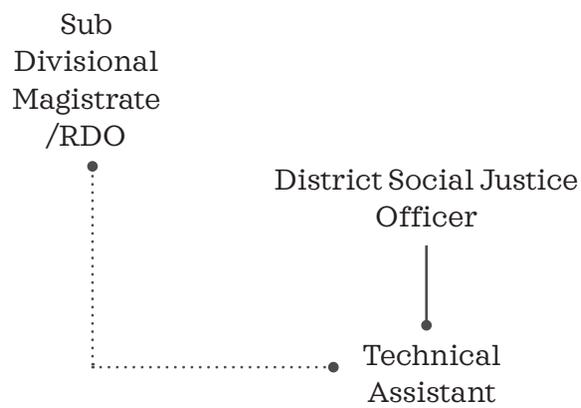


Job Summary:

The Technical Assistant assist RDO/Sub-divisional magistrate in the implementation and enforcement of the Maintenance and Welfare of Parents and Senior Citizens Act, 2007. S/he supports the Sub Divisional Magistrate/ Revenue Divisional Officer to conduct hearings, ensures timely case disposal and provides assistance to senior citizens seeking help at the tribunal.



Reporting and Supervisory Relationship





Job Specifications

Qualifications:

- ◆ S/he should possess any Bachelor's Degree, along with proficiency in word processing and typewriting in English and Malayalam.
- ◆ Preference will be given to candidates holding an MSW (Master of Social Work) degree.

Physical and Mental Attributes:

- ◆ S/he should have sound physical and mental health to effectively manage the demands of the job.

Entry Level Attributes:

- ◆ Empathy and Compassion: Demonstrate empathy and compassion towards senior citizens seeking assistance.
- ◆ Strong Communication Skills: Effective communication is essential when liaising with various departments, officers and senior citizens.
- ◆ Attention to Detail: Attention to detail ensures accuracy and completeness, which is vital in legal proceedings and reporting.
- ◆ Legal Knowledge: Familiarity with the Maintenance and Welfare of Parents and Senior Citizens Act 2007 and relevant legal procedures is crucial.
- ◆ Cultural Competence: Understanding and respecting diverse cultural backgrounds enhances communication and service delivery.
- ◆ Non-judgmental Attitude: Maintaining a non-judgmental attitude towards senior citizens ensures an open and supportive environment during hearings and interactions.
- ◆ Active Listening and Patience: Active listening and patience are critical in understanding the concerns and grievances of senior citizens.
- ◆ Creativity: The ability to think creatively enables the development of innovative awareness programs and welfare initiatives.

Skills and Abilities (To be assimilated progressively):

- ◆ Organizational Abilities: The ability to organize and orchestrate awareness programs, medical camps and welfare initiatives requires organizational skills.
- ◆ Multilingual Proficiency: Proficiency in both English and Malayalam, along with strong typewriting skills, is essential for effective communication with stakeholders and preparing case-related documentation.
- ◆ Problem-Solving Skills: The role involves handling complex cases and situations, requiring strong problem-solving abilities.
- ◆ Teamwork: Collaborating with various departments, NGOs, schools and colleges necessitates strong interpersonal skills and the ability to work effectively in a team.
- ◆ Reporting and Analytical Skills: The capacity to prepare comprehensive reports, maintain case statistics and provide insights on the welfare of senior citizens requires strong analytical and reporting skills.

- ◆ Social skills: Should possess knowledge and skills in social work principles, ethics and community engagement.
- ◆ Proactive and Adaptable: Being proactive and adaptable to changing situations helps in effectively handling field visits, awareness programs and other duties assigned by superior officers.

Working Conditions:

- ◆ The Technical Assistant will primarily work at the Maintenance Tribunal and the Revenue Divisional Office (under District Subdivisions). They may also be required to work at the District Social Justice Office as and when needed.
- ◆ Technical Assistant may be called upon to assist in emergency enquiries, social interventions, special tasks, rehabilitation and rescue efforts as directed by the District Collector (Appellate Authority) through RDO/DSJO.
- ◆ Technical Assistants must be available for duty during emergency situations, including rescue and rehabilitation efforts for senior citizens in the district.
- ◆ Technical Assistants should have willingness to travel to field locations and work on holidays without official travel/vehicle facilities.

Other Requirements:

- ◆ Thorough Legal Knowledge on Maintenance and Welfare of Parents and Senior Citizens Act, 2007.
- ◆ Awareness on State Policy for Senior Citizens.
- ◆ Awareness of various Acts, Schemes and Rules related to Social Justice Department.



Duties and Responsibilities

1. Assist in the implementation and enforcement of the Maintenance and Welfare of Parents and Senior Citizens Act, 2007.
2. Support the Sub Divisional Magistrate / Revenue Divisional Officer in the conduct of hearings at Maintenance Tribunals.
3. Assist in the timely disposal of cases registered under the MWPSA Act 2007 at the Maintenance Tribunal.
4. Provide assistance to all senior citizens and parents seeking help at the Maintenance Tribunal.
5. Prepare and manage Maintenance Tribunal case hearings, notices and communicate postponements to relevant parties.
6. Collaborate with other departments to ensure the effective functioning of the Maintenance Tribunal.
7. Establish effective liaison with the Maintenance Tribunal, Maintenance Officer and Conciliation Officer, as needed.

8. Act as a link between District Social Justice Office and the RDO office and actively engage in various activities of both offices.
9. Conduct field visits/enquiries and submit detailed reports to the concerned authority or department.
10. Actively support the Social Justice Department in conceptualizing and proposing impactful awareness programs related to the MWPSA Act 2007.
11. Organize Adalat's, Medical camps, Awareness Classes and other programmes on the MWPSA Act 2007 in accordance with directives of the superior officers.
12. Organize and orchestrate welfare programs in collaboration with various Departments, District Administration, NGOs, Schools, Colleges etc., to promote awareness and support for senior citizens.
13. Prepare and submit comprehensive reports on the rights and welfare of senior citizens, along with insights on the implementation of the MWPSA Act.
14. Maintain statistics of cases registered under MWPSA Act 2007 and regularly update the case statistics.
15. Assist the RDO/District Social Justice Officer to renew the conciliation panel.
16. Provide support to the District Social Justice Office as and when required.
17. Perform other duties specified through various orders or assigned by superior officials.



Capacity Development Themes

- ◆ Sensitization on MWPSA Act
- ◆ Professional documentation of cases and Legal Procedures
- ◆ Communication and Counselling Skills
- ◆ Crisis Management and Emergency Response
- ◆ Essential Life Skills



Competencies

- ◆ Empathy: Understanding and responding to the needs of senior citizens seeking help at the Maintenance Tribunal is essential for providing effective support and assistance.
- ◆ Attention to Detail: Managing case documentation, issuing notices and statistics requires meticulous attention to detail.
- ◆ Communication Skills: Strong communication skills are crucial for liaising with various departments, officers and senior citizens, as well as for organizing awareness programs and welfare initiatives.
- ◆ Problem Solving: The ability to analyze and address challenges faced by senior citizens to find appropriate solutions for the welfare of senior citizens.

- ◆ Teamwork: Collaborating effectively with other departments, officers and stakeholders is vital for ensuring the smooth functioning of the Maintenance Tribunal and organizing successful awareness programs and welfare initiatives.

Key Contacts

- ◆ Village Officers: To coordinate efforts related to the enforcement of the MWPC Act.
- ◆ Police Officials: In matters concerning with the implementation of MWPC Act
- ◆ Other Department Officers related to Senior Citizen Welfare: To facilitate actions related to the MWPC Act's provisions for senior citizens.
- ◆ Old Age Home Officials: For managing the implementation of the MWPC Act.
- ◆ NGOs: For supporting and facilitating the implementation of the MWPC Act.
- ◆ NCC/ NSS Coordinators: For awareness and supporting the MWPC Act's objectives.

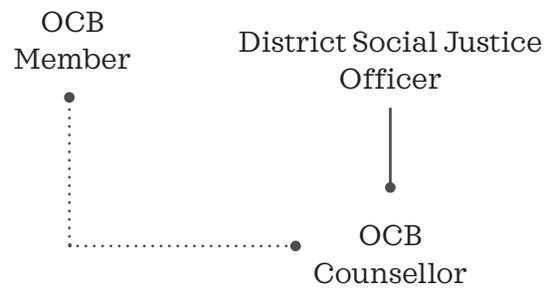
Orphanage Control Board (OCB) Counsellor



Job Summary:

The OCB Counsellor is responsible for providing counselling and motivational sessions to residents in various approved welfare institutions. They conduct regular institutional visits to support residents, attend to cases referred by them and participate in rescue and rehabilitation efforts.

Reporting and Supervisory Relationship





Job Specifications

Qualifications:

- ◆ Master of Social Work (MSW) with a focus on Medical & Psychiatric Social Work.
- ◆ In the absence of the above qualification, candidates with a Master's degree in Psychology (M.A. /M.Sc.) and relevant experience in the areas of child, differently abled, old aged and women will be considered.
- ◆ In case of unavailability of the candidates from the above categories in tribal, hilly or remote areas, graduates with 20 years of experience in the field of child, disabled, old age and women may be considered.
- ◆ S/he must be above the age of 25 Years.

Physical and Mental Attributes:

- ◆ S/he should have sound physical and mental health to effectively manage the demands of the job.

Entry Level Attributes:

- ◆ Empathy and Compassion: Demonstrate care and understanding towards residents.
- ◆ Cultural Sensitivity: Display sensitivity and respect for diverse backgrounds and cultures.
- ◆ Crisis Intervention: Be equipped to handle crisis situations and provide immediate support and counselling to individuals in distress.
- ◆ Advocacy and Communication: Possess strong communication and advocacy skills to effectively articulate the interests and needs of residents / welfare institutions to higher authorities.
- ◆ Resilience: Maintain emotional resilience to handle challenging situations.

Skills and Abilities (To be assimilated progressively):

- ◆ Group Counselling: Professionally conduct group counselling sessions, employ various techniques to foster personal growth and development among residents.
- ◆ Case Management: Skillfully handle referral cases from institutions and ensure seamless coordination between various stakeholders involved.
- ◆ Continuous Learning: Demonstrate a commitment for continuous learning and professional development.
- ◆ Team Collaboration: Ability to work collaboratively with colleagues, superior officers and various stakeholders.
- ◆ Problem-Solving: Possess strong problem-solving skills to address the unique challenges and complexities faced while working with vulnerable individuals and institutions.
- ◆ Time Management: Efficiently manage time and prioritize tasks.

Working Conditions:

- ◆ S/he is required to travel to various field locations; therefore, must be willing to undertake frequent travel.

Other Requirements:

- ◆ Awareness on Acts, Rules and Schemes related to Social Justice Department



Duties and Responsibilities

1. Conduct individual and group counselling, motivational sessions for residents in institutions such as old age homes, orphanages, destitute homes and psycho-social rehabilitation centers registered under the Orphanage Control Board.
2. Undertake a minimum of 15 days of institutional visits every month to interact with and support residents.
3. Attend to referral cases from welfare institutions by being present at the local resource center for at least 4 days in a month.
4. Facilitate the rescue, admission and rehabilitation of destitute individuals in accordance with the directives of the District Social Justice Officer.
5. Attend monthly review meetings organized by the District Social Justice Officer, providing input and updates on various activities and progress.
6. Ensure that both the residents and institution are receiving right based services/ benefits by utilizing a checklist during institutional visits.
7. Engage in refresher training to enhance counselling skills and stay updated with relevant practices.
8. Identify and resolve issues among residents of welfare institutions and work towards their improvement and betterment.
9. Promptly notify the Welfare Institution Superintendent regarding individuals who need specialized care.
10. Assist in organizing training programmes for officials of the welfare institutions.
11. Coordinate awareness programs, workshops and other initiatives as directed by the District Social Justice Officer.
12. Support the District Social Justice Officer in conducting various enquiries.
13. Manage and update relevant registers and ensure proper documentation of various schemes, policies and related matters.
14. Perform other duties specified through various orders or assigned by superior officials.



Capacity Development Themes

- ◆ Effective Counselling Techniques
- ◆ Empathy and Compassion in Social Work
- ◆ Problem-Solving Skills
- ◆ Essential Life Skills



Competencies

- ◆ Empathy: Demonstrate care and understanding towards residents in vulnerable situations.
- ◆ Problem Solving: Identifying and resolving issues within welfare institutions, working towards their improvement and betterment.
- ◆ Communication Skills: Effectively communicating with residents, colleagues and stakeholders.
- ◆ Planning and Coordination: Efficiently planning and carrying out institutional visits, counselling sessions and immerse in other responsibilities in a systematic manner.
- ◆ Team Work: Collaborating with colleagues, superior officers and various stakeholders to achieve common goals and objectives.



Key Contacts

- ◆ OCB District Member/Head of Welfare Institution: For coordination on institutional matters, ensuring compliance with Orphanage Control Board regulations and resolving administrative or welfare-related concerns.
- ◆ Police: In cases requiring legal intervention.
- ◆ Local Self Government Institutions: To liaise on community-level initiatives and ensure the effective implementation of welfare schemes at the grassroots level.
- ◆ NGOs: For external support in organizing programs, rehabilitation efforts and facilitating resources and services to enhance the well-being of residents.





Probation Office

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Reporting and Supervisory Relationship



District Social Justice
Officer



Probation
Officer - I



Probation
Officer - II



Probation
Assistant



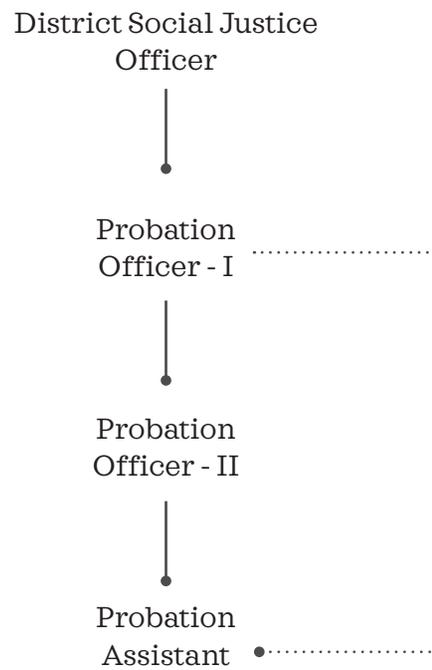
Probation Officer



Job Summary:

Probation Officer is responsible for supervising and monitoring individuals who have been placed on probation or other forms of supervision by the criminal justice and social defence systems. His/her primary role is to implement the probation of Offenders Act 1958 and to help, reintegrate offender into the society and reduce the likelihood of reoffending.

Reporting and Supervisory Relationship





Job Specifications

Qualifications:

For Probation Officer Grade II:

- ◆ Degree in Sociology, Social Work or Social science from a recognized University or a Degree in any discipline from a recognised University with Diploma in Social work recognised by the Government of Kerala or from a recognized University.
- ◆ By transfer from Head Clerk/Head Accountant.

For Probation Officer Grade I:

- ◆ Promotion from the post of Probation Officer Grade II.

Physical and Mental Attributes:

- ◆ S/he should have sound physical and mental health to effectively manage the demands of the job.

Entry Level Attributes:

- ◆ Integrity: Commitment to uphold legal and ethical standards in dealing with probationers and sensitive information.
- ◆ Empathy: Ability to understand the challenges faced by probationers and ex-convicts.
- ◆ Detail-Oriented: Keen attention to detail in monitoring compliance, reviewing cases and maintaining records.
- ◆ Objectivity: Capacity to assess cases and situations impartially without personal bias or judgment.
- ◆ Discretion: Ability to handle sensitive information confidentially, especially regarding probationers and inmates.
- ◆ Patience: Willingness to work with individuals over time, recognizing that progress may be gradual.
- ◆ Cultural Sensitivity: Understanding of diverse backgrounds and circumstances to provide guidance and support.
- ◆ Reliability: Dependability in fulfilling assigned duties, following court orders and submitting timely reports.

Skills and Abilities (To be assimilated progressively):

- ◆ Report Writing: Proficient in drafting detailed and accurate reports on probationers, enquiries and case progress for submission to courts and superiors.
- ◆ Investigation: Skilled in conducting thorough enquiries.
- ◆ Communication: Strong ability to communicate clearly and effectively with probationers, ex-convicts, court officials and other stakeholders.
- ◆ Time Management: Ability to manage multiple cases and tasks.
- ◆ Decision-Making: Capable of making sound judgments based on thorough investigations and in compliance with legal standards.

- ◆ Collaboration: Ability to work cooperatively with other probation officers, the judiciary and various government and non-government agencies.
- ◆ Crisis Management: Skilled in handling emergencies or crisis situations involving probationers or ex-convicts.
- ◆ Administrative Competence: Ability to efficiently manage financial and administrative tasks, including managing records, overseeing expenditures and ensuring adherence to regulations.

Working Conditions:

- ◆ Adequate office space with proper ventilation is essential to ensure a conducive and smoothly functioning work environment.
- ◆ A computer with seamless internet connectivity.

Other Requirements:

- ◆ Awareness on various Acts, Schemes and Rules related to Social Justice Department



Duties and Responsibilities

A) Duties associated with Probation of Offenders Act:

1. Monitor probationers in accordance with relevant court orders.
2. Develop and implement Individual care plans and rehabilitation follow-up activities for the probationers under supervision.
3. Submit probation and progress reports to the courts in a timely manner.
4. Investigate individuals convicted under criminal laws as directed by the court and submit timely reports.
5. Provide reports on the socio-economic background, personality, conduct and antecedents of the accused as required by the court.
6. Communicate details of offenders released under supervision to the court and superior officials.
7. Visit probationers and ex-convicts released under supervision at least once in a month to gather information and provide guidance.
8. Facilitate behavioural and character improvement in probationers, offering social and economic rehabilitation guidance.
9. Supervise and rehabilitate prisoners whose sentences have been revoked by the Jail Advisory Committee.
10. Maintain confidentiality regarding probationer's personal information's.
11. Assign female probationers to female probation officers for supervision.
12. Explain the conditions of the supervision order to probationers.
13. Ensure probationers understand and implement the terms of the bail bond in their lives.
14. Report to the court any violations of the supervision agreement by probationers.
15. Visit the homes of probationers to assess their conduct, lifestyle and work habits.

16. Conduct weekly visits during the first month of probation, then conduct monthly visits based on the probationer's character and lifestyle.
17. Schedule probationer visits on different days and times to avoid unnecessary associations and potential issues.
18. Maintain a directory of NGOs, social workers, government services, employment centers and open schools within the Probation Officer's jurisdiction.
19. Organize awareness programs, workshops, seminars and training sessions for judicial officers, government officials and the public on the benefits of a well-functioning probation system.
20. Submit periodical reports on ex-prisoners and ex-inmates released under supervision.
21. Conduct bail inspections as directed by the court.

B) Duties associated with prison rules:

1. Conduct enquiries on regular, emergency and other leave requests of prison inmates.
2. Examine the premature release eligibility of life-sentenced convicts after eight years and for others after serving two-thirds of their sentence.
3. Monitor the activities of ex-convicts for four years post-release and the exempted prison term for other inmates.
4. Conduct investigations and submit reports regarding interstate transfers of prison inmates.
5. Implement rehabilitation programs for individuals released from prison.
6. Conduct monthly visits to jails within the district.
7. Participate in the Jail Advisory Committee.
8. Review and summarize reports from other probation officers before attending Prison Advisory Board meetings.

C) Financial:

1. Serve as the Drawing and Disbursing Officer of the District Probation office.
2. Execute financial transactions in compliance with government rules, regulations and directives.
3. Ensure the drawl of establishment pay bills, contingent bills and other bills of establishment concerned in adherence to various rules and regulations.
4. Maintain the accurate and up-to-date records of expenditures in the e-kshema MIS portal.
5. Ensure the timely updating of plan expenditure data in the plan space portal.
6. Prepare comprehensive enquiry reports to facilitate the processing of various scholarships and financial aid schemes for probationers, ex-convicts and their families.

D) Administration:

1. Function as the office head of District Probation office.
2. Ensure timely delivery of services to the public and stakeholders.

3. Enforce punctuality standards among employees and ensure their participation in office related activities during working hours.
4. Efficiently manage and organize various administrative tasks.
5. Function as statutory Probation Officer within the designated jurisdiction.
6. Process applications related to financial aid for ex-convicts, probationers and dependants of convicts by conducting enquiries and submitting comprehensive reports.

E) Committees:

1. Convene the District Probation Advisory Committee to review the implementation of the Probation of Offenders Act.
2. Serve as a member of the Under-Trial Review Committee, chaired by the District Judge, to assess cases of prisoners under trial.
3. Participate as a member of the Prison Advisory Board to review cases eligible for premature release.
4. Function as member of District Level Parole Committee.
5. Function as a member of Swasraya Committee to consider applications under Swasraya scheme submitted by widowed/divorced/abandoned mothers of differently abled children for self-employment.
6. Function as a member of the management committee of welfare institutions.

F) Miscellaneous:

1. Conduct enquiries as directed by the Criminal Court as part of the court proceedings and submit timely reports.
2. On receipt of order from the concerned criminal court, conduct enquiries regarding the victims under the Immoral Traffic (Prevention) Act of 1956 and submit reports to facilitate rehabilitation of the victims of abuse.
3. Conduct socio-economic verification enquiries under Kerala Victim Compensation Scheme 2017 and submit reports to the District Legal Services Authority.
4. Participate in the inspection of welfare institutions as directed by District Social Justice Officer.
5. Prepare and submit reports to the District Social Justice Officer regarding rehabilitation and re-integration of residents of welfare institutions into society.
6. Perform other duties specified through various orders or assigned by superior officials.



Capacity Development Themes

- ◆ Effective Case Management
- ◆ Legal Knowledge and Compliance
- ◆ Rehabilitation and Reintegration Strategies
- ◆ Conflict Resolution and Mediation
- ◆ Communication and Interpersonal Skills

- ◆ Data Management and Reporting
- ◆ Monitoring and Evaluation
- ◆ Crisis Intervention and Support
- ◆ Essential Life Skills



Competencies

- ◆ Integrity: This competency is crucial as probation officers handle sensitive information and uphold ethical standards in their interactions with probationers.
- ◆ Empathy: Understanding the challenges faced by probationers and ex-convicts enhances the ability to provide effective support and guidance during their rehabilitation process.
- ◆ Attention to Detail: Essential for monitoring compliance, submitting accurate reports and ensuring that all procedural requirements are met without oversight.
- ◆ Communication Skills: Effective communication is vital for interacting with various stakeholders to facilitate collaboration and support.
- ◆ Decision Making: Probation officers frequently assess complex situations and make judgments regarding the progress and needs of probationers, which requires strong decision-making skills.



Key Contacts

- ◆ Criminal Court: To submit progress and enquiry reports, follow directives and communicate regarding supervision orders.
- ◆ District Legal Services Authority (DLSA): To submit socio-economic verification reports for financial aid under the Kerala Victim Compensation Scheme 2017.
- ◆ Police Department: To collaborate on monitoring probationers and ex-convicts and enforce compliance with court orders.
- ◆ Non-Governmental Organizations (NGOs): To access support and resources for social rehabilitation, employment and counselling services for probationers and ex-convicts.



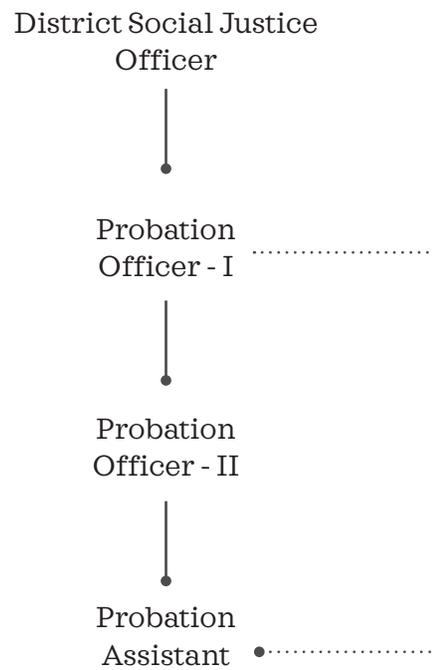
Probation Assistant



Job Summary:

Probation Assistants has a pivotal role in supporting the execution of the '*Nervazhi*' project of the Social Justice Department. Their primary responsibility involves collaborating with juvenile offenders and individuals with a history of criminal involvement, with the aim of guiding them towards rehabilitation and preventing recidivism.

Reporting and Supervisory Relationship





Job Specifications

Qualifications:

- ◆ S/he must possess a Master's degree in Social Work (MSW) from a recognized university and possess a minimum of two years of relevant experience in the field.

Physical and Mental Attributes:

- ◆ S/he should have sound physical and mental health to effectively manage the demands of the job.

Entry Level Attributes:

- ◆ Analytical Aptitude: Should possess strong analytical skills to collect and evaluate pertinent data on cases under the Probation of Offenders Act.
- ◆ Empathy and Compassion: Having a deep sense of empathy and compassion is crucial when dealing with probationers, individuals and their families.
- ◆ Attention to Detail: A high level of attention to detail is essential to ensure effective decision-making and program implementation.
- ◆ Adaptability: The ability to adapt to diverse situations and individuals is crucial.
- ◆ Interpersonal Skills: Strong interpersonal skills are necessary to liaise effectively with probation officers, law enforcement personnel, prison officials and representatives from voluntary organizations.

Skills and Abilities (To be assimilated progressively):

- ◆ Training and Facilitation: The Probation Assistant should have the ability to assist and conduct awareness sessions.
- ◆ Communication: Excellent verbal and written communication skills are necessary to interact with various stakeholders.
- ◆ Networking: Building and maintaining a strong network with relevant agencies, social welfare organizations and community groups helps in identifying prospective beneficiaries and coordinating support services effectively.
- ◆ Problem-Solving: Adept problem-solving skills are crucial to address challenges and obstacles faced.
- ◆ Advocacy: The ability to articulate probation awareness at the grassroots level and promote the rights of probationers and their dependents is an essential aspect of this role.
- ◆ Organizational and Time Management: Efficiently managing tasks, schedules and data collection processes requires good organizational and time management skills.
- ◆ Cultural Sensitivity: Recognizing and respecting diverse cultural backgrounds is essential.
- ◆ Emotional Intelligence: Understanding and managing one's emotions, perceiving and empathizing with others' emotions are critical.

Working Conditions:

- ◆ The Probation Assistant will primarily be based at the concerned District Probation Office where they will handle various probation-related tasks and responsibilities.

- ◆ Probation Assistants should be prepared to work during emergency situations, providing timely counselling to stakeholders and willingness to travel various locations.

Other Requirements:

- ◆ Thorough Legal Knowledge on the Probation of Offenders Act,1958
- ◆ Awareness on various Schemes, Acts and rules related to Social Justice Department

Duties and Responsibilities

1. Collect pertinent data on cases qualifying for processing under the Probation of Offenders (P O) Act, considering both the nature of the offence and the age of the accused.
2. Collect details from police stations regarding eligible accused persons aged 18-21 for processing under the PO Act.
3. Perform routine prison visits to gather data on trial prisoners and individuals serving short-term sentences who are eligible for the privileges provided by the PO Act.
4. Assist probation officers in organizing and coordinating awareness training programs for lawyers, prison personnel, police officials and elected representatives and officials of LSGD.
5. Promote awareness about probation among the incarcerated population.
6. Assist in the efficient distribution of financial assistance under various schemes, focusing on dependents of convicts, victims, probationers and ex-convicts.
7. Identify eligible beneficiaries for the *Nervazhi*, *Mithram* and other Social Justice Department schemes from various sources such as police stations, prisons, DLSA, DCPU etc.,
8. Collaborate with family members to facilitate the process of securing bail for prison inmates.
9. Facilitate the social re-integration of prison inmates.
10. Coordinate with voluntary organizations and the police to collect information on troublemakers and narcotics-addicted offenders, providing them with necessary counselling and allied treatments.
11. Organize probation awareness programs during the weekly parades of police officials.
12. Promote probation awareness at the grassroots level and identify prospective beneficiaries.
13. Conduct comprehensive training programs for elected representatives of Local Self Governments, covering the PO Act, *Nervazhi*, *Suneethi* Portal and various other schemes.
14. Perform other duties specified through various orders or assigned by superior officials.

Capacity Development Themes

- ◆ Sensitization on Probation of Offenders Act
- ◆ Data Collection and Analysis Techniques
- ◆ Advocacy and Counselling Skills
- ◆ Emotional Intelligence and Empathy

- ◆ Understanding Legal Procedures and the Judiciary System
- ◆ Essential Life Skills



Competencies

- ◆ Attention to Detail: This competency is important for accurately collecting and analyzing data on cases qualifying for probation under the Probation of Offenders Act.
- ◆ Empathy: This competency is crucial in dealing with probationers and their families, as well as promoting awareness and counselling for effective rehabilitation.
- ◆ Communication Skills: Effective communication is essential for interacting with stakeholders, conducting awareness programs and collaborating with various agencies and organizations.
- ◆ Planning and Coordination: This competency is vital to organize probation awareness programs, training sessions and field visits.



Key Contacts

- ◆ District Legal Services Authority: For coordinating legal aid and services related to probation cases.
- ◆ Criminal Courts: To facilitate the processing of cases under the Probation of Offenders Act.
- ◆ Deputy Director of Prosecution: For guidance in probation-related matters.
- ◆ Superintendents of Sub Jails, Special Sub Jails and Central Prisons: To collect data on eligible inmates and support their rehabilitation.
- ◆ De-addiction Centers: For providing counselling and treatment to offenders with substance abuse issues.
- ◆ NGOs: To collaborate on awareness programs and rehabilitation efforts for probationers and ex-convicts.
- ◆ Heads of Colleges/Universities: To promote awareness on probation programs among students.
- ◆ Police Officials: For gathering information and coordinating efforts on eligible probation cases.
- ◆ LSGD Representatives: For awareness in probation-related schemes and initiatives.
- ◆ Education Department: For integrating probation awareness into educational settings.
- ◆ Officials from Labour Department: To support rehabilitation by facilitating employment opportunities for probationers.
- ◆ Health Department: For addressing the health needs of probationers.
- ◆ Literacy Mission, *Kudumbasree* Missions: To promote literacy and skill development among probationers.
- ◆ Women and Child Development (WCD) Officials: For implementing the MITHRAM scheme and other support services.

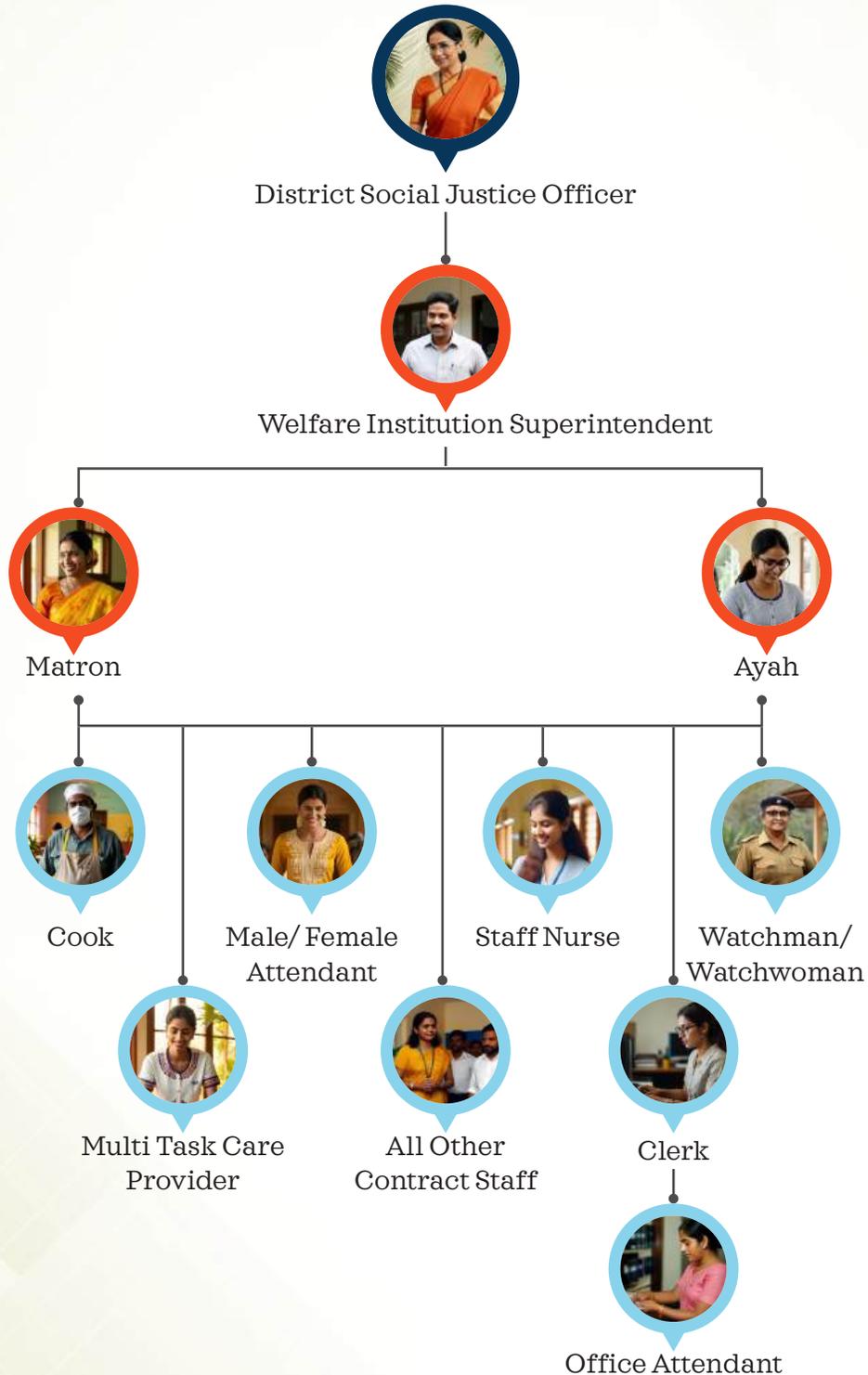




Welfare Institutions

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Reporting and Supervisory Relationship



Old Age Home

The Old Age Home provides shelter, care and protection to elderly individuals (above the age of 60 years) who require social welfare support.



Asha Bhavan

Asha Bhavan provides care, protection, rehabilitation and reintegration services to destitute adults who have recovered from mental illness and lack familial support.



Pratheeksha/ Prathyasha/ Priya Home

Pratheeksha, Prathyasha and Priya Home are dedicated to the rehabilitation of men and women aged above 18 years who are facing mental challenges.



Home for Physically Handicapped

Home for Physically Handicapped and the Aged provides care, protection and rehabilitation to the differently abled men and women.



Balasadanam / Care Home for Disabled Children

Balasadanam / Care Home for Disabled Children offers care, protection and rehabilitation to the differently abled children.



Transit Home

Provides temporary care, protection and accommodation for foreign nationals:

- ♦ entering the country illegally,
- ♦ those remaining beyond the expiration of passport or visa,
- ♦ those who have completed their prison sentence or those on parole,
- ♦ those who have released from incarceration or
- ♦ those requiring alternative forms of protection



Welfare Institution Superintendent

The Comprehensive Job Charts for the Superintendents of Welfare Institutions have commonalities across Old Age Homes, Asha Bhavan, Prathyasa / Pratheekha / Priya Homes, Homes for Physically Handicapped and the Aged/Balasadanam/ Care Home for Disabled Children and Transit Homes. However, there are minor differences in their job orientation which is reflected in their respective job summaries. The additional duties and responsibilities, to be discharged by the superintendent of the respective welfare institutions are provided as an annexure to the common Comprehensive Job Charts.

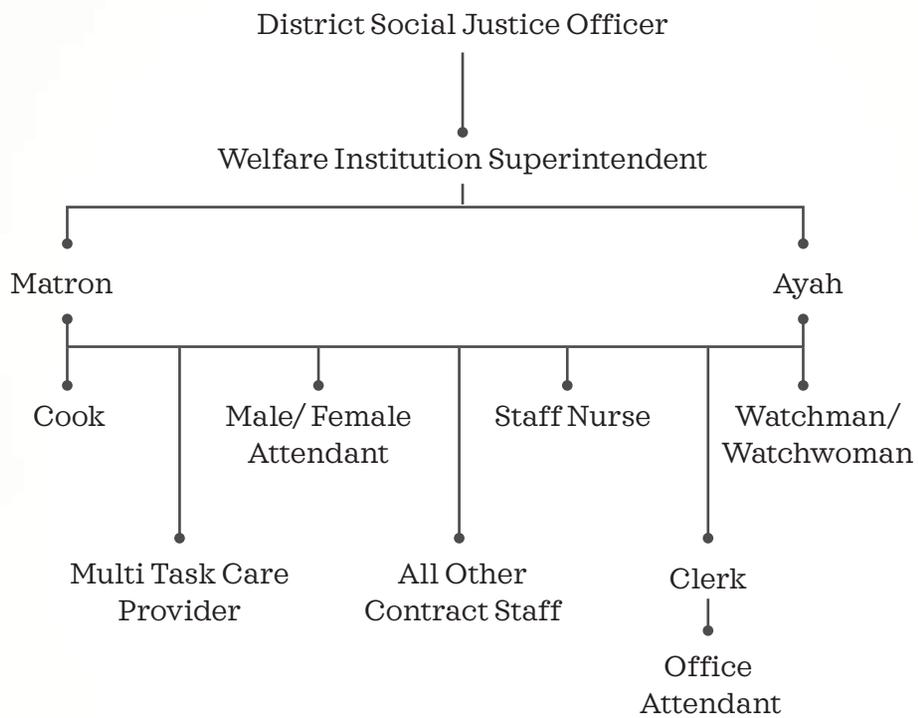
Welfare Institution Superintendent



Job Summary:

Welfare Institution Superintendent is the custodian of the Welfare Institutions. S/he is primarily responsible to supervise and monitor all aspects of the institution's day-to-day operations and activities.

 **Reporting and Supervisory Relationship**





Job Specifications

Qualifications:

- ◆ Promotion from feeder/various other categories.

Physical and Mental Attributes:

- ◆ S/he should have sound physical and mental health to effectively manage the demands of the job

Entry Level Attributes:

- ◆ Empathy and Compassion: Ability to understand and provide emotional support to residents.
- ◆ Leadership and Supervision: Capability to oversee and guide staff and residents effectively.
- ◆ Attention to Detail: Keen awareness in monitoring daily operations and ensuring compliance with standards.
- ◆ Communication Skills: Proficiency in interacting with residents, staff and officials clearly and professionally.
- ◆ Problem-Solving: Ability to address and resolve issues or irregularities promptly.
- ◆ Organization and Planning: Skill in coordinating activities, managing schedules and organizing resources.
- ◆ Integrity and Ethics: Commitment to upholding residents' rights and maintaining a secure environment.
- ◆ Adaptability: Flexibility to handle unexpected changes and emergencies efficiently..

Skills and Abilities (To be assimilated progressively):

- ◆ Administrative Skills: Proficiency in maintaining registers, preparing budgets and managing documentation.
- ◆ Healthcare Management: Ability to develop and implement healthcare plans and manage medical care for residents.
- ◆ Training Coordination: Skill in organizing educational and career-related training programs.
- ◆ Event Planning: Competence in facilitating celebrations and organizing outings or excursions.
- ◆ Security Management: Ability to enforce security measures and manage valuable items securely.
- ◆ Financial Management: Skill in budgeting, financial control and project proposal preparation.
- ◆ Hygiene and Safety Compliance: Knowledge of health regulations, eco-friendly practices and safety protocols.
- ◆ Team Collaboration: Ability to work effectively with various stakeholders including health departments and management committees.
- ◆ Crisis Management: Capability to handle emergencies and implement disaster prevention measures.

Working Conditions:

- ♦ The Superintendent is required to reside either in the designated Superintendent's Quarters or in close proximity to the institution.

Other Requirements:

- ♦ Awareness of various schemes, acts, regulations related to Social Justice Department.
- ♦ Awareness of management manual for welfare institutions

Duties and Responsibilities

1. Supervise and monitor the daily operations of the institution.
2. Facilitate in providing attentive care and support to residents.
3. Take proactive measures to protect and uphold the rights of residents in case of denial or violation.
4. Foster a nurturing home environment within the institution that prioritizes love, affection, attention, care and concern for the residents.
5. Engage in active efforts for the welfare and development of the residents.
6. Oversee and maintain discipline among residents and staff.
7. Coordinate continuing education, career related training according to the needs and requirements of the institution.
8. Coordinate and facilitate the celebration of national & regional festivals, observation of important days.
9. Develop and implement health care plans, training programs for the well-being of residents.
10. Facilitate and provide specialized medical care for residents in need.
11. Arrange the transfer of residents or quarantine measures as directed by the Medical Officer (when residents are infected with contagious or communicable diseases) and ensure assistance if hospital admission is required.
12. Arrange and facilitate health examinations for newly admitted residents in the institution.
13. Monitor the duties of the health workers deputed or appointed at the institution.
14. Collaborate with the Health Department to continuously raise awareness about hygiene and personal care.
15. Implement and enforce eco-friendly practices for efficient disposal of organic and inorganic wastes within the institution.
16. Safeguard and securely store the valuables of the residents in the security chest/bank locker.
17. Maintain Valuable Register and Security Register; obtain witness signature and seek assistance from a goldsmith when necessary.
18. Promote awareness among staff and residents about relevant laws, regulations and constitutional rights.
19. Assign duties promptly and efficiently to the subordinates.

20. Comply with directives issued by the Maintenance Tribunals, Courts, District Social Justice Officer and Director of Social Justice.
21. Organize and arrange outings/excursions for the residents of the institution.
22. Establish and maintain high institutional care by implementing necessary measures.
23. Inspect and ensure proper facilities and standards are utilized for storing and serving food items.
24. Enforce strict adherence to fire safety measures, disaster prevention protocols, and first aid medical care.
25. Maintain and upkeep of facilities and equipment's.
26. Ensure uninterrupted supply of drinking water and electricity through effective management of inverters, generators, water tanks, etc.,
27. Implement comprehensive security measures for the institution.
28. Take decisive and efficient actions to handle emergencies promptly.
29. Keep and update required registers and records in accordance with prescribed rules and regulations.
30. Prepare and manage the necessary budgets for the institution exercising strict financial control.
31. Analyze the institution's requirements and accordingly prepare project proposals for submission to LSGD.(In case of transferred institutions)
32. Facilitate in the formation of the Management Committee, as per Welfare Institution Manual.
33. Convene regular meetings of the management committee, residents meeting and staff meetings.
34. Conduct meticulous verification of the institution's accounts, registers and records.
35. Collaborate with the DLSA, Maintenance Tribunal, SHO (Police), DMO, etc.
36. Conduct inspections daily and record observations in the inspection register.
37. Conduct physical verification of store items with stock registers concerned.
38. Record matters pertaining to cleanliness, functioning of the institution, food quantity and quality, hygiene of healthcare facilities and rooms, behaviour of residents and staff, security systems and maintenance of registers, books, files, etc.,
39. Investigate and address any irregularities discovered and record the date, time and action taken.
40. Ensure that misleading news/photos are not published without prior consent which cause unwarranted invasion of a person's privacy.
41. Collaborate with the Doctor, Nutritionist to prepare the required menu for the residents and seek its approval from the Mess Committee.
42. Execute the procurement of necessary goods for the institution following the store purchase rules.
43. Regularly inspect and maintain the stock register and inventory.
44. Gather feedback from residents and implement necessary changes in accordance with existing regulations.

45. Monitor residents requiring special care and attention.
46. Submit monthly progress reports to concerned officials.
47. Organize opportunities for residents of the institution to interact with prominent individuals in the society.
48. Provide facilities for motivational training programs, awareness classes, life skills education, artistic and literary appreciation for both staff and residents.
49. Provide psychological and emotional support to residents through counselling, yoga therapy, music therapy and exercise sessions.
50. Organize and conduct educational and entertaining activities for the residents.
51. Take necessary actions to conduct a “Social Audit” annually within the organization.
52. Maintain a register for documents and valuables entrusted by residents, ensure their safekeeping and easy retrieval.
53. Facilitate the deposit of residents’ savings into their respective bank accounts.
54. Enforce stringent measures against the possession and use of intoxicants by staff and residents within the facility.
55. Regulate the intake of outside food for residents of the institution.
56. Undertake activities for rehabilitation and repatriation of residents into the society.
57. Ensure punctuality and professionalism among employees.
58. Ensure full utilization of budgeted funds in a timely manner according to guidelines.
59. Timely process and disburse employee benefits, including wages and ensure the prompt delivery of entitled services.
60. Create a friendly and harmonious atmosphere by promptly intervening and resolving employee conflicts.
61. Implement measures to ensure that staff interacts courteously with residents, visitors, and the public.
62. Verify that employees possess required licenses and medical certificates mandated by law.
63. Obtain and maintain the fitness certificate for the institution’s premises from relevant authorities like PWD, LSGD, Health, etc.
64. Take necessary steps to safeguard and record immovable property in the asset register of the organization.
65. Prepare and submit projects through appropriate channels to obtain financial assistance from Central, State and Local Self-Government Institutions.
66. Avail timely access to benefits announced by various government departments for the institution (civil supplies, electricity, education, etc.).
67. Timely prepare, submit and secure approval for projects under decentralized planning in case of devolved bodies.
68. Ensure accurate maintenance of office registers (service books, cash book, stationery register, stock register, etc.).
69. Properly record and maintain the duty register of employees and ensure corresponding operations.

70. Take necessary measures for modernization, digitalization and timely maintenance of the office/establishment.
71. Timely provide replies to audit queries and references.
72. Perform other duties specified through various orders or assigned by superior officials.



Capacity Development Themes

- ◆ Resident Care and Support
- ◆ Health and Safety Management
- ◆ Emergency Response and Crisis Management
- ◆ Leadership and Team Management
- ◆ Financial Management and Budgeting
- ◆ Hygiene and Eco-Friendly Practices
- ◆ Legal Compliance and Regulation
- ◆ Communication and Interaction
- ◆ Psychological Support and Counselling
- ◆ Inventory and Procurement Management
- ◆ Essential Life Skills



Competencies

- ◆ Empathy: Essential for understanding and providing emotional support to residents.
- ◆ Attention to Detail: Critical for monitoring daily operations and ensuring compliance with standards.
- ◆ Planning and Coordination: Vital for organizing activities, managing schedules and facilitating events effectively.
- ◆ Decision Making: Necessary for addressing and resolving issues promptly and managing emergencies.
- ◆ Communication Skills: Important for interacting clearly with residents, staff and external stakeholders.



Key Contacts

- ◆ Police: For assistance with security, law enforcement issues and emergency situations.
- ◆ Health Department: For healthcare management, medical care, and public health-related queries.
- ◆ Education Department: To coordinate educational activities and support for residents' learning and development.
- ◆ Civil Supplies: For procurement and distribution of essential goods and supplies.
- ◆ Village Office : For matters related to land, property and revenue issues.
- ◆ Commission Related to residents: To address concerns and regulations specifically related to residents welfare and management.

- ◆ Fire and Rescue: For fire safety protocols, disaster prevention and emergency response.
- ◆ KSEB (Kerala State Electricity Board): For managing electricity supply and addressing power-related issues.
- ◆ Water Authority: For ensuring the supply and management of water.
- ◆ Agricultural Department: To support agricultural activities and provide resources related to farming.
- ◆ PWD (Public Works Department): For maintenance and infrastructure-related issues within the institution.
- ◆ LSGD (Local Self Government Department): For coordination and seek support for community-related activities.
- ◆ Horticorp/Milma: For procuring and managing horticultural products and dairy supplies.
- ◆ Matsyafed: For sourcing of fish.
- ◆ Gas Agency: To arrange and manage gas supply for cooking and other needs.
- ◆ Nutrition Board: For dietary planning and ensuring nutritional needs of residents are met

Welfare Institution Superintendent (Old Age Home)



Job Summary:

Welfare Institution Superintendent is the custodian of the Welfare Institutions. S/he is primarily responsible to supervise and monitor all aspects of the institution's day-to-day operations and activities. It involves ensuring attentive care and support for residents, safeguarding their rights and creating a nurturing environment that prioritizes their well-being. S/he oversees the mainstreaming, rehabilitation and reintegration of residents into society.

Duties and Responsibilities:

- ◆ Hold savings/deposits of deceased residents in the management committee's accounts (subject to the decision of the management committee) until the heirs submit the application along with proper certificates
- ◆ Verify the income and expenditure of the management committee annually with the designated agency and initiate steps to renew the committee's registration by submitting the balance sheet to the district registrar.
- ◆ Perform other duties specified through various orders or assigned by superior officials.

Welfare Institution Superintendent (Asha Bhavan)



Job Summary:

The Welfare Institution Superintendent is responsible for facilitating the repatriation and reintegration of residents into society, while also managing financial aspects and ensuring legal compliance. S/he collaborates with relevant stakeholders to provide support and assistance to enhance residents' well-being.

Duties and Responsibilities

1. Report and convince the family members on the recovery of residents from mental illness.
2. Facilitate the repatriation of residents with their family members.
3. Promote mental and psychological well-being through recreational activities for residents.
4. Ensure the personal hygiene of each resident.
5. Conduct skill development training programs for residents.
6. Maintain continuous communication and collaboration with a psychiatrist.
7. Implement mental health intervention strategies for residents.
8. Coordinate healthcare interventions for residents.
9. Evaluate the nutritional needs of residents in close consultation with a nutritionist/doctor.
10. Explore market opportunities for products created by residents.
11. Organize exhibitions to showcase residents' product creations.
12. Perform other duties specified through various orders or assigned by superior officials.

Welfare Institution Superintendent (Pratheeksha/ Prathyasha Bhavan / Priya Home)



Job Summary:

The Welfare Institution Superintendent is responsible for overseeing residents' care and protection in close collaboration with special staff and creating a nurturing environment that promotes the residents' well-being. S/he should maintain unwavering vigilance to meet residents' individual needs and collaborate with relevant stakeholders to provide support and assistance to enhance residents' well-being.

Duties and Responsibilities

1. Supervise residents' care and protection in collaboration with special staff.
2. Deliver diverse and nutritious meals to residents.
3. Facilitate a joyful and serene environment for residents.
4. Enhance residents' mental and psychological well-being through recreational activities.
5. Arrange programs and involve residents in a variety of activities during their leisure time.
6. Establish a monthly visitation plan for relatives.
7. Maintain constant vigilance and attentiveness to residents' requirements.
8. Implement skill development training programs for residents.
9. Perform other duties specified through various orders or assigned by superior officials.

Welfare Institution Superintendent (Home For Physically Handcapped And The Aged / Balasadanam/ Care Home For Disabled Children)



Job Summary:

The Welfare Institution Superintendent is responsible for collaborating with relevant agencies to secure essential support and aid for the residents, all aimed at fostering their holistic development.



Duties and Responsibilities

1. Enforce compliance with the Juvenile Justice Act.
2. Initiate actions to secure scholarships and disability certificates for residents.
3. Initiate steps to access entitled benefits for residents.
4. Promote mental and psychological well-being through recreational activities for residents.
5. Perform other duties specified through various orders or assigned by superior officials.

Welfare Institution Superintendent (Transit Home)



Job Summary:

The Superintendent is responsible for overseeing all daily operations and activities of the institution. S/he is responsible for the repatriation of the residents to their homeland.



Duties and Responsibilities

1. Initiate repatriation procedures for residents to return to their homeland.
2. Coordinate activities related to the deportation of residents to their home country.
3. Perform other duties specified through various orders or assigned by superior officials.

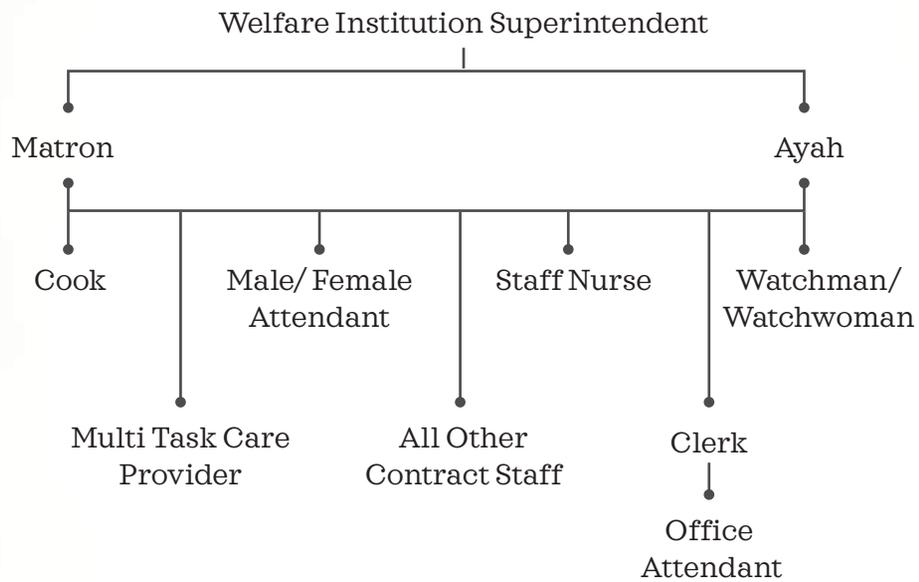
Matron



Job Summary:

The Matron plays a crucial role in supporting the Superintendent in the smooth functioning and upkeep of the institution. The matron is responsible for overseeing residents' well-being, safety and comfort and in the conduct of daily activities. She shall foster a conducive and supporting environment, address conflicts empathetically and expeditiously.

 **Reporting and Supervisory Relationship**





Job Specifications

Qualifications:

- ◆ General educational qualification of SSLC or equivalent.

Physical and Mental Attributes:

- ◆ She should have sound physical and mental health to effectively manage the demands of the job.
- ◆ Only Women candidates are considered for this post.

Entry Level Attributes:

- ◆ Empathy and Compassion: Ability to empathize with residents and offer compassionate support during their stay.
- ◆ Safety Awareness: Strong sense of responsibility in managing the welfare and well-being of residents, ensuring their safety and comfort.
- ◆ Environmental Consciousness: Commitment to implement eco-friendly practices to ensure cleanliness within the institution and its premises.
- ◆ Program Planning: Creative ability to organize engaging and enjoyable programs for residents' well-being and personal development.
- ◆ Leadership Skills: Ability to supervise food distribution and academic activities and assist the superintendent in different tasks with leadership qualities.
- ◆ Counselling and Guidance: Capability to offer counselling and guidance to residents, providing emotional and mental support.

Skills and Abilities (To be assimilated progressively):

- ◆ Crisis Management: Capacity to swiftly respond to emergencies and take appropriate action while maintaining a calm and composed demeanour.
- ◆ Attention to Detail: Thoroughness in monitoring and inspecting the stock of medicines and food materials to ensure quality and sufficiency.
- ◆ Medical Knowledge: Understanding of medical procedures and prescriptions for prompt administration of medication.
- ◆ Organizational Skills: Efficiently handle office duties with professionalism, manage tasks and responsibilities effectively.
- ◆ Communication Skills: Effective communication to address conflicts and difficulties among residents.
- ◆ Hygiene Management: Ability to monitor and ensure residents' personal hygiene within the institution.
- ◆ Adaptability: Flexibility to handle various assigned duties and adapt to changing circumstances.
- ◆ Problem-Solving Abilities: Skills in assessing individual needs of residents and tailoring assistance accordingly.

Working Conditions:

- ♦ She shall reside within the institution as and when required.

Other Requirements:

- ♦ Knowledge of English, Malayalam, and Hindi Languages are desirable.
- ♦ Awareness of various Acts, Rules and Schemes related to Social Justice Department.



Duties and Responsibilities

1. Diligently monitor the daily and routine activities of the residents.
2. Responsibly manage the welfare and well-being of the residents, ensuring their safety and comfort.
3. Monitor stock and quality of medicines and food materials procured at the institution.
4. Promptly administer prescribed medication to sick residents under the advice of doctors.
5. Supervise the food distribution within the institution.
6. Ensure that the residents maintain their personal hygiene.
7. Maintain cleanliness within the institution and its premises and implement eco-friendly practices.
8. Organize creative and engaging programs for the well-being of residents.
9. Handle various office duties with professionalism and accuracy.
10. Oversee the admission process during the night time as per the direction of the superintendent.
11. Compassionately counsel and support residents during their stay, offering guidance as needed.
12. Actively participate in all meetings held at the institution and contribute with valuable insights and updates.
13. Thoroughly supervise the academic activities of the students and foster a conducive learning environment.
14. Address conflicts or difficulties among residents with tact and empathy.
15. Swiftly respond to emergencies, taking appropriate action and alerting the concerned authorities.
16. Thoroughly assess the individual needs of each residents and provide assistance accordingly.
17. Assiduously assist the superintendent in various activities, including repatriation, rehabilitation, career guidance, academic initiatives and motivational classes.
18. Perform other duties specified through various orders or assigned by superior officials.



Capacity Development Themes

- ◆ Conflict Resolution and Counselling Skills
- ◆ Leadership and Management Development
- ◆ Essential Life Skills.



Competencies

- ◆ Empathy: Empathy and compassion is crucial in counselling and supporting residents during their stay, offering guidance as needed.
- ◆ Attention to Detail: Thoroughly monitoring and supervising various aspects of the institution require keen attention to detail.
- ◆ People First: Responsibly managing the welfare and well-being of the residents, ensuring their safety, comfort and personal hygiene, demonstrating a focus on putting people first.



Key Contacts

- ◆ Police: Coordinate with the police for security purposes.
- ◆ Doctors: Collaborate with medical officers during routine check-ups in the institution and seek medical help for residents when required.
- ◆ Milma/Matsyafed/ Horticon/ Consumer Store: Procure daily necessities for the institution from Milma, Matsyafed, Horticon, or Consumer Store.
- ◆ Elected Representatives: Engage with political representatives while organizing programs.



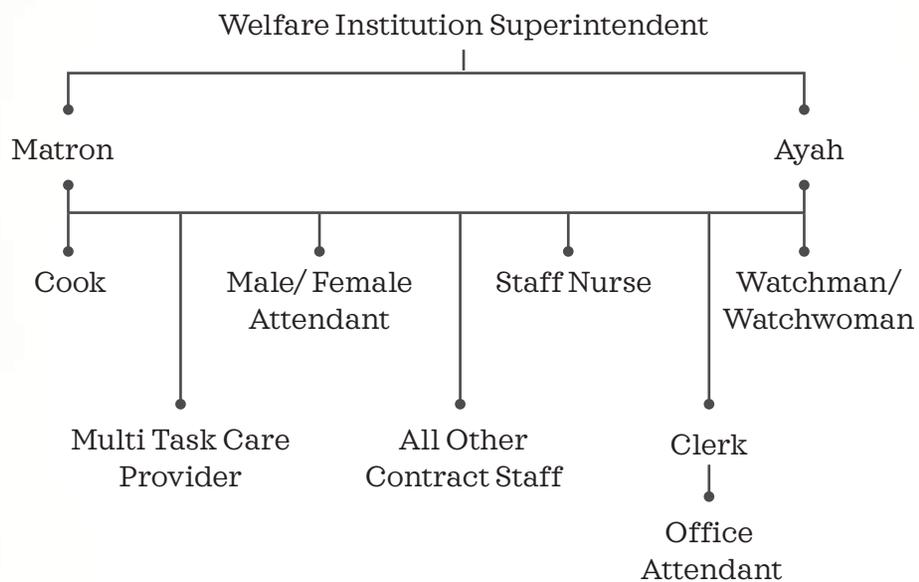
Ayah



Job Summary:

Ayah is responsible for providing specialized and compassionate care for residents and shall attend to their daily needs with tenderness. She help in ensuring prompt and efficient resident care.

 **Reporting and Supervisory Relationship**





Job Specifications

Qualifications:

- ◆ Should have passed Standard VII or equivalent qualification and should not have acquired graduation.
- ◆ Should possess Experience Certificate for not less than one year as `Ayah` of children from a Government Institution or from any institution registered under the Societies Registration Act 1860 (Central Act XXI of 1860) or the Travancore Cochin Literary Scientific and Charitable Societies Registration Act 1955 (XII of 1955) or from any institution run by the local bodies using Government grant or from any autonomous grant-in-aid institutions.

Physical and Mental Attributes:

- ◆ She should have sound physical and mental health to effectively manage the demands of the job.
- ◆ Only Women candidates are considered for this post.

Entry Level Attributes:

- ◆ Compassion: Ayahs need to possess a deep sense of empathy and compassion, as they work closely with residents and individuals in need of care and support.
- ◆ Patience: Dealing with residents who may have various challenges requires patience and understanding to handle situations calmly and effectively.
- ◆ Responsibility: Ayahs are entrusted with the well-being of residents and should assume responsibility for proper care and safety.
- ◆ Attentiveness: Being observant and attentive to residents' needs is essential in providing personalized care and addressing issues promptly.
- ◆ Reliability: Ayahs must be dependable and reliable, as they play a crucial role in the daily care routines and well-being of the residents.

Skills and Abilities (To be assimilated progressively):

- ◆ Personal Care: Ayahs should be able to assist residents with personal care tasks.
- ◆ First Aid Medical Care: Knowledge of basic first aid procedures enable Ayahs to handle emergencies and provide primary medical assistance when required.
- ◆ Communication: Effective communication skills are essential to interact with residents, their families and the medical staff, ensuring proper exchange of information and understanding of residents' needs.
- ◆ Organizational Skills: Managing schedules, activities and keeping track of institutional supplies (except kitchen) demands strong organizational abilities to ensure smooth operations within the institution.
- ◆ Teamwork: Collaborating with other staff members, medical professionals and service providers requires the ability to work as a team member.

Working Conditions:

- ♦ Ayahs should be available for assistance in the event that the residents are hospitalized, they should be able to provide support and care throughout their hospital stay.
- ♦ She shall reside within the institution as and when required.

Other Requirements:

- ♦ Awareness of various Acts Rules and Schemes related to Social Justice Department.



Duties and Responsibilities

1. Provide care and protection for residents with diligence and sensitivity.
2. Assist in the preparation and distribution of food to residents with utmost care and attention as and when required
3. Administer medications under the guidance of the medical officer in the absence of a matron or nurse, adhering to established protocols.
4. React promptly to emergencies, coordinating necessary treatment for residents and oversee the well-being of hospitalized patients, with timely provision of medications and meals.
5. Maintain vigilant night-time surveillance for the safety and security of all residents.
6. Offer specialized care to the medically unfit/ differently abled residents like bathing, feeding, dressing and laundry and assist such basic needs.
7. Ensure cleanliness and hygiene in the institution through regular and thorough cleaning operations and guide the residents in their personal hygiene.
8. Maintain a neat and orderly living environment for residents, including making beds and arranging rooms.
9. Attend to residents ensuring their comfort and security with attentiveness.
10. Assist residents with mobility, transfers and ambulation as needed.
11. Tenderly and compassionately provide specialized care to differently abled residents, including bathing, feeding, dressing, laundry and assisting with basic needs and daily activities.
12. Take prompt action in executing urgent duties related to resident care ensuring that needs of residents are promptly addressed as and when required.
13. Proficiently operate various equipment in the institution, such as TV, water pump set, etc.,
14. Actively participate in management committee meetings and engage in discussions.
15. Respect and maintain residents' privacy and confidentiality at all times.
16. Foster a cooperative and supportive environment by collaborating with other service providers, agencies/ departments to protect and rehabilitate residents.
17. Report any incidents or concerns regarding resident well-being, safety or behavior to the superintendent.
18. Perform other duties specified through various orders or assigned by superior officials.



Capacity Development Themes

- ◆ Empathy and Compassion in Caregiving
- ◆ Essential Life Skills.



Competencies

- ◆ Empathy: Ayahs need to be empathetic and understanding of the residents' needs and emotions, providing compassionate care and support.
- ◆ Attention to Detail: Being attentive to detail is crucial in ensuring the well-being and safety of residents.
- ◆ Communication Skills: Effective communication is essential for Ayahs to interact with residents, their families, and the medical staff, as well as to collaborate with other team members.
- ◆ Developing Others: Ayahs should have the ability to develop and guide others in their roles is valuable in enhancing overall care quality.



Key Contacts

- ◆ Police: Coordinate with the police for admissions and security purposes.
- ◆ Doctors: Collaborate with medical officers during routine check-ups in the institution and seek medical attention for residents when required.
- ◆ Village Offices: Obtain necessary certificates, such as caste, income and nativity from the Village Offices.
- ◆ Milma/Matsyafed/ HortiCorp/ Consumer Store: Procure daily necessities for the institution from Milma, Matsyafed, HortiCorp or Consumer Store.
- ◆ Elected Representatives: Engage with political representatives while organizing programs.



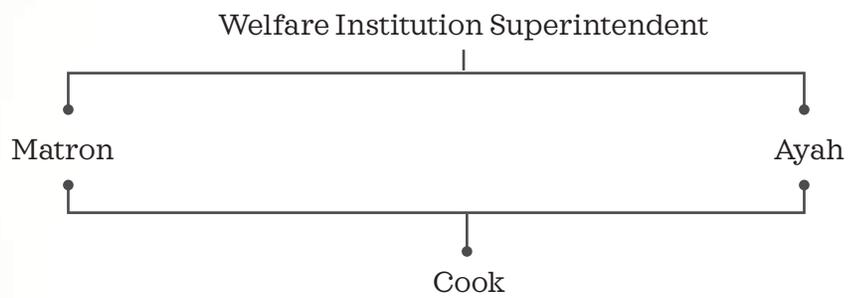
Cook



Job Summary:

The Cook is responsible for preparing and serving food to residents following the prescribed menu with strict adherence to cleanliness and hygiene standards. S/he shall efficiently procure cooking items from the institution's store and meticulously organize kitchen condiments and ensure proper storage of food items.

Reporting and Supervisory Relationship





Job Specifications

Qualifications:

- ♦ Pass in Standard VII or equivalent qualification.

Physical and Mental Attributes:

- ♦ S/he should have sound physical and mental health to effectively manage the demands of the job.

Entry Level Attributes:

- ♦ Hygiene Conscious: Maintains stringent hygiene practices and uphold cleanliness standards in the kitchen and food preparation areas.
- ♦ Taste Perception: Should have a taste perception, enabling them to discern subtle flavours.
- ♦ Time Management: Exhibits excellent time management skills to ensure that food is prepared, served and delivered promptly according to schedules.
- ♦ Attention to Detail: Demonstrates meticulous attention to detail while organizing kitchen condiments, handling cooking equipment and maintaining food storage.
- ♦ Adaptability: Adapts quickly to changes in the menu, resident preferences and kitchen procedures to meet varying needs effectively.
- ♦ Service Oriented: Provides courteous and empathetic service to residents, ensuring their dining experience is pleasant and satisfying.

Skills and Abilities (To be assimilated progressively):

- ♦ Culinary Expertise: Possess comprehensive culinary skills to prepare a variety of dishes with efficiency and creativity.
- ♦ Communication: Demonstrates effective communication skills to coordinate with the Superintendent, residents and fellow kitchen staff.
- ♦ Organization Management: Efficiently manage the inventory, cooking supplies and kitchen equipment, ensures smooth operations and timely preparation of meals.
- ♦ Problem-Solving: Exhibits strong problem-solving abilities to address kitchen-related challenges, such as pest control, food waste management and storage solutions.
- ♦ Teamwork: Works collaboratively with other kitchen personnel and service providers to create a harmonious environment and deliver excellent service to residents.
- ♦ Health Compliance: Maintains a valid health card issued by the Government and strictly adheres to health regulations and the Food Safety Act.

Working Conditions:

- ♦ In institutions where only a single cook is provided, S/he shall prepare all the meals required for the residents.
- ♦ In institutions where there are two or more cooks, their duty may be arranged in two duties. Such institutions should always have the services of a cook at any point time.

- ◆ In the event that the Department of Social Justice is deemed as an essential service by the Government, or circumstances where holidays are declared as per the recommendation of the Disaster Management Authority, such holidays and Public Holidays shall not be applicable, unless otherwise stated.

Other Requirements:

- ◆ Should possess a valid Health Card issued by the Government of Kerala.
- ◆ Awareness on Food Safety Act, Regulations, Rules etc.,
- ◆ Awareness of various Acts, schemes and rules related to Social Justice Department.

Duties and Responsibilities

1. Prepare food for the residents in the required quantity in a timely manner.
2. Promptly serve both cooked and uncooked food to the residents as per the prescribed schedule.
3. Procure cooking items and supplies from the institution's store and utilize them for culinary purposes and preserve the remainder for future use.
4. Prepare food with utmost cleanliness and hygiene as per Food Safety regulations.
5. Provide nourishing food as per menu and ensure that all residents receive adequate nutrition for their well-being with the help of a nutritionist.
6. Meticulously organize kitchen condiments in separate, clearly labelled containers and maintain them in an orderly manner.
7. To store perishable food items such as meat, fish etc., in the refrigerator, with date of purchase recorded to ensure they are not used beyond their specified freshness date.
8. Maintain hygienic standards in the kitchen and its surroundings.
9. Handle the proper disposal of kitchen waste with utmost care and in accordance with established guidelines.
10. Take effective measures to eliminate pests and ensure that any chemicals used for this purpose do not come into contact with food or food items and store them away from the kitchen and food storage areas.
11. Operate cooking equipment professionally and ensure its proper maintenance and upkeep.
12. Maintain the gas kiosk with due diligence.
13. Handle cooking gas with utmost care, utilizing it sparingly to avoid wastage and ensure its availability in the kitchen as needed.
14. Thoroughly and meticulously wash kitchen utensils after use and ensure they are maintained in a safe and sanitary environment.
15. Actively participate in Institutional Committee meetings and contribute to the institution's smooth functioning.
16. Enthusiastically engage in training programs provided by the welfare institution to enhance professional skills and knowledge.

17. Foster effective collaboration with other service providers to safeguard and rehabilitate the residents with utmost dedication and efficiency.
18. Present the cooked food for tasting to the Superintendent/ designated officer, half an hour before serving it to the residents.
19. Ensure the delivery of food to the bed/sleep area of sick/ medically unfit residents who are unable to reach the dining hall and to provide them with the necessary care and attention.
20. Promptly collect raw food items from the Institution store and distribute them to the residents.
21. Diligently sign the stock register in the store upon receiving items.
22. Maintain eco-friendly practices and refrain from the use of disposable utensils for cooking or serving food.
23. Maintain utmost care and attentiveness when handling electrical-powered equipment to prevent any accidents or mishaps.
24. Ensure the safety and well-being of residents and prevent their entry into the kitchen area.
25. Display utmost dedication in adhering to prescribed diets for sick residents, ensuring timely and precise adherence to their dietary requirements.
26. Adhere to rigorous standards of proper cooking and service, ensuring that all meals are served hot and in strict accordance with the schedule.
27. Maintain high standards of culinary excellence by refraining from reheating or boiling already cooked food items before distribution.
28. Use a mask/cap and wear a cooking uniform while preparing and serving food.
29. Ensure that no stale or spoiled food is served to the residents.
30. Ensure the availability of boiled drinking water.
31. Serve cooked dishes promptly and efficiently, and to remain in the designated area until they finish their meals.
32. Actively engage in the mess committee, demonstrate a keen understanding of the residents' needs and implement appropriate changes with the approval of superintendent to enhance their dining experience.
33. Perform any other duties specified through various orders or assigned by Superior officers.



Capacity Development Themes

- ◆ Food Safety and Hygiene Training Program
- ◆ Modern Culinary Technology and Equipment Training
- ◆ Effective Skills for Kitchen Personnel
- ◆ Food Serving Techniques and Etiquette Training
- ◆ Essential Life Skills.



Competencies

- ◆ Organizational Skills: Demonstrates efficient and systematic management of kitchen resources and maintains orderly and labelled condiments for smooth cooking operations.
- ◆ Problem Solving: Analyzes and resolves culinary challenges promptly to ensure timely and accurate meal preparation and delivery.
- ◆ Communication: Engages in clear and effective communication with team members and residents to coordinate food service and meet their dietary needs.
- ◆ Team Work: Collaborates with other service providers and actively participates in institutional committees to enhance residents' well-being and institutional functioning.
- ◆ Service Orientation: Exhibits a strong commitment to providing nourishing and hygienic food that meets residents' nutritional requirements and promotes their overall well-being.
- ◆ Empathy: Displays understanding and compassion towards sick residents, catering to their specific dietary needs and providing them with necessary care and attention.



Key Contacts

- ◆ Milma: Contact for dairy product supplies and related enquiries.
- ◆ Hortcorp: Reach out for horticultural supplies.
- ◆ Gas Agency / Gas Service Agency: Coordinate for gas supply and maintenance services.
- ◆ Health Department: Consult for health and sanitation regulations.
- ◆ Food and Safety Department: Contact for food safety compliance and regulations.
- ◆ Fire and Rescue: Contact in case of fire emergencies or safety incidents.

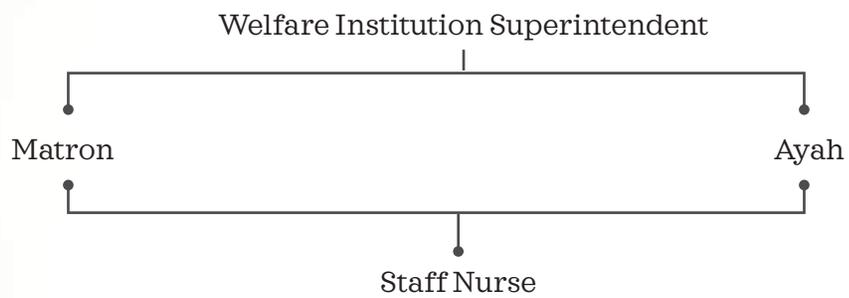
Staff Nurse



Job Summary:

The Staff Nurse at welfare institutions plays a vital role in providing compassionate and comprehensive healthcare to residents. S/he assesses and documents resident health conditions, promptly reports observations to the superintendent and collaborate with medical practitioners for effective medical care.

Reporting and Supervisory Relationship





Job Specifications

Qualifications:

- ◆ S/he should possess a B.Sc. Nursing degree from a recognized University.

Physical and Mental Attributes:

- ◆ S/he should have sound physical and mental health to effectively manage the demands of the job.

Entry Level Attributes:

- ◆ Medical Knowledge: Should possess adequate medical knowledge and to effectively understand and interpret residents' health conditions.
- ◆ Empathy and Compassion: A sense of empathy and compassion is essential to connect with residents, showcasing sensitivity for their emotional and physical needs.
- ◆ Attention to Detail: Being detail-oriented is crucial to accurately identify assess and address health conditions of residents
- ◆ Communication Skills: Appropriate communication skills, both verbal and written are vital for reporting of medical conditions of residents.
- ◆ Decision-making Abilities: Should have sound judgment and quick decision-making skills, especially during medical emergencies, to ensure timely and appropriate interventions.

Skills and Abilities (To be assimilated progressively):

- ◆ Clinical Testing Competence: Demonstrate proficiency in conducting regular clinical tests, such as blood pressure and sugar level assessments, interpreting results to aid in diagnosis and treatment planning.
- ◆ Time Management: Efficiently prioritize tasks and promptly respond to medical emergencies
- ◆ Medical Record Keeping: Maintain precise and up-to-date medical records for each resident, documenting relevant health information and treatments, foster continuity of care and informed decision-making.
- ◆ Teamwork: Build effective collaboration with consultant medical practitioners and other staff members of the institution.
- ◆ Adaptability: Remain flexible and adaptable to meet the diverse and challenging needs of residents, handle any assigned duties by superior officers with professionalism and dedication.

Working Conditions:

- ◆ The institution should offer space for the organized storage of medicines, ensuring optimal safety and accessibility.

Other Requirements:

- ◆ Awareness of Acts, Rules and Schemes related to Social Justice Department.



Duties and Responsibilities

1. Identify and assess symptoms of weakness and discomfort among residents, document findings and promptly report the observations to the superintendent for follow-up and treatment.
2. Administer first aid professionally to residents as and when required.
3. Provide prescribed medications to residents in need, ensure accurate dosage and adherence to medical instructions and practice.
4. Collaborate with consultant medical practitioners, providing them with detailed information about residents' conditions for effective care.
5. Perform regular clinical tests such as blood pressure, sugar level assessments etc. for residents requiring specialized care.
6. Monitor and record residents' vital signs regularly, including heart rate, respiratory rate, temperature etc. and promptly report abnormalities if any to the superintendent.
7. Maintain precise records of test results to ensure accurate monitoring and effective treatment.
8. Maintain comprehensive and up-to-date health/ medical records for each resident, documenting relevant health information and treatments.
9. Facilitate necessary hospital treatments for residents requiring specialized care or treatment for their illness and discomforts.
10. Respond to medical emergencies efficiently, providing immediate care and coordinating with other staff for appropriate interventions.
11. Oversee and ensure residents' compliance with prescribed personal hygiene activities such as bathing, feeding etc., and daily routine guidelines.
12. Ensure the personal hygiene of palliative care, geriatric and bedridden individuals.
13. Implement specialized and individual care plans for residents with specific medical conditions or disabilities, providing personalized attention and support.
14. Assist in the assessment of conducting basic health evaluations and developing individualized care plans.
15. Conduct health education sessions for residents; promote disease prevention and early detection, imbibe healthy lifestyle practices and ensure medical compliance.
16. Collaborate with social workers and counsellors to address residents' emotional and psychological needs, offering compassionate support and counselling as and when required.
17. Organize and involve in recreational activities and social events to enhance residents' mental well-being and overall quality of life.
18. Ensure a clean and safe environment for residents, adhere to infection control protocols and ensure proper sanitation and hygiene practices.
19. Continuously update knowledge and skills through professional development opportunities, staying updated with best practices and advancements in nursing care.
20. Perform other duties specified through various orders or assigned by superior officials.



Capacity Development Themes

- ◆ Clinical Nursing Skills
- ◆ Elderly and Special Needs Care
- ◆ Infection Control and Hygiene Practices Training
- ◆ Palliative Care Training
- ◆ Essential Life Skills.



Competencies

- ◆ Empathy: Demonstrating a deep understanding of residents' emotions and needs and responding with compassion and sensitivity to create a supportive and caring environment.
- ◆ People First: Prioritizing the needs and well-being of individuals, showing empathy and understanding in interactions with residents and colleagues.
- ◆ Strategic Thinking: Envisioning long-term plans and goals, aligning them with the welfare institution's mission to improve overall care and services for residents.
- ◆ Decision Making: Making well-informed and compassionate decisions, considering the impact on residents' well-being and welfare.
- ◆ Communication Skills: Effectively conveying information with empathy and active listening, fostering strong relationships with residents and health providers.
- ◆ Developing Others: Nurturing residents by providing support, encouragement and constructive feedback.



Key Contacts

- ◆ Medical Practitioners near the Institution: For timely consultations, treatment and medical advice.
- ◆ Pharmacy near the Institution: To quickly procure essential medications and supplies.
- ◆ Hospitals : For urgent medical care during emergencies.



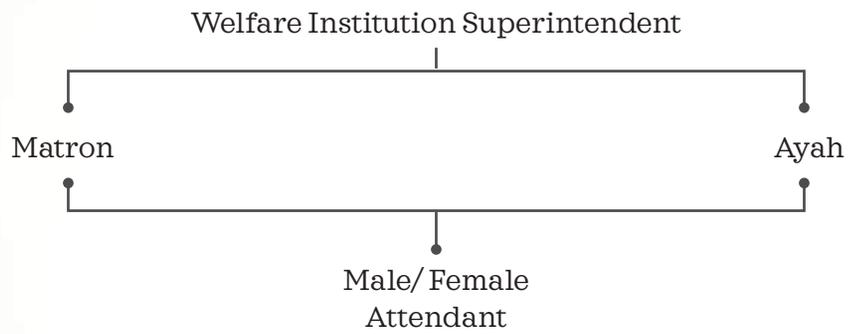
Male/Female Attendant



Job Summary:

The Male/ Female Attendant in the welfare institution provides with personalized and compassionate care to residents, ensure their well-being and comfort. S/he is responsible for assisting residents' in their personal hygiene needs and collaborates with other service providers to promote the holistic development and rehabilitation of residents

 **Reporting and Supervisory Relationship**





Job Specifications

Qualifications:

- ◆ Promotion from the position of Office Attendant (applicable only to those who opt for consideration).

Physical and Mental Attributes:

- ◆ S/he should have sound physical and mental health to effectively manage the demands of the job

Entry Level Attributes:

- ◆ Compassion: Demonstrating empathy and compassion towards residents, recognizing their individual needs and fostering a supportive environment.
- ◆ Patience: Rendering a patient ear to the residents with a view to understand their requirements
- ◆ Adaptability: Being flexible and adaptable in responding to the varying needs and challenges of residents and the institution.
- ◆ Emotional Resilience: Handling emotionally challenging situations with composure.
- ◆ Attention to Detail: Paying close attention to residents' health conditions, medication schedules and personal care requirements.
- ◆ Cultural Sensitivity: Respecting and appreciating diverse backgrounds and cultural sensitivities of residents and colleagues.

Skills and Abilities (To be assimilated progressively):

- ◆ Personal Care: Assisting with bathing, feeding, dressing and meeting daily needs of residents with care and sensitivity.
- ◆ Medical Administration: Skillfully administer medications according to prescribed instructions in the absence of medical staff.
- ◆ Crisis Management: Ability to respond quickly and effectively to emergencies, ensuring the safety and well-being of residents.
- ◆ Communication: Excellent verbal and non-verbal communication skills to engage with colleagues and residents.
- ◆ Organizational Skills: Effectively manage time and tasks, coordinate activities and ensure the smooth operation of the institution.
- ◆ Interpersonal Skills: Building positive relationships with residents and colleagues, resolving conflicts and promoting a harmonious atmosphere.
- ◆ Initiative: Taking proactive steps to improve residents' quality of life and contributing innovative ideas to enhance institutional functioning.
- ◆ Teamwork: Collaborating with other attendants, staff and service providers to deliver comprehensive care and support to residents.
- ◆ Problem-Solving: Analyzing challenges and finding practical solutions to ensure the well-being and comfort of residents.

Working Conditions:

- ♦ The role demands flexibility to adapt to varying resident needs, working across shifts, including nights, weekends and holidays.

Other Requirements:

- ♦ Awareness of various Acts, Schemes and Rules related to Social Justice Department



Duties and Responsibilities

1. Undertake the daily and routine activities of the institution as per the established schedule.
2. Provide bed tea/ coffee to residents after assisting with their personal hygiene by 6:30 AM.
3. Monitor and ensure residents' adherence to their daily routines.
4. Ensure the cleanliness of the institution and its premises.
5. Involve in activities outlined in the activity schedule of the institution.
6. Provide attentive care for hospitalized residents as a bystander, taking necessary measures to ensure their well-being and recovery.
7. Provide medical assistance to sick residents in the absence of a staff nurse.
8. Establish and execute a systematic cleaning protocol, incorporating regular disinfection practices to effectively manage mosquito and insect-related concerns.
9. Facilitate resident literacy, cultural and recreational activities and promote continuing education initiatives.
10. Facilitate self-employment training programs, aimed at rehabilitation of residents.
11. Attend institutional meetings as directed by Superintendent, actively participating and providing valuable inputs.
12. Engage in specialized welfare-related training programs to enhance professional skills and knowledge.
13. Assume responsibility for critical tasks during the Superintendent/Matron/ Ayah's absence to ensure seamless operation of the institution.
14. Meticulously categorize and document organic, inorganic, unusable materials and equipment's within the institution and promptly report findings to the Superintendent.
15. Assist in the efficient distribution of raw food items to the institution's kitchen, meticulously ensure quality and accurate stock book entries as and when directed by the Superintendent.
16. Assist in the distribution/serving of food to residents as and when required.
17. Assist in the distribution of daily necessities such as clothes, bed sheets etc.,
18. Plan and execute recreational programs for the residents, fostering a positive and engaging living environment with the approval of the Superintendent.
19. Assist in the daily upkeep of the institution
20. Perform emergency duties to ensure prompt and effective response in critical situations.
21. Provide attentive and compassionate care to residents and ensure its satisfactory fulfillment.

22. Administer medications to residents according to prescribed instructions from medical officers in the absence of the matron or nurse.
23. Respond promptly to emergencies, providing necessary care to residents.
24. Provide attentive care for hospitalized residents, taking necessary measures to ensure their well-being and recovery.
25. Ensure the safety and security of residents.
26. Provide personalized care for differently abled residents, assist with bathing / feeding, dressing and meet their daily needs with compassion
27. Perform cleaning operations of the institution and maintain a high standard of hygiene.
28. Operate and ensure the proper functioning of various equipment including TV, Pump Set, Incinerator, Biogas, washing machine, compost facilities etc., within the institution.
29. Foster collaborative efforts with other service providers to protect and rehabilitate residents, ensuring their holistic well-being and development.
30. Safeguard the privacy and uphold the confidentiality of residents.
31. Promptly notify the superintendent in case of any anomalies of residents.
32. Assist the Superintendent in performing various activities of the institution, as and when required.
33. Perform other duties specified through various orders or assigned by superior officials.



Capacity Development Themes

- ◆ Crisis Management and Emergency Response
- ◆ Compassionate Care and Empathy Development
- ◆ Cultural Sensitivity and Diversity
- ◆ Time Management and Organizational Skills
- ◆ First Aid and Basic Life Support
- ◆ Professional Ethics and Confidentiality
- ◆ Rehabilitation and Supportive Care Techniques
- ◆ Essential Life Skills.



Competencies

- ◆ People First: Demonstrating empathy and compassion towards residents, prioritizing their well-being and comfort.
- ◆ Integrity: Acting responsibly, maintaining confidentiality and upholding ethical standards while providing care and support to residents.
- ◆ Attention to Detail: Pay close attention to residents' health conditions, medication schedules and personal care requirements.
- ◆ Communication Skills: Demonstrate effective verbal and non-verbal communication to engage with residents, colleagues and families.

- ◆ Empathy: Showing understanding and sensitivity towards the diverse backgrounds and needs of residents.

Key Contacts

- ◆ Police: Coordinate with the police for admissions and security purposes.
- ◆ Doctors: Collaborate with medical officers during routine check-ups in the institution and seek medical attention for residents when required.
- ◆ Village Offices: Obtain necessary certificates, such as caste, income and nativity, from the Village Offices.
- ◆ Milma/ Matsyafed/ HortiCorp/ Consumer Store: Procure daily necessities for the institution from Milma, Matsyafed, HortiCorp, or Consumer Store.
- ◆ Elected Representatives: Engage with political representatives while organizing programs.

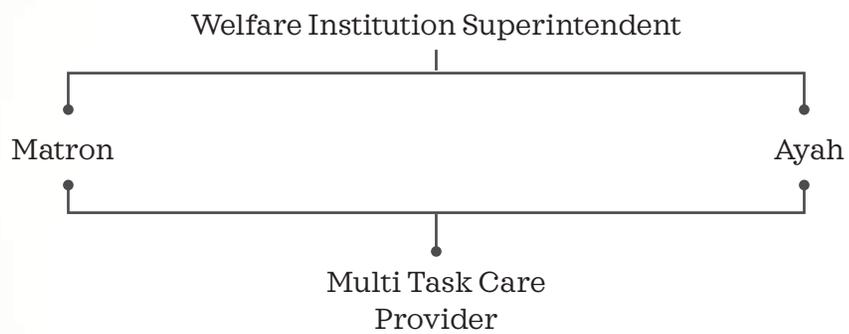
Multi Task Care Provider



Job Summary:

The Multi Task Care Provider at welfare institution is responsible for providing compassionate care and support to residents. S/he is responsible for assisting residents with their personal hygiene, cleaning and maintenance of the institutional premises. S/he also attend to physical, emotional needs of the residents and collaborate with other service providers to ensure the well-being of residents

Reporting and Supervisory Relationship





Job Specifications

Qualifications:

- ◆ Should have completed and passed Eighth grade.

Physical and Mental Attributes:

- ◆ S/he should have sound physical and mental health to effectively manage the demands of the job

Entry Level Attributes:

- ◆ Attention to Detail: Maintains meticulous focus while performing duties.
- ◆ Flexibility: Adapts to changing situations, schedules and resident needs with a positive attitude.
- ◆ Accountability: Takes ownership of assigned duties.
- ◆ Communication: Communicates respectfully with residents and colleagues.

Skills and Abilities (To be assimilated progressively):

- ◆ Personal Care Assistance: Proficient in assisting residents with personal hygiene tasks, ensuring comfort and well-being.
- ◆ Housekeeping and Cleaning: Skilled in maintaining cleanliness within the institution.
- ◆ Collaboration: Works collaboratively in welfare, protection, mainstreaming and rehabilitation activities.
- ◆ Gardening and Pet Care: Experienced in caring of pets and maintaining the institution's courtyard, garden and crops.
- ◆ Time Management: Manages daily tasks efficiently, adhering to institutional schedules and resident needs.
- ◆ Interpersonal Skills: Builds positive relationships with residents, superiors and colleagues.
- ◆ Crisis Response: Responds promptly to emergencies.

Working Conditions:

- ◆ The role demands flexibility to adapt to varying resident needs, working across shifts, including nights, weekends and holidays.

Other Requirements:

- ◆ Awareness of various Acts, Schemes and Rules related to Social Justice Department



Duties and Responsibilities

1. Provide support and assistance to residents in performing personal hygiene activities such as toileting, brushing teeth, bathing, dressing etc., respecting their dignity and rights.
2. Regularly clean residents' rooms, dormitories, toilets, bathrooms, common areas, corridors, canteens, kitchens, and premises with disinfectants.
3. Wash the residents' clothes using soap solutions/ disinfectants, ideally dry them in sunlight and ensure safe storage.

4. Facilitate the distribution of breakfast, lunch, afternoon tea-snack and dinner to residents.
5. Provide meal assistance and support to those who have difficulty in walking to the dining area.
6. Perform meticulous post-meal cleaning of the dining area and other relevant areas daily to ensure a hygienic environment.
7. Administer specialized food and beverages to sick residents in compliance with the medical officer's instructions.
8. Administer medications to residents in the absence of the nurse as directed by Superintendent.
9. Clean the institution premises every morning and evening.
10. Regularly sweep, dust debris and maintain the cleanliness of walls, ceilings, rooms and furniture of the institution.
11. Maintain the institution's courtyard, garden, potted plants and crops availing the assistance of healthy and willing residents.
12. Wash resident utensils in boiled water and sun-dry them daily.
13. Ensure a respectful and considerate approach to avoid situations where residents feel hurt or are subjected to disrespectful behavior.
14. Skillfully manage the rearing and upkeep of pets in a scientifically responsible manner with the assistance of healthy and willing residents.
15. Consistently monitor and attend to the needs of the residents.
16. Adhere to instructions from superiors concerning follow-up treatment, regular exercise, yoga, rehabilitation and institutional programs implementation.
17. Actively participate in institutional meetings and training programs organized by the institution.
18. Collaborate with other service providers in welfare, protection, mainstreaming and rehabilitation activities of residents.
19. Ensure residents consume sufficient intake of clean water throughout the day.
20. Respond promptly to residents' hospitalization and treatment needs.
21. Perform other duties specified through various orders or assigned by superior officials.



Capacity Development Themes

- ◆ Elderly Care and Support
- ◆ Inclusive Care
- ◆ Palliative Care
- ◆ Housekeeping and Cleanliness
- ◆ Gardening and Pet Care
- ◆ Time Management and Compliance
- ◆ Essential Life Skills



Competencies

- ◆ People First: Demonstrating empathy and considering the needs and dignity of the residents.
- ◆ Integrity: Upholding ethical principles and maintaining the trust of residents and colleagues.
- ◆ Empathy: Understanding and responding to the emotions and needs of residents, ensuring a caring and compassionate approach.
- ◆ Communication Skills: Demonstrating effective communication with residents, colleagues and superiors, promoting a positive and supportive atmosphere.
- ◆ Team Work: Collaborating with colleagues to provide holistic care to residents



Key Contacts

(Nil)



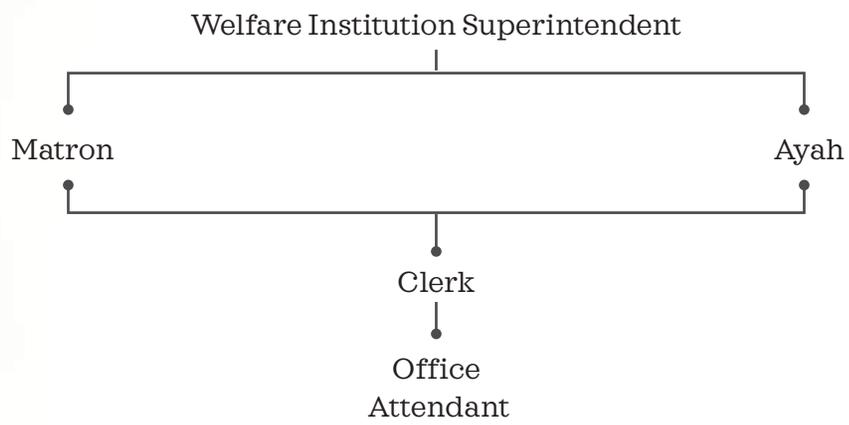
Senior Clerk / Clerk



Job Summary:

The Senior Clerk/Clerk assists in various administrative tasks and ensures the smooth functioning of the institution. S/he is responsible for efficient file management and maintenance of an organized work environment

Reporting and Supervisory Relationship





Job Specifications

Qualifications:

- ◆ **Clerk :** Pass in SSLC Examination or any other equivalent qualification.
- ◆ **Senior Clerk :** Promotion from the post of clerk.

Physical and Mental Attributes:

- ◆ S/he should have sound physical and mental health to effectively manage the demands of the job

Entry Level Attributes:

- ◆ Attention to Detail: Clerks must be meticulous in their work, paying close attention to accuracy and precision.
- ◆ Organizational Skills: The ability to maintain and manage multiple files, registers and tasks.
- ◆ Time Management: Clerks must effectively prioritize tasks and adhere to deadlines.
- ◆ Confidentiality: As clerks handle sensitive information, they must maintain strict confidentiality and discretion in all aspects of their work.
- ◆ Adaptability: Clerks should be adaptable to handle varying tasks and unforeseen challenges effectively.
- ◆ Writing Skills: Clerks must possess strong written skills to prepare accurate and clear responses.

Skills and Abilities (To be assimilated progressively):

- ◆ Computer Proficiency: Familiarity with office software applications and data entry skills are essential for clerks to manage digital files and records efficiently.
- ◆ Communication Skills: Clear and effective communication, both written and verbal, is necessary for clerks to interact with colleagues and respond to queries accurately.
- ◆ Numerical Aptitude: Strong numerical skills are beneficial for clerks when managing financial records, bills and budgets.
- ◆ Problem-Solving: The ability to identify and resolve issues in file management, communication or record-keeping contributes to the clerk's effectiveness in their role.

Working Conditions:

- ◆ Adequate office space with proper ventilation is essential to ensure a conducive and smoothly functioning work environment.
- ◆ Availability of a computer with internet access.

Other Requirements:

- ◆ Awareness on various Acts, schemes and Rules related to Social Justice Department



Duties and Responsibilities

1. Maintain accurate and up-to-date records of administration and operational activities, such as managing and organizing files, references etc.

2. Adhere to the five-day rule to process files as prescribed in the Manual of Office Procedure.
3. Manage correspondences of various official communications in a timely and accurate manner.
4. Assist in the strategic planning and monitoring of various schemes.
5. Prepare budgets for different projects and initiatives.
6. Maintain a personal register as per the Manual of Office Procedure and submit it for periodical inspection.
7. Maintain a 'Reminder Diary' in the prescribed proforma, accurately record and promptly notify the reminders.
8. Attend currents received in the section and submit all received currents as fresh cases or with existing files to superior officers.
9. Prepare notes, draft letters and correspondence; ensure timely approval and dispatch.
10. Ensure compliance with relevant Acts, rules, laws, regulations etc. and stay updated on guidelines and procedures relevant to the job.
11. Initiate actions to provide timely services under the Right to Service Act and submit periodical reports.
12. Respond to requests made under the Right to Information Act, maintain and update corresponding registers.
13. Process files related to court cases and suits on a priority basis.
14. Arrange facilities for the smooth conduct of audits.
15. Provide replies to enquiry notes and initiate follow-up actions.
16. Record audit observations in the audit objection register.
17. Create PEN in SPARK for newly recruited employees.
18. Create TEN in SPARK for temporary employees.
19. Update entries on SPARK and obtain approval from superior officers.
20. Initiate action for the ratification of the appointment of a temporary employee.
21. Promptly enroll newly recruited employees in various schemes, obtaining necessary approvals from superior officers without delay.
22. Initiate actions for the declaration of probation for newly recruited/promoted employees.
23. Initiate action to process annual increments for eligible employees.
24. Initiate action to sanction Higher Grades for eligible employees.
25. Initiate action for pay fixation/re-fixation in cases of promotion, Higher grade and pay revision.
26. Initiate action to fix the pay when an employee is reverted.
27. Initiate action to sanction pension any benefits for officials retiring from service through PRISM Software.
28. Maintain the service book with proper approval.
29. Handle relieving and joining processes for employees (SPARK and Manual).

30. File TDS and GST returns on time.
31. Organize and maintain G.O.s, circulars and other reference documents in the Stock File.
32. Prepare and submit timely replies to queries/interpellations received from Legislative Assembly/Parliament and DO letters requiring immediate attention.
33. Ensure an efficient and organized work environment.
34. Proper maintenance of computers, printers and other office equipment falls under the responsibility of the official.
35. Respond to enquiries and provide information to various stakeholders.
36. Preparation of new scheme proposals/ projects upon the direction of superior officers.
37. Maintain and timely update various registers with relevant entries.
38. Comply with all other duties specified through various office orders
39. Perform other duties assigned by superior officers.



Capacity Development Themes

- ◆ Efficient File Management
- ◆ Effective Correspondence Management
- ◆ Time Management and Office Procedure
- ◆ Organizational Skills and Workspace Management
- ◆ Computer Applications
- ◆ Essential Life Skills



Competencies

- ◆ Attention to Detail: Clerks need to be meticulous in their work, ensuring accurate file management, record-keeping and correspondence handling.
- ◆ Organizational Awareness: Understanding the office procedures, timelines and adherence to relevant Acts and guidelines is crucial for effective performance.
- ◆ Result Orientation: Clerks should be focused on achieving timely and accurate outcomes in tasks.
- ◆ Communication Skills: Effective written and verbal communication is vital for clerks to handle correspondence, legislative requirements and consultations with colleagues and superiors.



Key Contacts

- ◆ Police: For assistance with security, law enforcement issues and emergency situations.
- ◆ Health Department: For healthcare management, medical care, and public health-related queries.
- ◆ Education Department: To coordinate educational activities and support for residents' learning and development.

- ◆ Civil Supplies: For procurement and distribution of essential goods and supplies.
- ◆ Village Office : For matters related to land, property and revenue issues.
- ◆ Commission Related to residents: To address concerns and regulations specifically related to residents welfare and management.
- ◆ Fire and Safety Department: For fire safety protocols, disaster prevention and emergency response.
- ◆ KSEB (Kerala State Electricity Board): For managing electricity supply and addressing power-related issues.
- ◆ Water Authority: For ensuring the supply and management of water.
- ◆ Agricultural Department: To support agricultural activities and provide resources related to farming.
- ◆ PWD (Public Works Department): For maintenance and infrastructure-related issues within the institution.
- ◆ LSGD (Local Self Government Department): For coordination and seek support for community-related activities.

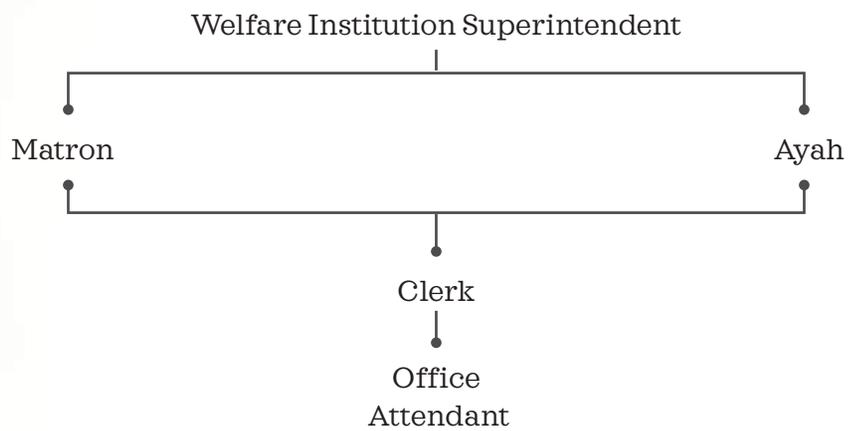
Office Attendant



Job Summary:

Office attendant is responsible for providing essential support services to ensure the smooth and efficient functioning of the office environment. S/he is involved in supporting various administrative, clerical and organizational tasks aimed at facilitating the day-to-day operations of the office

 **Reporting and Supervisory Relationship**





Job Specifications

Qualifications:

- ◆ Should have passed Standard VII and should not have acquired graduation.

Physical and Mental Attributes:

- ◆ S/he should have sound physical and mental health to effectively manage the demands of the job.

Entry Level Attributes:

- ◆ Organizational Skills: Proficiently manage and organize the office space, ensuring an efficient and clutter-free work environment.
- ◆ Responsiveness: Promptly attend to phone calls and report important matters to the relevant officials.
- ◆ Flexibility: Willingly handle a variety of tasks, including basic administrative duties, photocopying, printing, scanning and other duties assigned.
- ◆ Communication Skills: Courteously assist the general public, facilitating their access to services, efficiently communicate with colleagues, superiors and recipients of mail packages.
- ◆ Confidentiality: Maintain confidentiality and discretion in handling sensitive information and office matters.

Skills and Abilities (To be assimilated progressively):

- ◆ Office Management: Proficiently handle various office tasks, including transferring files between sections, maintaining registers and assisting officials.
- ◆ Service Orientation: Display excellent skills in front office duties, providing courteous assistance to visitors and ensuring their needs are met.
- ◆ Attention to Detail: Categorize and organize mail packages with precision, ensuring accurate distribution to designated recipients.
- ◆ Resourcefulness: Monitor and restock office supplies as required, showcasing the ability to meet office needs effectively.
- ◆ Coordination: Assist in organizing events and workshops, demonstrate proficiency in coordinating and executing such activities.
- ◆ Technical Skills: Handle basic administrative tasks involving photocopying, printing, scanning and operating electronic equipment, showcasing technological competence.

Working Conditions:

- ◆ The office attendant should report for duty by 9:30 AM. (Para 157 of Manual of Office Procedure, Kerala).

Other Requirements:

- ◆ Awareness of the overall functioning of the institution is essential.
- ◆ Awareness of various Acts, Schemes and Rules related to Social Justice Department.

Duties and Responsibilities

1. Efficiently manage and organize the office space.
2. Create a comfortable work environment by opening doors, windows and switching on electronic equipment before the start of working hours.
3. Close all windows and doors and lights, fans and electronic equipment are switched off after working hours.
4. Perform front office duties, courteously assisting the general public and facilitating their access to various services.
5. Attend phone calls and promptly report important matters to the relevant section.
6. Transfer of files, documents etc., between various sections.
7. Deliver orders, circulars and notices issued by higher authorities to officers concerned and obtain acknowledgement of receipt.
8. Assist officials in office operations, arrange and maintain registers and files as directed by them.
9. Promptly arrange meeting venues and provide proactive support throughout meetings.
10. Monitor and restock office supplies as and when required.
11. Assist in organizing events and workshops.
12. Handle basic administrative tasks, such as photocopying, printing, scanning etc., as and when required.
13. Categorize and organize mail packages precisely, ensure its seamless and orderly distribution to the designated recipients.
14. Assist in the transportation of food items to the stockroom.
15. Distribute food to residents as and when directed by the superior officials.
16. Attend all institutional level meetings as instructed by the superintendent.
17. Sort and classify biodegradable, non-biodegradable and useless materials in the institution, report the findings to the superintendent.
18. Perform other duties specified through various orders or assigned by superior officials.



Capacity Development Themes

- ◆ Efficient Office Management and Organization
- ◆ Mastering Office Etiquette and Customer Service
- ◆ Effective Communication Skills
- ◆ Essential Life Skills



Competencies

- ◆ Attention to Detail: The ability to categorize and organize mail packages accurately and ensure seamless distribution to designated recipients.

- ◆ Integrity: The commitment to maintaining strict confidentiality and discretion in handling sensitive information and office matters.
- ◆ Communication Skills: Courteously assisting the general public and effectively communicating with colleagues, superiors and stake holders.
- ◆ Initiative and Drive: Proficiently managing and organizing the office space, ensuring an efficient and clutter-free work environment.
- ◆ Team Work: Collaborating with officials to assist in office operations, arranging and maintaining registers and files for the efficient functioning of the office.

Key Contacts

(Nil)



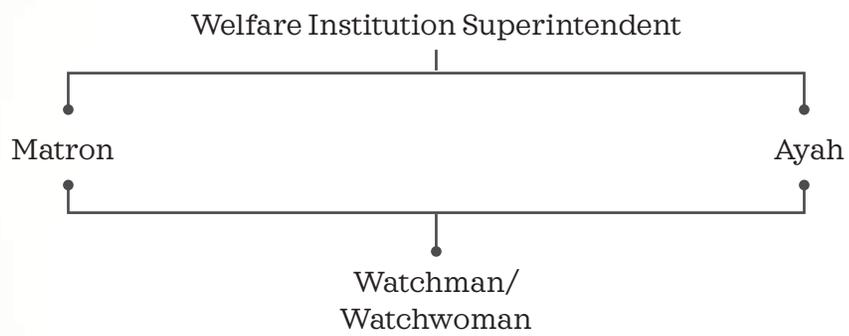
Watchman / Watchwoman



Job Summary:

Watchman/Watchwoman is responsible for ensuring the security and safety of the institution's premises, personnel and assets. S/he plays a crucial role in maintaining a secure and orderly environment, preventing unauthorized access and mitigating potential risks. S/he is responsible for monitoring the safety of the premises of the institution through regular patrols, surveillance cameras and maintaining access control.

Reporting and Supervisory Relationship





Job Specifications

Qualifications:

- ◆ Should have passed Standard VII and should not have acquired graduation.

Physical and Mental Attributes:

- ◆ S/he should have sound physical and mental health to effectively manage the demands of the job.

Entry Level Attributes:

- ◆ Alertness and Vigilance: Maintains a high level of attentiveness to identify suspicious activities or potential threats.
- ◆ Responsiveness: Capable of responding swiftly and effectively in emergency situations.
- ◆ Strong Communication Skills: Effective communication is crucial for promptly reporting incidents, concerns or accidents to the superior officers.
- ◆ Attention to Detail: Maintain accurate records of inward and outward communication requires meticulous attention to detail.
- ◆ Physical Stamina: The job often involves regular patrols and the ability to be on one's feet for extended periods.
- ◆ Observational Skills: The watchman/watchwoman should possess keen observational skills to identify irregularities, potential security risks or safety hazards.

Skills and Abilities (To be assimilated progressively):

- ◆ Security Systems Knowledge: Familiarity with surveillance cameras, alarm systems and other security equipment is essential for efficient monitoring and response.
- ◆ Emergency Response Procedures: Being well-versed in emergency response protocols ensures quick and effective actions during crises.
- ◆ Reporting and Documentation: Proper documentation of incidents, irregularities and safety reports is vital for record-keeping and reference.
- ◆ Service Orientation: Courteous and helpful assistance to visitors and staff fosters a positive environment within the premises.
- ◆ Technical Skills: Technical knowledge on how to ensure safety equipment is in working order and perform minor maintenance tasks is beneficial.
- ◆ Multitasking: Undertaking various responsibilities simultaneously, such as monitoring surveillance, patrolling and assisting visitors.
- ◆ Compliance Awareness: Staying updated with fire safety and security regulations.
- ◆ Team Player: Collaborating with other staff to coordinate security measures.
- ◆ Adaptability: Being flexible and adaptable to different situations and shifts.

Working Conditions:

- ◆ The watchman/watchwoman works in diverse conditions and should be equipped with a designated cabin for monitoring, a torch, a stick and various safety-related equipment.

- ◆ The watchman/watchwoman shall be provided with a phone with connectivity to enable them to promptly report emergencies.
- ◆ A list of emergency numbers shall be displayed in the watchman/watchwomans designated space for reference during emergencies.

Other Requirements:

- ◆ Proficiency in the operation of various safety and security devices.
- ◆ Awareness of the overall functioning of the institution is essential.
- ◆ Awareness of various Acts, Schemes and Rules related to Social Justice Department.



Duties and Responsibilities

1. Patrol the premises regularly to monitor for any suspicious activities or security breaches.
2. Monitor surveillance cameras and security systems to detect and respond to potential threats.
3. Control access points, ensuring only authorized personnel or visitors enter the premises.
4. Control and manage access points by verifying identification and permissions for personnel, visitors and vehicles.
5. Respond quickly and appropriately during emergencies, following established protocols and assist in evacuations.
6. Safeguard valuable assets, equipment and sensitive information to prevent theft, vandalism or unauthorized use.
7. Conduct regular inspections to ensure safety compliance with fire safety and security regulations.
8. Ensure that the safety and security equipment are in proper working condition.
9. Monitor, record and report irregularities, such as surveillance equipment malfunctions or potential security breaches.
10. Respond promptly to emergencies, including fire outbreaks, medical incidents or security breaches.
11. Immediately report incidents, suspicious activities, accidents or security concerns to the superior officers.
12. Monitor alarm systems diligently and take swift action when alarms are triggered.
13. Inspect the boundary walls frequently and report any breaches or damages promptly to the superior officers.
14. Timely switch on and off lights in and around the office.
15. Ensure the security of buildings by conducting thorough inspections.
16. Submit safety-related reports to the superior officers.
17. Provide necessary information and assistance to visitors.
18. Ensure the security and safety of all the staff, residents and premises.
19. Diligently operate and maintain generators and water pumps at the institution.
20. Monitor drinking water pipes and taps, report any leakages promptly to superior officers.

21. Assist the officials in controlling violent behavior among residents.
22. Prevent residents from eloping.
23. Support in the hospitalization of residents during medical emergencies.
24. Monitor and restrict the usage of substances in and around the institution and timely report any such incidents to the superintendent.
25. Assist in maintaining cleanliness and hygiene of the institution.
26. Perform other duties specified through various orders or assigned by superior officials.



Capacity Development Themes

- ◆ Security and Surveillance Training
- ◆ Emergency Response and Crisis Management
- ◆ Safety Equipment Maintenance and Inspection
- ◆ Adaptive Security Solutions and Situational Awareness
- ◆ Safety Regulations and Compliance Training Programme
- ◆ Essential Life Skills



Competencies

- ◆ Attention to Detail: This competency is important to effectively monitor surveillance cameras, detect irregularities and ensure the security of the premises.
- ◆ Decision Making: The ability to make quick and informed decisions during emergencies or security breaches.
- ◆ Problem-Solving: This competency is vital for addressing security-related challenges, identifying potential threats and finding appropriate solutions.
- ◆ Communication Skills: Clear and effective communication is necessary to report incidents, emergencies and other security concerns accurately and to provide assistance to visitors and staff.



Key Contacts

- ◆ Hospital: Contact the hospital during medical emergencies.
- ◆ Fire and Rescue : Contact during fire emergencies or safety threats requiring immediate intervention

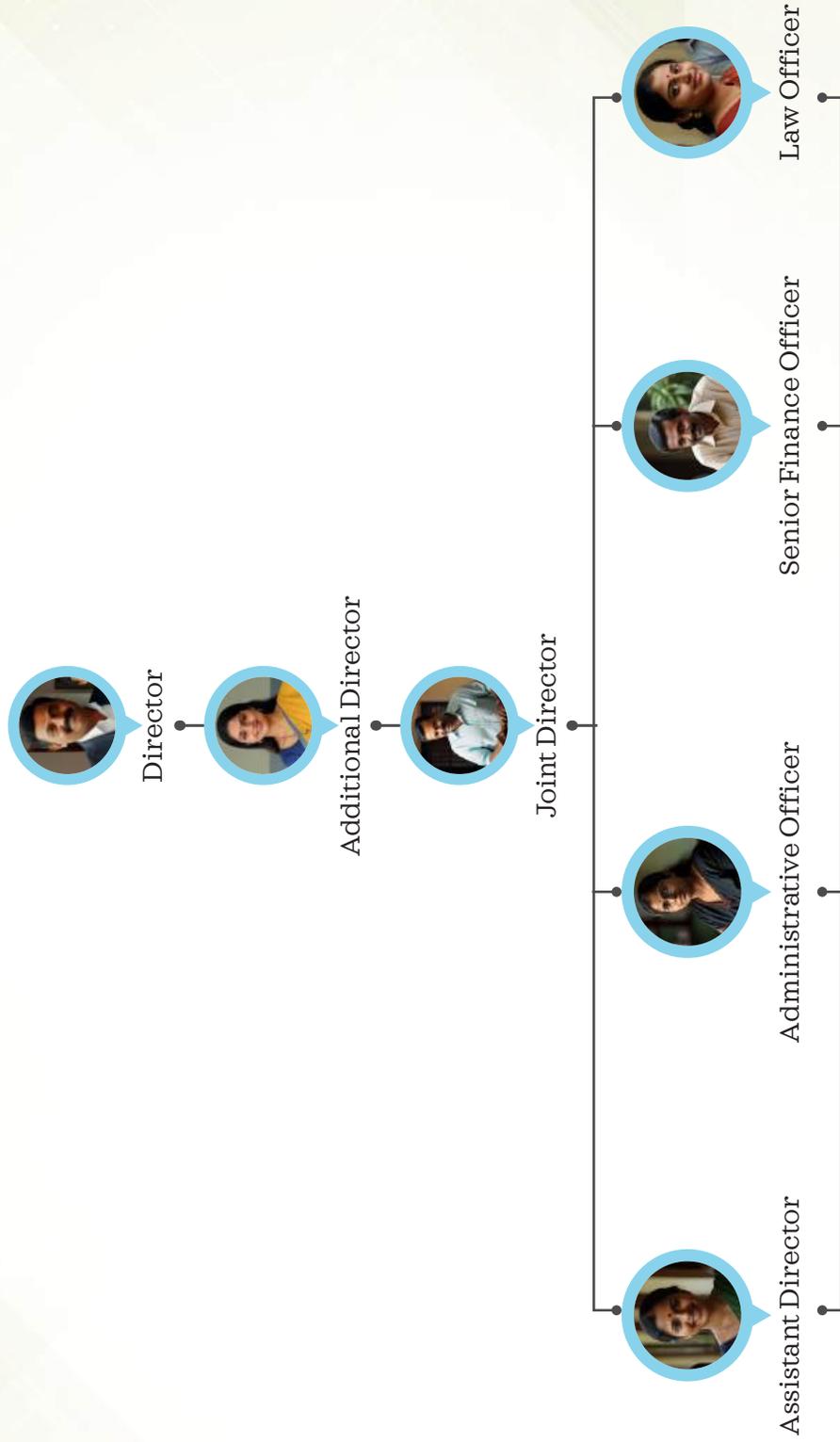


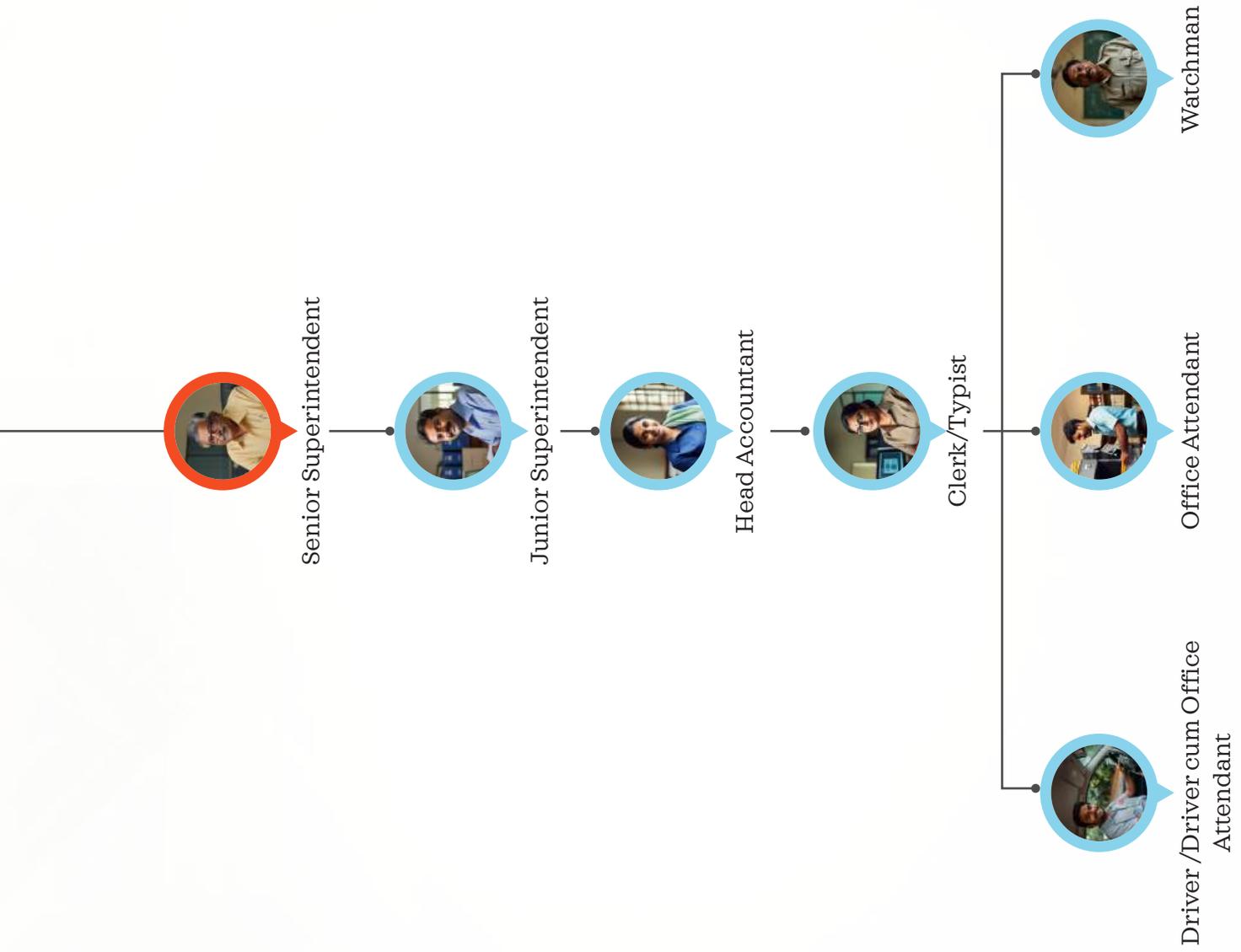


Directorate

Senior Superintendent	159
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Office Attendant	191
Driver/ Driver cum Office Attendant	195
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Reporting and Supervisory Relationship







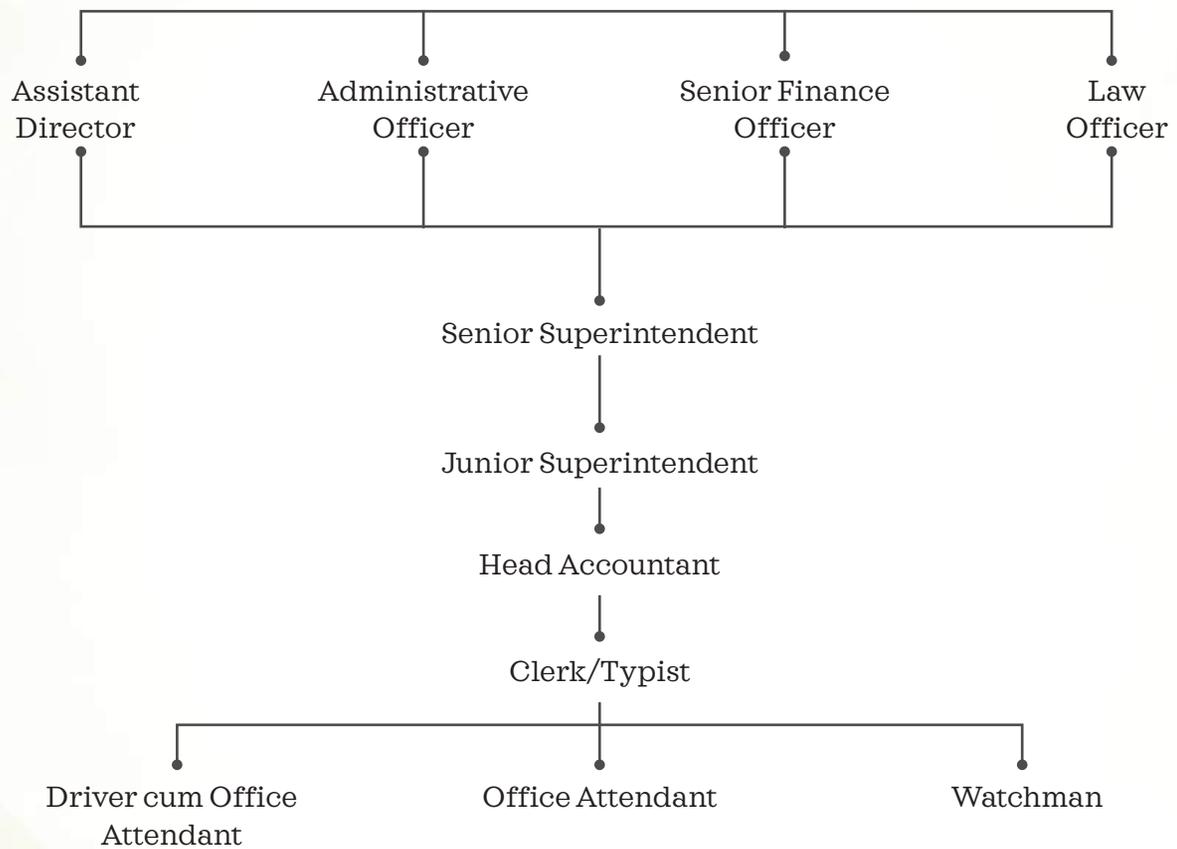
Senior Superintendent



Job Summary:

Senior Superintendent is responsible for administrative support, supervises day-to-day work of sections and ensures prompt delivery of services. S/he is responsible for management and coordination of various administrative tasks, ensuring compliance with relevant regulations and rules. S/he is responsible for optimizing workflow across different sections, fostering a cohesive and productive work environment.

Reporting and Supervisory Relationship





Job Specifications

Qualifications:

- ◆ Promotion from the post of Junior Superintendent.

Physical and Mental Attributes:

- ◆ S/he should have sound physical and mental health to effectively manage the demands of the job.

Entry Level Attributes:

- ◆ Organizational Excellence: Demonstrate meticulousness in maintaining efficient office operations and adhering to specified timelines.
- ◆ Teamwork: S/he should possess strong interpersonal skills to foster a cohesive and productive workspace, encouraging collaboration and coordination among staff members.
- ◆ Leadership Abilities: Exhibits effective leadership qualities in supervising subordinates and providing guidance.
- ◆ Time Management: Highly skilled in managing schedules, setting deadlines and prioritizing tasks to ensure timely delivery of services and optimal workflow.
- ◆ Attention to Detail: Ability to notice discrepancies and ensure accuracy in records and documentation.

Skills and Abilities (To be assimilated progressively):

- ◆ Communication Skills: Proficient in verbal and written communication, facilitating clear information exchange.
- ◆ Problem-Solving Skills: Ability to identify issues and propose practical solutions.
- ◆ Basic Financial Acumen: Understanding of budgeting, accounting principles and financial documentation.
- ◆ Decision Making: Capable of making well-informed decisions promptly, contributing to the effective functioning of the office.
- ◆ Service-oriented: Exhibits a service-oriented approach in delivering services, ensuring high-quality service delivery within specified timeframes.

Working Conditions:

- ◆ Adequate office space with proper ventilation is essential to ensure a conducive and smoothly functioning work environment.
- ◆ A computer with seamless internet connectivity.

Other Requirements:

- ◆ Awareness on various Acts, Schemes and Rules related to Social Justice Department.



Duties and Responsibilities

A) General Duties:

1. Ensure that the employees reach the office on time and are engaged with the office related activities.
2. Ensure attendance is recorded as soon as employees reach the office and necessary entries are made in the Personal Cash Declaration Register.
3. Review casual leave requests of non-gazetted staff and submit it to superior officers.
4. Ensure the efficient functioning of the e-office system in all sections and regularly assess file pendency status.
5. Monitor the proper management of assigned duties and the handling of files by subordinates.
6. Ensure that employees leave the office for official purposes only after recording in the movement register during office hours.
7. Ensure that the clerks are maintaining personal registers properly and inspect the personal register as per schedule.
8. Verify that the currents received in each section are attended promptly.
9. Evaluate the pendency status, monthly abstracts and detailed arrears list of assigned section in the prescribed proforma.
10. Monitor and coordinate the progress of projects executed within the charged section.
11. Monitor the movement of files.
12. Verify files submitted from sections, provide opinions, clarify and address queries from superior officers, citing relevant statutes/guidelines, etc.,
13. Ensure the infrastructure (Seating, writing table, file keeping and information and communication technology devices / facilities) are adequately available to the employees for efficient conduct of work.
14. Review stock, asset, stationery, valuable and printed form registers for accuracy.
15. Submit confidential reports as Reporting Officer for Junior Superintendent, Senior Clerks or Head Accountant on the SCORE portal.
16. Verify online challans.
17. Collection and remittance of cost of tender forms.
18. Ensuring timely payment of cost of items procured through GeM.
19. Collection and remittance of auction money under various heads.
20. Collection of EMD and disbursal of the same on completion of procedures.
21. Ensure that the details of all items purchased for office use (including electronic items and computer peripherals) are entered in the stock register and updated.
22. Ensure the machinery and equipments used in office are maintained in good working conditions.
23. Make necessary entries in SPARK on sanctioning of employee's annual increments.

24. Ensure timely disbursement of pensionary benefits for employees retiring from service through PRISM portal.
25. Initiate steps to sanction advances/loans from General Provident Fund of employees.
26. Supervise the transfer of charges of subordinate staff in adherence to relevant orders.
27. Ensure the timely submission of Annual Property Statements by employees.
28. Verify the log book of vehicles and generators before the drawl of fuel charges.
29. Secure Bank/Treasury passbooks and cheque books used in the office under safe custody.
30. Manage the collection, distribution and safe storage of stationery and printed forms.
31. Liaise with subordinate offices, welfare institutions and other departments.
32. Conduct internal inspections at various sub offices/institutions.
33. Ensure the enrollment of newly recruited employees in the SPARK after verifying documents and records.
34. Act as the State Public Information Officer of the office under the Right to Information Act 2005.

B) Duties related with Establishment:

1. Efficiently manage files related to establishment matters within the department.
2. Manage files related to contract appointments for various posts.
3. Regularly update and maintain employee service books, duly signed and verify the e-service book.
4. Initiate and issue Memo of Charges when disciplinary action is required.
5. Oversee and ensure the proper execution of office duties within the Directorate.
6. Initiate steps to fill the vacant positions in the department.
7. Ensure timely and efficient delivery of services under the Right to Services Act.
8. Coordinate matters related to the formulation of special rules.
9. Prepare employee seniority lists in accordance with existing rules and regulations.
10. Prepare necessary notes for DPC (Higher) and DPC (Lower) meetings.
11. Initiate actions to implement administrative reform proposals effectively.

C) Duties related with Bills:

1. Ensure salary and allowance bills are prepared in compliance with prescribed rules and regulations.
2. Initiate necessary steps to ensure timely payment of employee salaries and benefits.
3. Ensure deductions from employee salaries and remit them under appropriate heads.
4. Ensure the enrollment of employees in schemes such as GPF, GIS, SLI, NPS, GPAIS, FBS, MEDISEP, etc.,
5. Monitor the collection and remittance of Income Tax/GST and ensure the timely submission of returns.

6. Maintain and update various registers, accounts register, cash books, stock registers and TR-5 registers.
7. Issue salary certificates in accordance with existing guidelines and regulations.
8. Handle tasks related to HBA, Motor Cycle Advances and Medical Reimbursements.

D) Duties related with Accounts:

1. Prepare and submit the annual budget following existing rules, regulations and directives.
2. Oversee the management of Plan and Non-Plan Allotment, Reappropriation, Additional Authorization and Surrender.
3. Monitor the reconciliation of the accounts from the treasury and Accountant General's office.
4. Manage all activities related to the PFMS Portal.
5. Maintain and update Revenue Expenditure (DORE) through E-kshema and MIS portal.
6. Manage and ensure the proper maintenance of the MIS, BIMS and BAMS portals.

E) Duties related with Differently abled:

1. Coordinate and supervise the implementation of activities related to educational schemes, marriage assistance schemes, medical assistance schemes, employment schemes and grants for differently abled individuals and institutions.
2. Manage all files pertaining to the RPWD Act (Rights of Persons with Disabilities Act) and Differently abled section in the directorate.
3. Oversee and coordinate various activities for the effective implementation of the RPWD Act.
4. Manage files related to the National Trust Act and NIRAMAYA scheme.
5. Supervise the implementation of the State Policy for Persons with Disabilities.
6. Submit timely reports/replies on questions, directions, interpellations received from Courts, Commissions, Legislative Assembly Committees, etc.,
7. Coordinate and supervise activities related to the Arts Festival, Day celebrations and awareness campaigns related with differently abled.
8. Assist in the implementation of projects by local self-government institutions in the field of differently abled.
9. Maintain and update the database of institutions and organizations in the field of differently abled.

F) Miscellaneous:

1. Process files related to court cases and litigations on a priority basis.
2. Initiate urgent action on all correspondence received from the Law Department.
3. Ensure supervision and coordination of various projects implemented by the department.
4. Regularly evaluate the progress of various projects/schemes implemented under the his/her section.
5. Perform other duties specified through various orders or assigned by superior officials.



Capacity Development Themes

- ◆ Effective Record Management
- ◆ Communication and Interpersonal Skills
- ◆ Project Management Fundamentals
- ◆ Legal Awareness and Compliance
- ◆ Team Collaboration and Leadership
- ◆ Problem-Solving and Decision-Making
- ◆ Ethics and Integrity in Public Service
- ◆ Essential Life Skills



Competencies

- ◆ Attention to Detail: Essential for ensuring accuracy in record management, compliance with regulations and the proper management of files.
- ◆ Integrity: Essential for maintaining ethical standards when dealing with confidential information and financial matters.
- ◆ Planning and Coordination: Critical for effectively managing tasks, overseeing projects and ensuring the smooth operation of office activities.
- ◆ Decision Making: Necessary for making informed choices regarding employee matters, financial processes and project management.
- ◆ Communication Skills: Vital for effectively conveying information, preparing reports and interacting with colleagues and stakeholders.



Key Contacts

Nil



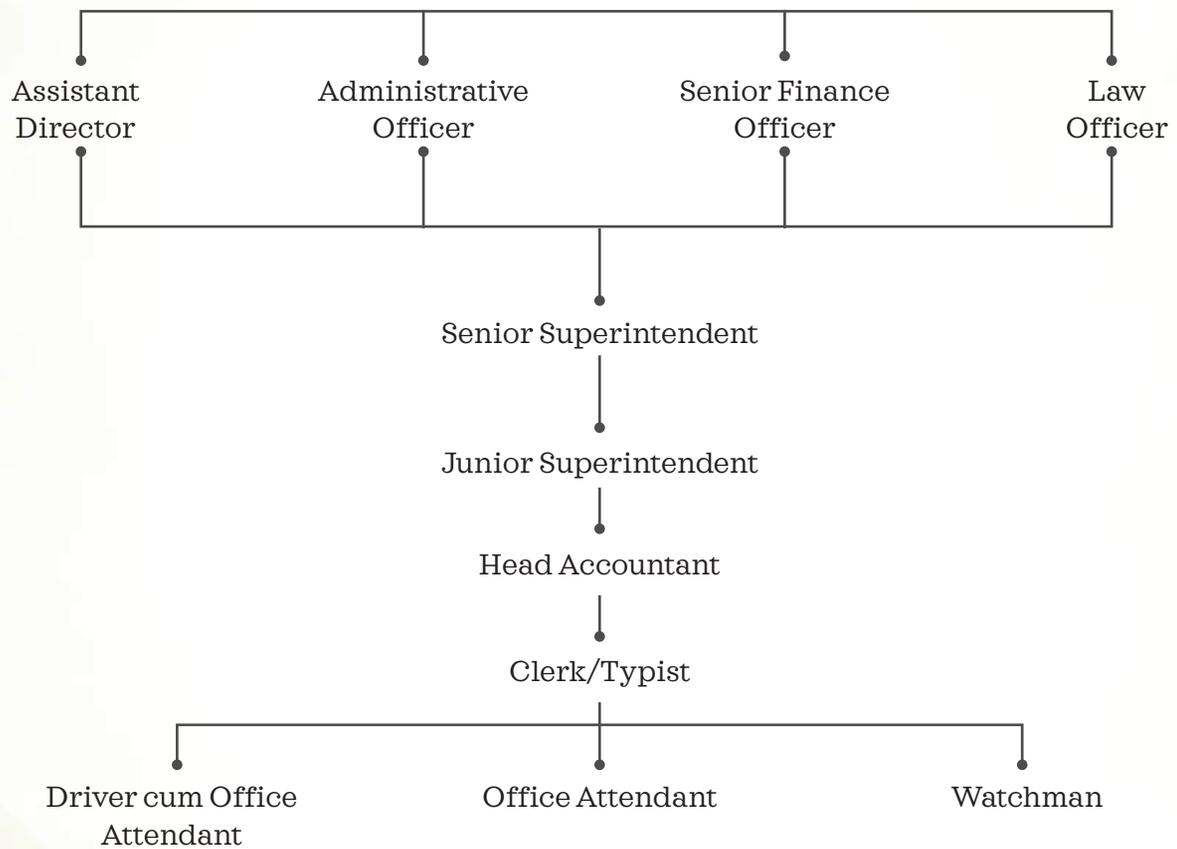
Junior Superintendent



Job Summary:

Junior Superintendent is responsible for administrative support, supervises day-to-day work of sections and ensures prompt delivery of services. S/he is responsible for optimizing workflow across different sections, fostering a cohesive and productive work environment. S/he guides subordinates in smooth file processing and proper maintenance of records.

 **Reporting and Supervisory Relationship**





Job Specifications

Qualifications:

- ◆ Promotion from Senior Clerk/Head Accountant.

Physical and Mental Attributes:

- ◆ S/he should have sound physical and mental health to effectively manage the demands of the job.

Entry Level Attributes:

- ◆ Organizational Excellence: Demonstrate meticulousness in maintaining efficient office operations and adhering to specified timelines.
- ◆ Teamwork: S/he should possess strong interpersonal skills to foster a cohesive and productive workspace, encouraging collaboration and coordination among staff members.
- ◆ Leadership Abilities: Exhibits effective leadership qualities in supervising subordinates and providing guidance to ensure smooth file processing and record maintenance.
- ◆ Time Management: Highly skilled in managing schedules, setting deadlines and prioritizing tasks to ensure timely delivery of services and optimal workflow.
- ◆ File Management: Proficient in overseeing file processing, maintaining records and ensuring compliance with established procedures.
- ◆ Communication: Excellent verbal and written communication skills to provide clear directions, feedback and support to staff members.

Skills and Abilities (To be assimilated progressively):

- ◆ Problem-Solving: Adept at identifying and resolving challenges that may hinder efficient office functioning, devising effective solutions to improve workflow.
- ◆ Adaptability: Demonstrates the ability to adapt to changing circumstances, handle multiple tasks and thrive in a dynamic office environment.
- ◆ Decision Making: Capable of making well-informed decisions promptly, contributing to the effective functioning of the office.
- ◆ Service-oriented: Exhibits a service-oriented approach in delivering services, ensuring high-quality service delivery within specified timeframes.

Working Conditions:

- ◆ Adequate office space with proper ventilation is essential to ensure a conducive and smoothly functioning work environment.
- ◆ A computer with seamless internet connectivity.

Other Requirements:

- ◆ Awareness on various Acts, Schemes and Rules related to Social Justice Department.



Duties and Responsibilities

1. Supervise the work of subordinates under direct charge to ensure prompt and efficient processing of files in the concerned section.
2. Provide assistance, mentorship & guidance to staff members under supervision.

3. Manage and coordinate various departmental works, schemes effectively.
4. Monitor the progress and implementation status of various schemes.
5. Liaise with various sub offices/ institutions of the department.
6. Ensure that the clerks maintain their personal registers, inspect it as per schedule and properly address discrepancies, if any.
7. Ensure and verify the maintenance of important records and registers, such as cash book, attendance register etc.,
8. Ensure that the files, records, registers and documents requested through requisition notes are provided on time and promptly respond to enquiry notes.
9. Ensure that reports demanded by the higher authorities are submitted within the designated time frame.
10. Respond to audit queries within specified time limits.
11. Periodically verify the Audit Objection Register, take prompt corrective actions and follow up to address audit objections.
12. Ensure that liabilities fixed are demanded and collected in a time-bound manner.
13. Monitor the updating of the office stock record on all items bought for use in the administrative office, including electronics and computer accessories.
14. Oversee the proper functioning of the e-Office system in all sections.
15. Monitor the movement of files and ensure their timely disposal.
16. Verify files submitted from sections, provide opinions, clarify and address queries from superior officers, citing relevant statutes/guidelines, etc.,
17. Ensure the maintenance of applicable registers, records and files at the concerned sections.
18. Supervise the transfer of charges between clerical staff, ensuring strict adherence to office orders and updating all documents and registers before handing over charges.
19. Process files related to court cases and suits on a priority basis.
20. Ensure the enrollment of newly recruited employees in SPARK after verifying their documents.
21. Regularly update and maintain employee service books, duly signed and verify the e-service book.
22. Enroll newly recruited in schemes like GPF, GIS, SLI, NPS, GPAIS, MEDISEP, etc.,
23. Act as the nodal officer of the PRISM and SCORE portals.
24. Ensure timely disbursement of pension benefits for employees retiring from service through PRISM portal.
25. Ensure timely action, follow up and provide replies on complaints received via the CMO portal.
26. Prepare and submit timely replies to queries/interpellations received from Legislative Assembly/Parliament/various commissions and D.O. letters requiring immediate attention.
27. Effectively coordinate and oversee projects, schemes, services and all matters related to probation, *Nervazhi*, Old age, Transgenders, MWPSA Act.
28. Ensure the timely payment of various contingent bills such as telephone, water charges etc.,
29. Oversee procurement activities in the Directorate and subordinate offices.

30. Ensure timely processing of applications received under RTI Act and proper remittance of fees & cost of information to respective heads, update corresponding registers accordingly.
31. Initiate actions to provide timely services under the Right to Service Act and submit periodical reports.
32. Manage and supervise the activities of the Information Technology Cell of the department.
33. Oversee the proper maintenance of the record room and library.
34. Handle vehicle-related files of Directorate and sub-offices.
35. Periodically verify office stock registers, furniture register, stationery register and printed forms register.
36. Verify log books of vehicles and generators, if any, prior to fuel charges being drawn.
37. Coordinate in the organization of capacity building programs for employees.
38. Ensure the Internal Complaints Committee have been constituted in the Directorate and subordinate offices.
39. Enforce strict compliance with the Green Protocol.
40. Update and maintain the planspace account of the department.
41. Supervise the CRU, diarization of mails and ensure that the receipts are distributed accordingly.
42. Respond to enquiries and provide information to various stakeholders.
43. Perform other duties specified through various orders or assigned by superior official.



Capacity Development Themes

- ◆ Efficient Office Management and Supervision
- ◆ Mastering File Processing and Record Keeping
- ◆ Teamwork and Collaboration in the Workplace
- ◆ Essential Life Skills



Competencies

- ◆ Organisational Awareness: Understanding the internal dynamics and structure of the department, as well as its objectives and functions.
- ◆ Decision Making: Making well-informed and timely decisions and managing office operations to ensure efficient workflow.
- ◆ Teamwork: Fostering a collaborative and cohesive work environment, encouraging effective teamwork and cooperation among staff members.
- ◆ Attention to Detail: Demonstrating meticulousness in file processing, record maintenance and adherence to timelines to ensure smooth office functioning.
- ◆ Communication Skills: Possessing excellent verbal and written communication abilities to provide clear directions, feedback and support to subordinates and effectively liaise with stakeholders.



Key Contacts

Nil



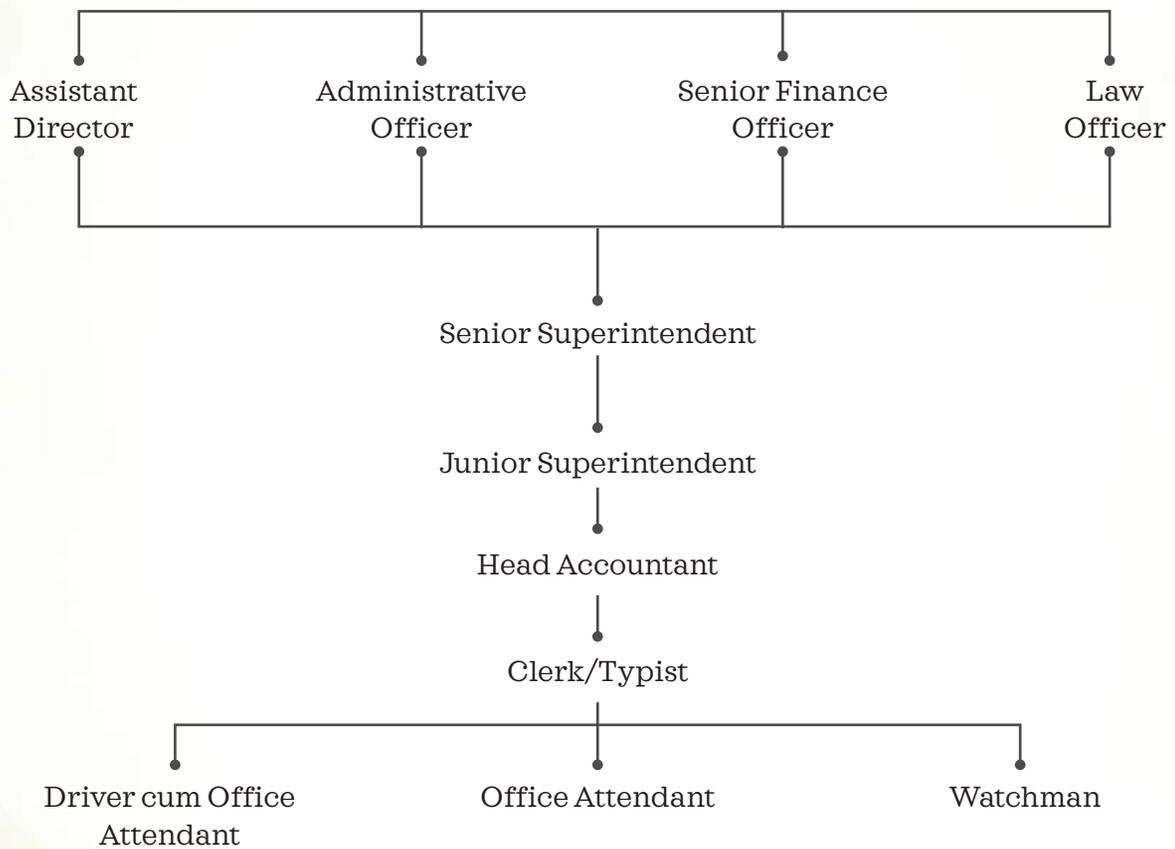
Head Accountant



Job Summary:

Head Accountant discharges a pivotal role in financial management and office administration. S/he is responsible for preparation of various bills ensuring compliance with rules and regulations and enhancing accounting practices & procedures. S/he is responsible for various aspects of accounting including budget preparation, account maintenance and reconciliation.

 **Reporting and Supervisory Relationship**





Job Specifications

Qualifications:

- ◆ As per the existing Special Rules

Physical and Mental Attributes:

- ◆ S/he should have sound physical and mental health to effectively manage the demands of the job.

Entry Level Attributes:

- ◆ Financial Expertise: A deep understanding of financial principles, accounting standards and relevant laws are essential for effective budget preparation, account reconciliation and resolving audit findings.
- ◆ Analytical Acumen: The ability to analyze financial data, identify discrepancies and make informed decisions is crucial for maintaining accurate accounts and to ensure compliance with regulations.
- ◆ Attention to detail: Keenness to handle files, registers, bills and other financial documents with precision, minimizing errors and maximizing efficiency.
- ◆ Problem-Solving Skills: S/he should adept at investigating and resolving account-related issues and non-compliance, demonstrating strong problem-solving capabilities.

Skills and Abilities (To be assimilated progressively):

- ◆ Communication Proficiency: Excellent written and verbal communication skills are essential for preparing timely replies to queries, interacting with superiors and maintaining clear documentation.
- ◆ Time Management: Being able to adhere to timelines and deadlines is crucial for maintaining an organized and efficient workflow.
- ◆ Continuous Learning: Keeping up-to-date with changing financial regulations, Acts, and guidelines is vital for maintaining compliance and ensuring efficient financial management.
- ◆ Adaptability: The ability to adapt to new challenges, schemes and changes in the financial landscape is essential for success in a dynamic and evolving work environment.
- ◆ Integrity: Upholding high ethical standards and integrity in financial matters is crucial for maintaining trust and credibility within the department and among stakeholders.
- ◆ Time Management: Being able to prioritize tasks, meet deadlines, and efficiently allocate resources is vital for managing a range of financial responsibilities effectively.
- ◆ Interpersonal Skills: Strong interpersonal abilities are essential for working proactively with team members, superiors and stakeholders, fostering a positive and productive work environment.

Working Conditions:

- ◆ Adequate office space with proper ventilation is essential to ensure a conducive and smoothly functioning work environment.
- ◆ Availability of a computer with internet.

Other Requirements:

- ♦ Awareness on various Acts, Schemes and Rules related to Social Justice Department.



Duties and Responsibilities

1. Maintain accurate and up-to-date records of administration and operational activities, such as managing and organizing files, references etc.,
2. Maintenance of various registers.
3. Assist in the preparation of budget.
4. Maintenance and reconciliation of the department's accounts.
5. Investigate and resolve audit findings, account discrepancies and non-compliance issues.
6. Contribute to the development of emerging accounting practices, programs and procedures.
7. Adhere to the five-day rule to process files as prescribed in the Manual of Office Procedure.
8. Manage correspondences of various official communications in a timely and accurate manner.
9. Assist in the strategic planning and monitoring of various schemes.
10. Prepare budgets for different projects and initiatives.
11. Maintain a personal register as per the Manual of Office Procedure and submit it for periodical inspection.
12. Maintain a 'Reminder Diary' in the prescribed proforma, accurately record and promptly notify the reminders.
13. Attend currents received in the section and submit all received currents as fresh cases or with existing files to superior officers.
14. Prepare notes, draft letters and correspondence; ensure timely approval and dispatch.
15. Ensure compliance with relevant Acts, rules, laws, regulations etc. and stay updated on guidelines and procedures relevant to the job.
16. Initiate actions to provide timely services under the Right to Service Act and submit periodical reports.
17. Respond to requests made under the Right to Information Act, maintain and update corresponding registers.
18. Process files related to court cases and suits on a priority basis.
19. Arrange facilities for the smooth conduct of audits.
20. Provide replies to enquiry notes and initiate follow-up actions.
21. Record audit observations in the audit objection register.
22. Create PEN in SPARK for newly recruited employees.
23. Create TEN in SPARK for temporary employees.
24. Update entries on SPARK and obtain approval from superior officers.

25. Initiate action for the ratification of the appointment of a temporary employee.
26. Promptly enroll newly recruited employees in various schemes, obtaining necessary approvals from superior officers without delay.
27. Initiate actions for the declaration of probation for newly recruited/promoted employees.
28. Initiate action to process annual increments for eligible employees.
29. Initiate action to sanction Higher Grades for eligible employees.
30. Initiate action for pay fixation/re-fixation in cases of promotion, Higher grade, and pay revision.
31. Initiate action to fix the pay when an employee is reverted.
32. Initiate action to sanction pension benefits for officials retiring from service through PRISM Software.
33. Maintain the service book of employees with proper approval.
34. Handle relieving and joining processes for employees (SPARK and Manual).
35. File TDS and GST returns on time.
36. Organize and maintain G.O.s, circulars, and other reference documents in the Stock File.
37. Prepare and submit timely replies to queries/Interpellations received from Legislative Assembly/Parliament and DO letters requiring immediate attention.
38. Ensure an efficient and organized work environment.
39. Proper maintenance of computers, printers, and other office equipment falls under the responsibility of the official.
40. Respond to inquiries and provide information to various stakeholders.
41. Perform other duties specified through various orders or assigned by superior officials.



Capacity Development Themes

- ◆ Financial Management and Budgeting
- ◆ Advanced Accounting Practices and Procedures
- ◆ Mastering Financial Analysis and Reporting
- ◆ Training Program on File Management
- ◆ Effective Correspondence Management
- ◆ Time Management and Office Procedure
- ◆ Training on Essential Life Skills
- ◆ Financial Record-Keeping and Documentation Best Practices.



Competencies

- ◆ Attention to Detail: Given the responsibility of handling financial records, reconciliations and audits, attention to detail is essential to ensure accuracy and compliance.

- ◆ Strategic Thinking: Assisting in the development of updated accounting practices and contributing to the planning and monitoring of schemes requires strategic thinking to align financial processes with organizational goals.
- ◆ Decision Making: Investigating and resolving account discrepancies, non-compliance issues, audit findings for effective decision-making
- ◆ Integrity: Maintaining high ethical standards and integrity is critical for handling financial matters.
- ◆ Communication Skills: Excellent communication skills are necessary to prepare timely replies to queries, interact with superiors, and maintain clear documentation.

Key Contacts

Nil

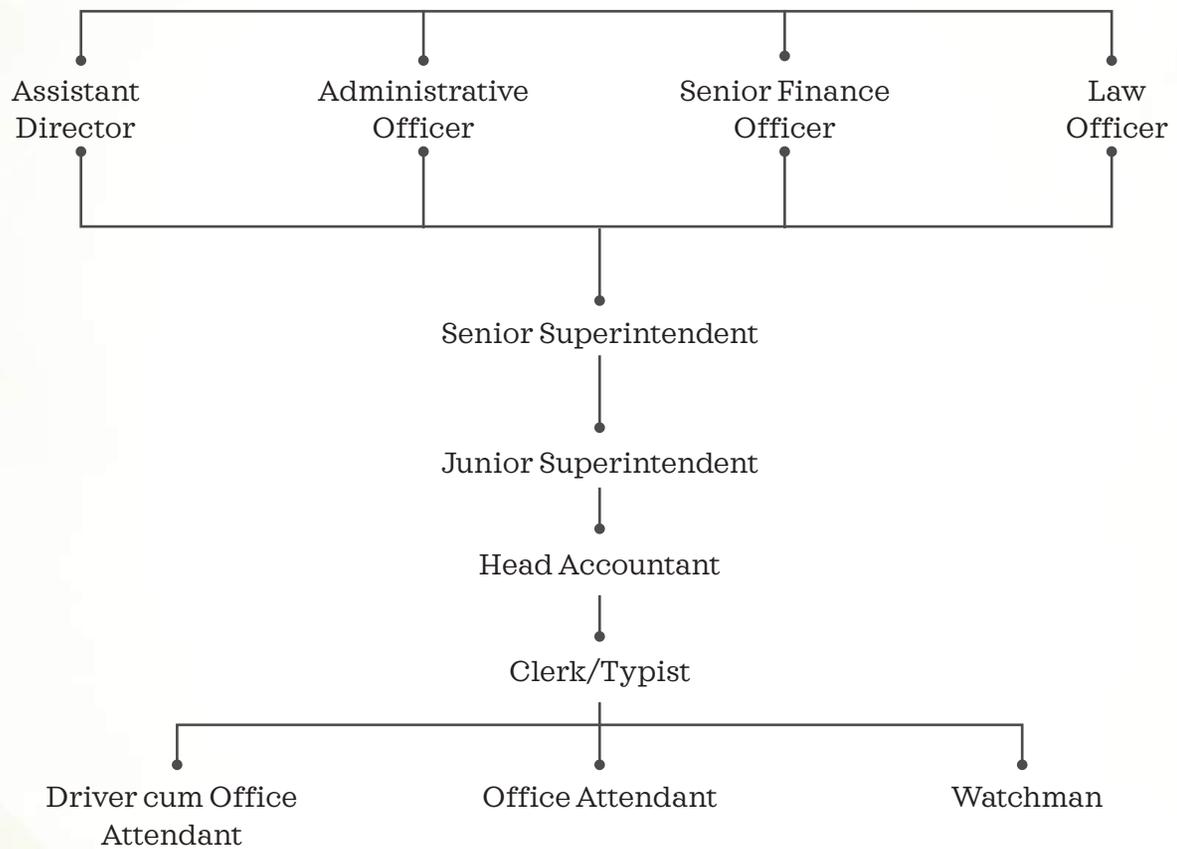
Senior Clerk / Clerk



Job Summary:

The Senior Clerk/Clerk assists in various administrative tasks and ensures the smooth functioning of the office. S/he is responsible for efficient file management and maintenance of an organized work environment.

 **Reporting and Supervisory Relationship**





Job Specifications

Qualifications:

- ◆ **Clerk :** Pass in SSLC Examination or any other equivalent qualification.
- ◆ **Senior Clerk :** Promotion from the post of clerk.

Physical and Mental Attributes:

- ◆ S/he should have sound physical and mental health to effectively manage the demands of the job.

Entry Level Attributes:

- ◆ Attention to Detail: Clerks must be meticulous in their work, paying close attention to accuracy and precision.
- ◆ Organizational Skills: The ability to maintain and manage multiple files, registers and tasks.
- ◆ Time Management: Clerks must effectively prioritize tasks and adhere to deadlines.
- ◆ Confidentiality: As clerks handle sensitive information, they must maintain strict confidentiality and discretion in all aspects of their work.
- ◆ Adaptability: Clerks should be adaptable to handle varying tasks and unforeseen challenges effectively.
- ◆ Writing Skills: Clerks must possess strong written skills to prepare accurate and clear responses to queries, interpellations and official correspondences.

Skills and Abilities (To be assimilated progressively):

- ◆ Computer Proficiency: Familiarity with office software applications and data entry skills are essential for clerks to manage digital files and records efficiently.
- ◆ Communication Skills: Clear and effective communication, both written and verbal, is necessary for clerks to interact with colleagues and respond to queries accurately.
- ◆ Numerical Aptitude: Strong numerical skills are beneficial for clerks when managing financial records, bills, and budgets.
- ◆ Problem-Solving: The ability to identify and resolve issues in file management, communication, or record-keeping contributes to the clerk's effectiveness in their role.

Working Conditions:

- ◆ Adequate office space with proper ventilation is essential to ensure a conducive and smoothly functioning work environment.
- ◆ Availability of a computer with internet access.

Other Requirements:

- ◆ Proficiency in computer applications is essential
- ◆ Awareness on various Acts, schemes and Rules related to Social Justice Department.



Duties and Responsibilities

1. Maintain accurate and up-to-date records of administration and operational activities, such as managing and organizing files, references etc.

2. Adhere to the five-day rule to process files as prescribed in the Manual of Office Procedure.
3. Manage correspondences of various official communications in a timely and accurate manner.
4. Assist in the strategic planning and monitoring of various schemes.
5. Prepare budgets for different projects and initiatives.
6. Maintain a personal register as per the Manual of Office Procedure and submit it for periodical inspection.
7. Maintain a 'Reminder Diary' in the prescribed proforma, accurately record and promptly notify the reminders.
8. Attend currents received in the section and submit all received currents as fresh cases or with existing files to superior officers.
9. Prepare notes, draft letters, and correspondence; ensure timely approval and dispatch.
10. Ensure compliance with relevant Acts, rules, laws, regulations etc., and stay updated on guidelines and procedures relevant to the job.
11. Initiate actions to provide timely services under the Right to Service Act and submit periodical reports.
12. Respond to requests made under the Right to Information Act, maintain and update corresponding registers.
13. Process files related to court cases and suits on a priority basis.
14. Arrange facilities for the smooth conduct of audits.
15. Provide replies to enquiry notes and initiate follow-up actions.
16. Record audit observations in the audit objection register.
17. Create PEN in SPARK for newly recruited employees.
18. Create TEN in SPARK for temporary employees.
19. Update entries on SPARK and obtain approval from superior officers.
20. Initiate action for the ratification of the appointment of a temporary employee.
21. Promptly enroll newly recruited employees in various schemes, obtaining necessary approvals from superior officers without delay.
22. Initiate actions for the declaration of probation for newly recruited/promoted employees.
23. Initiate action to process annual increments for eligible employees.
24. Initiate action to sanction Higher Grades for eligible employees.
25. Initiate action for pay fixation/re-fixation in cases of promotion, Higher grade and pay revision.
26. Initiate action to fix the pay when an employee is reverted.
27. Initiate action to sanction pensionary benefits for officials retiring from service through PRISM Software.
28. Maintain the service book with proper approval.
29. Handle relieving and joining processes for employees (SPARK and Manual).

30. File TDS and GST returns on time.
31. Organize and maintain G.O.s, circulars and other reference documents in the Stock File.
32. Prepare and submit timely replies to queries/interpellations received from Legislative Assembly/Parliament and DO letters requiring immediate attention.
33. Ensure an efficient and organized work environment.
34. Proper maintenance of computers, printers and other office equipment falls under the responsibility of the official.
35. Respond to enquiries and provide information to various stakeholders.
36. Preparation of new scheme proposals/ projects upon the direction of superior officers.
37. Maintain and timely update various registers with relevant entries.
38. Perform other duties specified through various orders or assigned by superior officials.



Capacity Development Themes

- ◆ Efficient File Management
- ◆ Effective Correspondence Management
- ◆ Time Management and Office Procedure
- ◆ Organizational Skills and Workspace Management
- ◆ Computer Applications
- ◆ Essential Life Skills



Competencies

- ◆ Attention to Detail: Clerks need to be meticulous in their work, ensuring accurate file management, record-keeping and correspondence handling.
- ◆ Organizational Awareness: Understanding the office procedures, timelines and adherence to relevant Acts and guidelines is crucial for effective performance.
- ◆ Result Orientation: Clerks should be focused on achieving timely and accurate outcomes in tasks.
- ◆ Communication Skills: Effective written and verbal communication is vital for clerks to handle correspondence, legislative requirements and consultations with colleagues and superiors.



Key Contacts

Nil



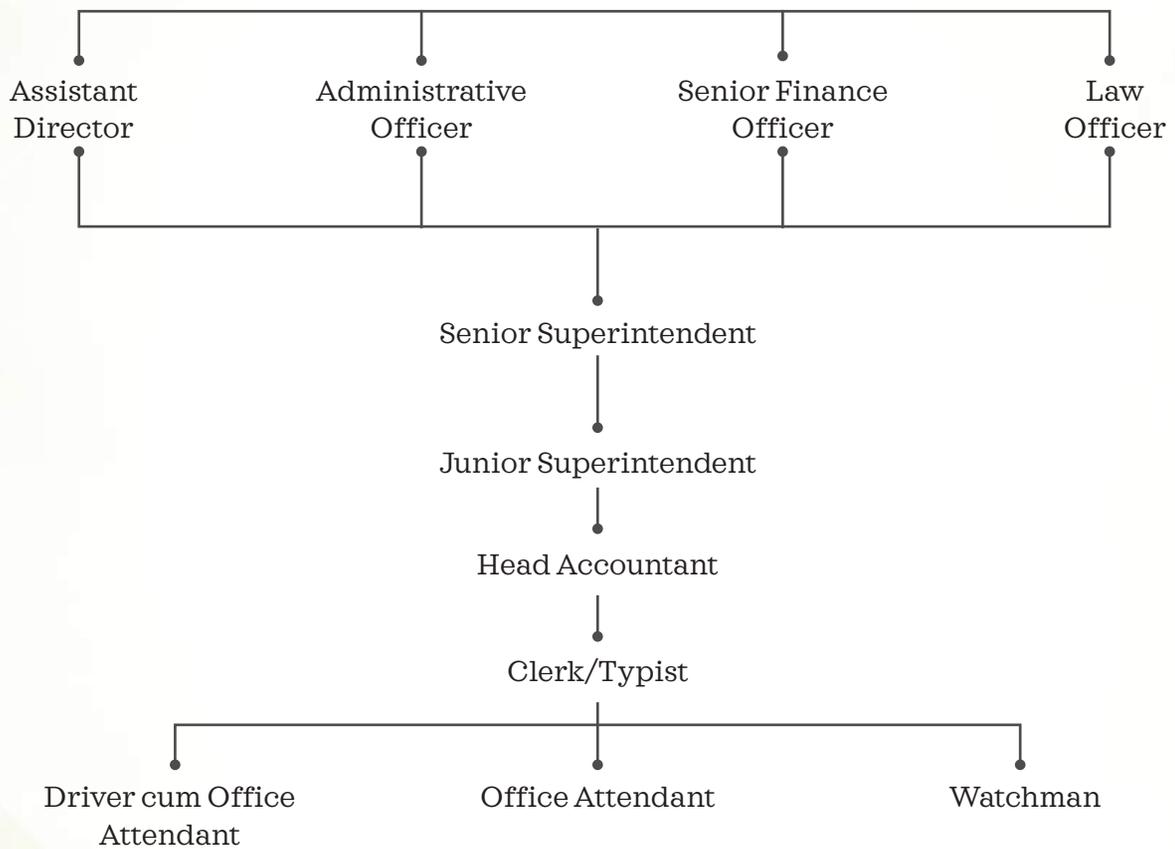
Typist



Job Summary:

The typist is responsible for providing assistance in correspondence, accurately transcribing and formatting documents, performing data entry tasks and providing administrative support. His/her adept typing skills and attention to detail contribute to the smooth functioning of the office.

 **Reporting and Supervisory Relationship**





Job Specifications

Qualifications:

- ◆ General education qualification of SSLC or its equivalent.
- ◆ Lower Grade Certificate in Typewriting Malayalam (KGTE) or its equivalent.
- ◆ Lower Grade Certificate in Typewriting English (KGTE) and Computer Word Processing or its equivalent

Physical and Mental Attributes:

- ◆ S/he should have sound physical and mental health to effectively manage the demands of the job.

Entry Level Attributes:

- ◆ Proficient Typing and Data Entry: Demonstrate expertise in accurate and efficient typing and data entry.
- ◆ Document Formatting Proficiency: Skilled in preparing and formatting diverse document types, including spreadsheets, tables, charts and presentations etc.,
- ◆ Attention to Detail: Detail-oriented in delivering error-free work through meticulous proofreading and data verification.
- ◆ Data Management Acumen: Ability to manage and update databases, meticulously entering, verifying and organizing data to maintain a reliable information system.
- ◆ Confidentiality and Discretion: Maintaining strict confidentiality in handling sensitive files, letters and correspondences.
- ◆ Administrative Support: Versatile in providing reliable general administrative support, promptly addressing enquiries and assisting in diverse tasks to facilitate seamless operations.

Skills and Abilities (To be assimilated progressively):

- ◆ Advanced Computer Literacy: Extensive knowledge and proficiency in various word processing, spreadsheet and presentation software.
- ◆ Time Management Mastery: Exceptional time management skills, enabling efficient task handling, meeting deadlines and prioritizing responsibilities effectively.
- ◆ Effective Communication: Excellent written and verbal communication skills, facilitating clear and concise interactions with stakeholders and providing prompt and accurate information.
- ◆ Adaptability and Flexibility: Highly adaptable, readily embracing new technologies like e-office systems and quick to adjust to evolving office orders and requirements.
- ◆ Multitasking Capability: Proficiently handling multiple responsibilities, seamlessly transitioning between typing, data entry, printing, scanning and other clerical tasks.
- ◆ Teamwork: A team player, collaborating effectively with colleagues and following directives from superior officers with professionalism.

Working Conditions:

- ♦ Adequate office space with proper ventilation is essential to ensure a conducive and smoothly functioning work environment,
- ♦ A computer with seamless internet connectivity.

Other Requirements:

- ♦ Proficiency in advanced computer applications.
- ♦ Proficiency in English and Malayalam Language.
- ♦ Should be able to transcribe and prepare letters and documents based on dictation.
- ♦ Awareness of various Acts, schemes and Rules related to Social Justice Department



Duties and Responsibilities

1. Perform typing and data entry tasks accurately and efficiently. This includes typing letters, reports, memos, notices, statements, minutes of meetings and other documents etc., using appropriate formatting and layout.
2. Prepare and format various types of documents such as spreadsheets, tables, charts, presentations etc., as and when required.
3. Review and proofread the typed documents to ensure accuracy, proper grammar, spelling, punctuation and formatting.
4. Assist in managing and updating databases or information systems by entering, verifying and organizing data accurately.
5. Maintain fair-copy register and workload register as per the provisions laid down in Manual of Office Procedure.
6. Execute printing and scanning tasks promptly as and when required.
7. Maintain confidentiality in files, letters or any other relevant correspondences.
8. Provide general administrative support as and when required.
9. Proper maintenance of computers, printers and other office equipment falls under the responsibility of the official.
10. Proper filing and retrieving of electronic documents, updating records and ensure the proper organization and security of documents.
11. Respond to enquiries and provide information to various stakeholders.
12. Comply with all other duties specified through various office orders.
13. Maintenance of Despatch cum stamp account register
14. Perform various clerical tasks such as diarizing and distribution of receipts, keeping record of the movement of papers etc., related to e-office, if assigned.
15. Perform any other duties specified through various orders or assigned by superior officers.



Capacity Development Themes

- ♦ Advanced Skill in Typing and Data Entry
- ♦ Advanced Document Formatting Techniques
- ♦ Data Management and Database Skill Development

- ◆ Administrative Support Excellence
- ◆ Organizational Skills and File Management
- ◆ Essential Life Skills



Competencies

- ◆ Attention to Detail: This competency is crucial for accurate typing, proofreading and formatting of official documents.
- ◆ Organizational Awareness: Understanding the structure and functioning of the department is essential for managing databases and handling administrative tasks.
- ◆ Communication Skills: Effective written and verbal communication skills are essential.
- ◆ Team Work: Being a team player is essential for providing general administrative support and working effectively with other staff members.



Key Contacts

Nil



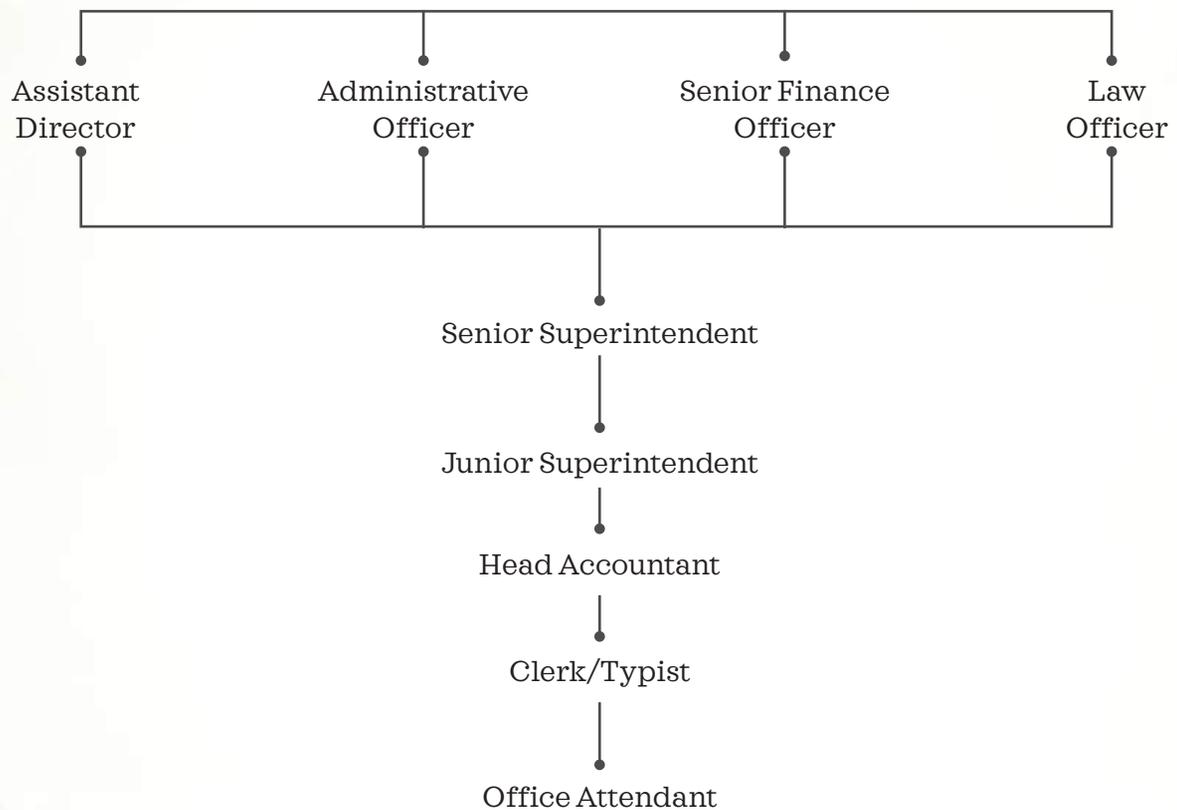
Office Attendant



Job Summary:

Office attendant is responsible for providing essential support services to ensure the smooth and efficient functioning of the office environment. S/he is involved in supporting various administrative, clerical and organizational tasks aimed at facilitating the day-to-day operations of the office.

 **Reporting and Supervisory Relationship**





Job Specifications

Qualifications:

- ◆ Should have passed Standard VII and should not have acquired graduation.

Physical and Mental Attributes:

- ◆ S/he should have sound physical and mental health to effectively manage the demands of the job.

Entry Level Attributes:

- ◆ Organizational Skills: Proficiently manage and organize the office space, ensuring an efficient and clutter-free work environment.
- ◆ Responsiveness: Promptly attend to phone calls and report important matters to the relevant section, displaying a keen sense of urgency and attentiveness.
- ◆ Flexibility: Willingly handle a variety of tasks, including basic administrative duties, photocopying, printing, scanning and other duties assigned.
- ◆ Punctuality: Ensure timely opening and closing of the office, promptly arranging meeting venues and fulfilling other time-sensitive responsibilities.
- ◆ Communication Skills: Courteously assist the general public, facilitating their access to services, efficiently communicate with colleagues, superiors and recipients of mail packages.
- ◆ Confidentiality: Maintain confidentiality and discretion in handling sensitive information and office matters.

Skills and Abilities (To be assimilated progressively):

- ◆ Office Management: Proficiently handle various office tasks, including transferring files between sections, maintaining registers and assisting officials.
- ◆ Service Orientation: Display excellent front office duties, providing courteous assistance to visitors and ensuring their needs are met.
- ◆ Attention to Detail: Categorize and organize mail packages with precision, ensuring accurate distribution to designated recipients.
- ◆ Coordination: Assist in organizing events and workshops, demonstrate proficiency in coordinating and executing such activities.
- ◆ Technical Skills: Handle basic administrative tasks involving photocopying, printing, scanning and operating electronic equipment, showcasing technological competence.

Working Conditions:

- ◆ The office attendant should report for duty by 9:30 AM. (Para 157 of Manual of Office Procedure, Kerala).

Other Requirements:

- ◆ Awareness of the overall functioning of the office is essential.
- ◆ Awareness of various Acts, Schemes and Rules related to Social Justice Department.



Duties and Responsibilities

1. Efficiently manage and organize the office space.
2. Create a comfortable work environment by opening doors, windows and switching on electronic equipment before the start of working hours.

3. Close all windows and doors and lights, fans and electronic equipment are switched off after working hours.
4. Perform front office duties, courteously assisting the general public and facilitating their access to various services.
5. Attend phone calls and promptly report important matters to the relevant section.
6. Transfer of files, documents etc., between various sections.
7. Deliver orders, circulars, and notices issued by higher authorities to officers concerned and obtain acknowledgement of receipt.
8. Assist officials in office operations, arrange and maintain registers and files as directed by them.
9. Promptly arrange meeting venues and provide proactive support throughout the meetings.
10. Monitor and restock office supplies as and when required.
11. Assist in organizing events and workshops.
12. Handle basic administrative tasks, such as photocopying, printing, scanning etc., as and when required.
13. Categorize and organize mail packages precisely, ensure its seamless and orderly distribution to the designated recipients.
14. Perform other duties specified through various orders or assigned by superior officials.



Capacity Development Themes

- ◆ Efficient Office Management and Organization
- ◆ Mastering Office Etiquette and Customer Service
- ◆ Effective Communication Skills
- ◆ Essential Life Skills



Competencies

- ◆ Attention to Detail: The ability to categorize and organize mail packages accurately and ensure seamless distribution to designated recipients.
- ◆ Integrity: The commitment to maintaining strict confidentiality and discretion in handling sensitive information and office matters.
- ◆ Communication Skills: Courteously assisting the general public and effectively communicating with colleagues, superiors and recipients of mail packages.
- ◆ Initiative and Drive: Proficiently managing and organizing the office space, ensuring an efficient and clutter-free work environment.
- ◆ Team Work: Collaborating with officials to assist in office operations, arranging and maintaining registers and files for the efficient functioning of the office.



Key Contacts

Nil

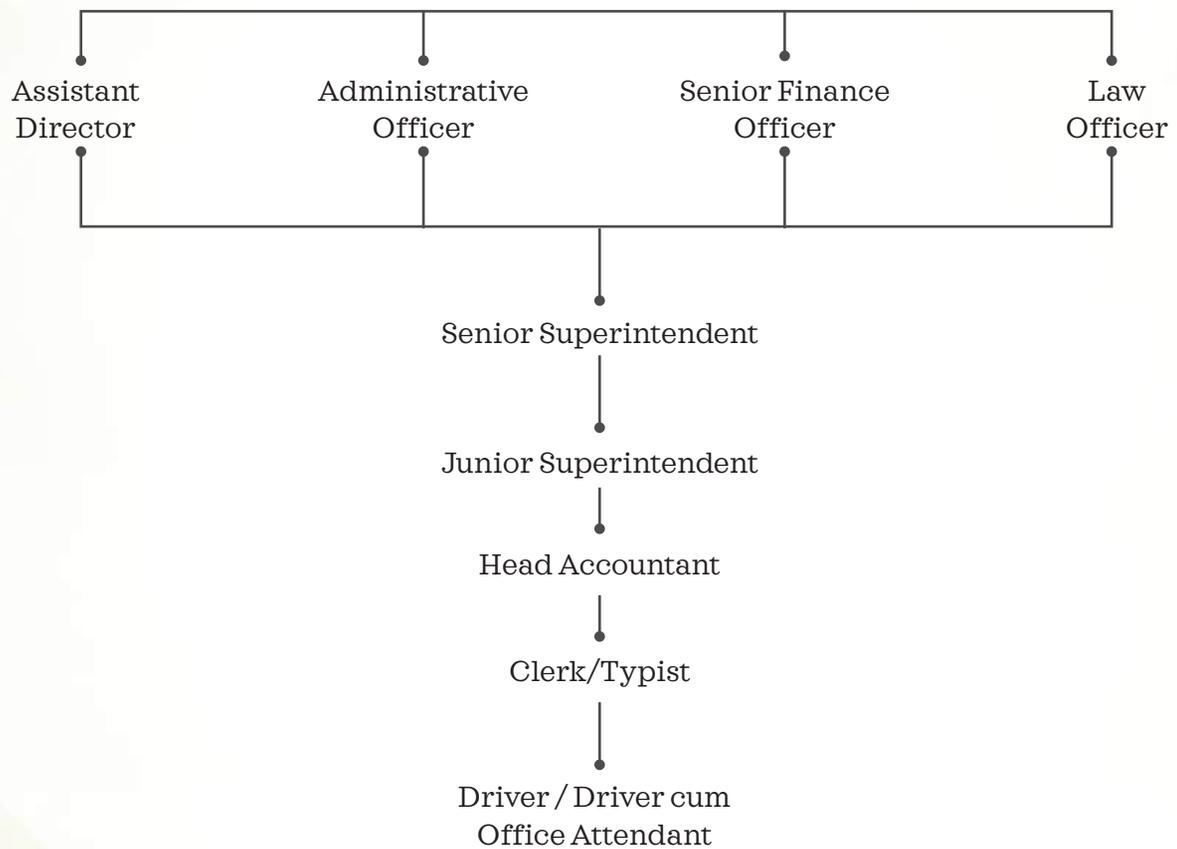
Driver / Driver Cum Office Attendant



Job Summary:

Driver/Driver cum Office Attendant provide transportation services to officials and staff, ensuring their safe and timely travel to various destinations. S/he assists with office tasks, such as running errands, handling documents, etc., as and when required. The Driver cum Office Attendant plays a crucial role in facilitating the smooth functioning of the office and supporting its daily operations.

 **Reporting and Supervisory Relationship**





Job Specifications

Qualifications:

- ♦ Educational qualification of Standard VII or its equivalent.
- ♦ Must possess a Motor Driving License of at least three years..

Physical and Mental Attributes:

- ♦ S/he should have sound physical and mental health to effectively manage the demands of the job. S/he shall be able to sit for extended periods and handle the loading/unloading of items as and when required.
- ♦ Ear: Hearing should be perfect.
- ♦ Eye: (Both the Eyes)
- ♦ Distant Vision - 6/6 Snellen
- ♦ Near Vision - 0.5 Snellen
- ♦ Colour Vision - Normal
- ♦ Night Blindness - Nil
- ♦ Muscles and Joints: No Paralysis and all Joints with free movements.
- ♦ Nervous System: Perfectly normal and free from any infectious diseases
- ♦ .

Entry Level Attributes:

- ♦ Punctuality: Being consistently on time and reliable in fulfilling transportation duties.
- ♦ Adaptability: Ability to adjust to changing schedules, routes and unforeseen circumstances.
- ♦ Professionalism: Maintaining a courteous and respectful demeanour while interacting with passengers and officials.
- ♦ Confidentiality: Handling sensitive information with utmost discretion and maintaining strict confidentiality.
- ♦ Safety-Conscious: Prioritizing the safety of passengers and following all traffic rules and safety guidelines.
- ♦ Problem-Solving: Capable of quickly identifying and resolving minor vehicle issues during travel.

Skills and Abilities (To be assimilated progressively):

- ♦ Navigation: Familiarity with GPS and map reading to plan and execute optimal travel routes.
- ♦ Communication: Effective verbal and written communication skills to coordinate with passengers and department staff.
- ♦ Basic Maintenance: Ability to perform minor vehicle maintenance and checks, such as oil level, tire pressure, etc.,
- ♦ Time Management: Efficiently managing travel schedules and ensuring timely arrivals at destinations.
- ♦ Organizational Skills: Keeping track of documents, schedules and maintaining a tidy vehicle

and workspace.

- ◆ Multi-tasking: Capable of handling both driving responsibilities and office attendant duties seamlessly.
- ◆ Service Orientation: Providing excellent service to passengers and officials during travel.
- ◆ Alertness: Staying attentive and alert during long drives and being prepared for any unexpected situations.
- ◆ Detail-Oriented: Paying close attention to instructions, route details and passenger preferences.

Working Conditions:

- ◆ The driver shall be provided with a designated vehicle for official duties.
- ◆ This role requires extensive travel over long distances and willingness to work beyond working hours.

Other Requirements:

- ◆ Should have good physical health and mental alertness while operating the vehicle.
- ◆ Knowledge in First Aid Medical Care.
- ◆ Awareness of various Acts, Schemes and Rules related to Social Justice Department.



Duties and Responsibilities

1. Drive officials and staff to designated locations safely and efficiently.
2. Maintain the vehicle in a clean and well-functioning condition.
3. Adhere to traffic rules and regulations while operating the vehicle.
4. Plan and follow appropriate routes to reach destinations on time.
5. Stay updated on traffic conditions and any changes in the travel itineraries of officials.
6. Provide courteous and professional assistance to passengers during the journey.
7. Assist passengers in embarking and disembarking from the vehicle, as and when required.
8. Perform routine vehicle inspections and report any maintenance issues.
9. Troubleshoot minor issues and perform basic maintenance tasks
10. Ensure the vehicle is fueled and ready for daily use.
11. Maintain accurate records of mileage, trips and fuel consumption.
12. Maintain the log book of the vehicle properly.
13. Monitor and report any unusual incidents or emergencies during travel.
14. Coordinate with staff to schedule appointments and pickups.
15. Deliver and collect documents, packages and other items as and when required.
16. Assist in loading and unloading equipment or supplies as needed.
17. Handle basic administrative tasks, such as photocopying, answering to phone calls etc., as and when required.
18. Perform the duties of an office attendant as and when required.

19. Perform other duties specified through various orders or assigned by superior officials.



Capacity Development Themes

- ◆ Professional Driving Etiquette and Conduct Program
- ◆ Defensive Driving Training
- ◆ Basic First Aid and Emergency Response Training
- ◆ Essential Life Skills



Competencies

- ◆ Attention to Detail: Ensuring meticulousness in vehicle maintenance, following traffic rules and executing travel plans accurately and efficiently.
- ◆ Result Orientation: Demonstrating a focus on timely and safe transportation, adhering to schedules and efficiently handling various duties.
- ◆ Problem-Solving: Identifying and resolving minor vehicle issues during travel and addressing any unexpected challenges that may arise on the road.
- ◆ Communication Skills: Effectively communicating with passengers, officials and department staff, ensuring clear instructions and maintaining a professional demeanour.
- ◆ Self-Awareness and Self-Control: Understanding one's emotions, behaviour and reactions and maintaining composure during long drives or stressful situations.



Key Contacts

Nil



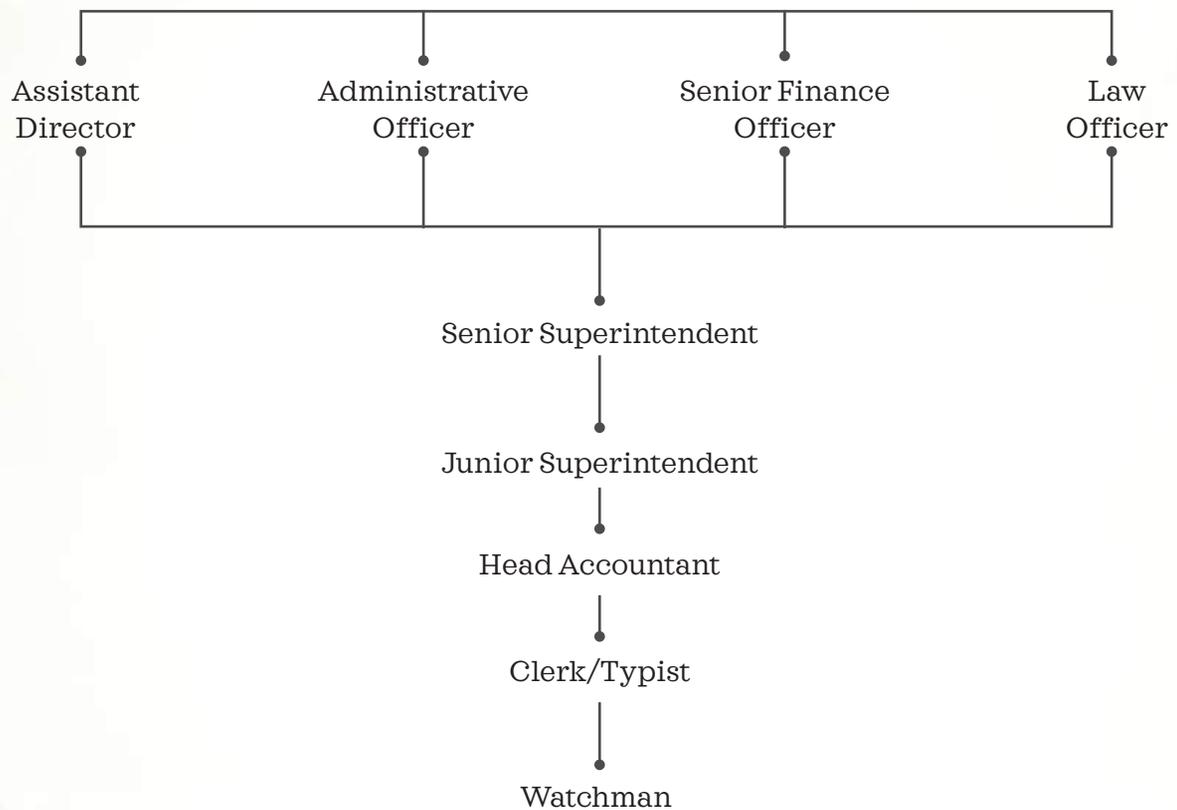
Watchman



Job Summary:

Watchman is responsible for ensuring the security and safety of the institution's premises, personnel and assets. He plays a crucial role in maintaining a secure and orderly environment, preventing unauthorized access and mitigating potential risks.

 **Reporting and Supervisory Relationship**





Job Specifications

Qualifications:

- ◆ Should have passed Standard VII and should not have acquired graduation.

Physical and Mental Attributes:

- ◆ He should have sound physical and mental health to effectively manage the demands of the job.

Entry Level Attributes:

- ◆ Alertness and Vigilance: Maintains a high level of attentiveness to identify suspicious activities or potential threats.
- ◆ Responsiveness: Capable of responding swiftly and effectively in emergency situations.
- ◆ Strong Communication Skills: Effective communication is crucial for promptly reporting incidents, concerns, or accidents to the superior officers.
- ◆ Attention to Detail: Maintain accurate records of inward and outward requires meticulous attention to detail.
- ◆ Physical Stamina: The job often involves regular patrols and the ability to be on one's feet for extended periods.
- ◆ Observational Skills: The watchman should possess keen observational skills to identify irregularities, potential security risks or safety hazards.

Skills and Abilities (To be assimilated progressively):

- ◆ Security Systems Knowledge: Familiarity with surveillance cameras, alarm systems and other security equipment are essential for efficient monitoring and response.
- ◆ Emergency Response Procedures: Being well-versed in emergency response protocols ensures quick and effective actions during crises.
- ◆ Reporting and Documentation: Proper documentation of incidents, irregularities and safety reports is vital for record-keeping and reference.
- ◆ Service Orientation: Courteous and helpful assistance to visitors and staff fosters a positive environment.
- ◆ Technical Skills: Technical knowledge on how to ensure safety equipment is in working order and perform minor maintenance tasks is beneficial.
- ◆ Multitasking: Undertaking various responsibilities simultaneously, such as monitoring surveillance, patrolling and assisting visitors.
- ◆ Compliance Awareness: Staying updated with fire safety and security regulations.
- ◆ Team Player: Collaborating with other staff to coordinate security measures.
- ◆ Adaptability: Being flexible and adaptable to different situations and shifts.

Working Conditions:

- ◆ The watchman works in diverse conditions and should be equipped with a designated cabin for monitoring, a torch, a stick and various safety-related equipment.

- ◆ The watchman shall be provided with a phone with connectivity to enable him to promptly report emergencies.
- ◆ A list of emergency numbers shall be displayed in the watchman's designated space for reference during emergencies.

Other Requirements:

- ◆ Proficiency in the operation of various safety and security devices.
- ◆ Awareness of the overall functioning of the institution is essential.
- ◆ Awareness of various Acts, Schemes and Rules related to Social Justice Department.



Duties and Responsibilities

1. Patrol the premises regularly to monitor for any suspicious activities or security breaches.
2. Monitor surveillance cameras and security systems to detect and respond to potential threats.
3. Control access points, ensuring only authorized personnel or visitors enter the premises.
4. Control and manage access points by verifying identification and permissions for personnel, visitors and vehicles.
5. Respond quickly and appropriately during emergencies, following established protocols and assist in evacuations.
6. Safeguard valuable assets, equipment and sensitive information to prevent theft, vandalism or unauthorized use.
7. Conduct regular inspections to ensure safety compliance with fire safety and security regulations.
8. Ensure that the safety and security equipment are in proper working condition.
9. Monitor, record and report irregularities, such as surveillance equipment malfunctions or potential security breaches.
10. Respond promptly to emergencies, including fire outbreaks, medical incidents or security breaches.
11. Immediately report incidents, suspicious activities, accidents or security concerns to the superior officers.
12. Monitor alarm systems diligently and take swift action when alarms are triggered.
13. Inspect the boundary walls frequently and report any breaches or damages promptly to the superior officers.
14. Timely switch on and off lights in and around the office.
15. Ensure the security of buildings by conducting thorough inspections.
16. Submit safety-related reports to the superior officers.
17. Provide necessary information and assistance to visitors.
18. Perform other duties specified through various orders or assigned by superior officials.



Capacity Development Themes

- ◆ Security and Surveillance Training
- ◆ Emergency Response and Crisis Management
- ◆ Safety Equipment Maintenance and Inspection
- ◆ Adaptive Security Solutions and Situational Awareness
- ◆ Safety Regulations and Compliance
- ◆ Essential Life Skills



Competencies

- ◆ Attention to Detail: This competency is important to effectively monitor surveillance cameras, detect irregularities and ensure the security of the premises.
- ◆ Decision Making: The ability to make quick and informed decisions during emergencies or security breaches.
- ◆ Problem-Solving: This competency is vital for addressing security-related challenges, identifying potential threats and finding appropriate solutions.
- ◆ Communication Skills: Clear and effective communication is necessary to report incidents, emergencies, and other security concerns accurately and to provide assistance to visitors and staff.



Key Contacts

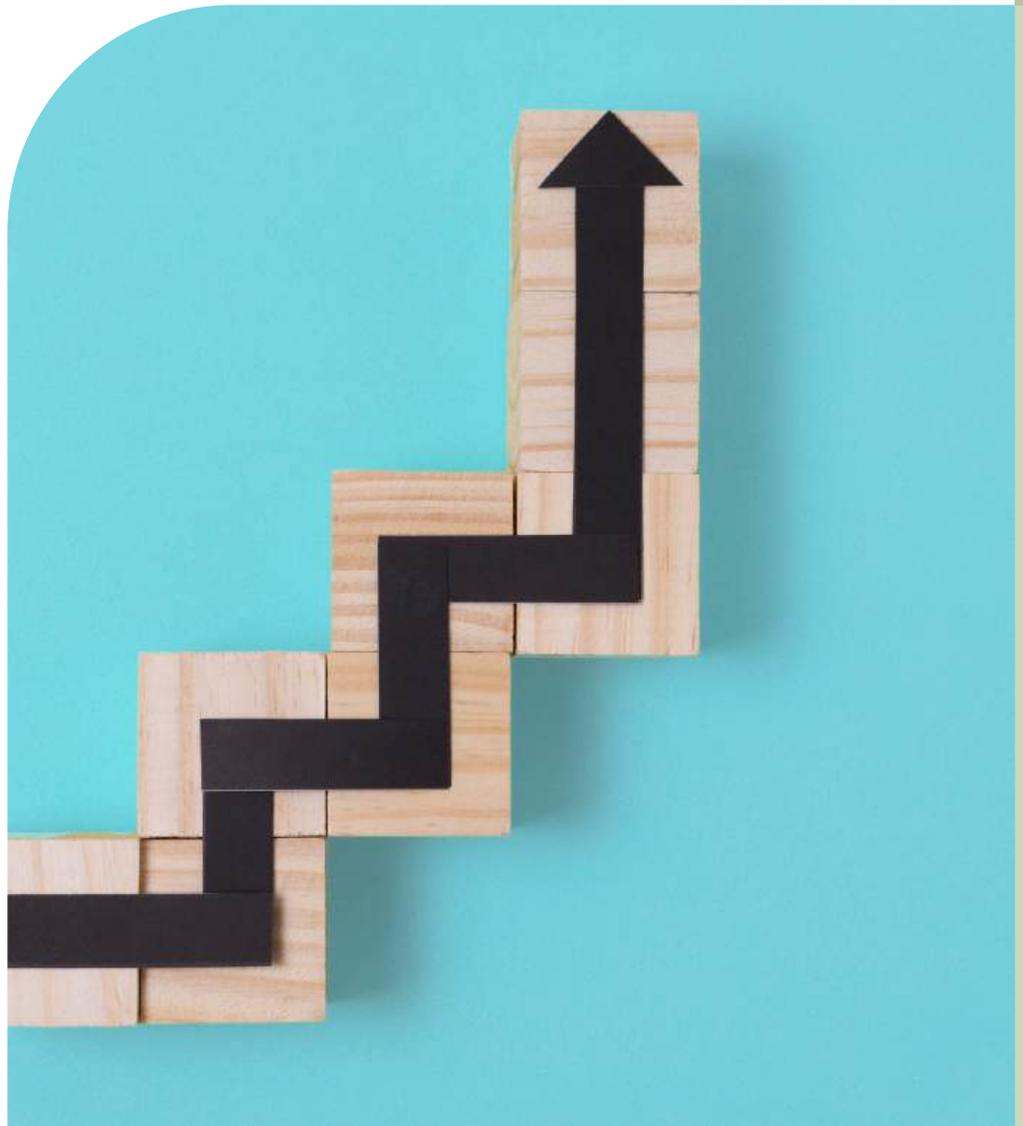
- ◆ Hospital: Contact the hospital for medical emergencies.
- ◆ Fire Force: Reach out to the fire force in case of fire emergencies or safety threats requiring immediate intervention.

“
My creed is that public service must be more than doing a job efficiently and honestly. It must be a complete dedication to the people and to the nation with full recognition that every human being is entitled to courtesy and consideration, that constructive criticism is not only to be expected but sought, that smears are not only to be expected but fought, that honor is to be earned, not bought.

- Margaret Chase Smith

”

Chapter 5



Way Forward



The development of Comprehensive Job Charts for cutting-edge personnel of the Social Justice Department marks a significant stride towards achieving good governance. This initiative assumes significance not only for demystifying the roles and responsibilities of public functionaries but also for addressing critical issues in public service delivery and human resource management. By enhancing shared understanding of tasks, responsibilities and obligations, this initiative seeks to build greater trust in public authorities and promotes an active and informed citizenry.

The Comprehensive Job Charts provides a blueprint for excellence and efficiency in public service. It is not merely a guide for the employees; it is a commitment towards transparency, responsiveness and professional service to the citizens. By ensuring that the stakeholders understand their roles, obligations and entitlements, this initiative helps in the optimal utilization of resources and efficient public service delivery.

The manner in which this initiative impacts various facets of governance are listed below:

				
Dimension	Public	Employees	Supervisors	Department/ Government
Accountability	Provides transparency and insights into governmental operations	Provides clear articulation of duties and responsibilities	Facilitates tracking of employee performance	Promotes consistent and transparent decision-making.
Clarity	Clarifies duties of public functionaries and expectations	Reduces role ambiguity, leading to focused work	Provides direction and guidance for team members	Improves the alignment of departmental goals with individual roles
Efficiency	Reduces confusion and delays in accessing services	Optimizes workflow and aids task prioritization	Improves task allocation and completion	Optimizes operational effectiveness and productivity
Effectiveness	Ensures that services are delivered promptly and achieved desired outcomes	Facilitates goal attainment and performance monitoring	Professionalize decision-making and resource allocation	Enhances departmental effectiveness and impact
Communication	Enables informed interactions with government agencies	Enhances communication within and across departments	Facilitates feedback and dialogue with employees	Fosters collaboration and coordination with stakeholders

				
Dimension	Public	Employees	Supervisors	Department/ Government
Professionalism	Enhances trust and predictability of services	Demonstrates commitment to professionalism	Sets a standard for professionalism in the workplace	Imbibes a culture of professionalism and excellence
Training & Development	Identifies skill gaps and suggest training needs of employees	Guides professional development and career advancement	Supports tailored training initiatives	Promotes continuous professional development
Performance Evaluation	Allows citizens to evaluate performance of officials	Provides a basis for performance appraisal	Enables objective assessment of employee performance	Supports merit-based recognition and incentivisation
Public Satisfaction	Ensures consistency and quality in service delivery	Enhances responsiveness and customer service	Aids in addressing public grievances and queries	Increases public trust and satisfaction with government services
Resource Optimization	Audit wastage and inefficiencies in resource allocation	Ensures optimal utilization of resources	Helps in identifying resource gaps and redundancies	Improves cost-effectiveness and helps budget management
Adaptability	Reflect changing needs and demands of the public	Provides for customizing in response to evolving circumstances	Facilitates agility in task assignment and execution	Drives organizational flexibility and resilience

In the way ahead, the Comprehensive Job Charts could be utilized as a dynamic tool to reflect changing priorities, regulations and organizational requirements. Purposive capacity building initiatives will embed a culture of responsibility

and excellence within the department. In essence, this compendium serves as a purposive and powerful tool for facilitating change, improvement and innovation in the pursuit of Good Governance.

Chapter



Annexures

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B. List of Task Force Members	215



Annexure A

Operational Bottlenecks Impacting Service Delivery

Field-Level Staff: The department may consider appointing staff members at Block and Panchayat level to enhance coordination and program implementation at the field level.

Transportation and Vehicle availability: It may be beneficial for the department to have facility for engaging vehicles at all District Social Justice Offices to address current operational challenges. The department may initiate steps to engage vehicle for emergency transport at all welfare institutions.

OCB Counsellor Compensation: The department may consider increasing the salary and perks of OCB Counsellors to attract and retain professionals and good talent.

Specialized Staff Appointments: The department may consider appointing professionals such as special education teachers, physical trainers, clinical psychologists, etc., to lend quality services in their institutions.

Training for Welfare Institution Staff: The department may organise regular training sessions for welfare institution staff and consider providing skill training to residents, with support from external agencies.

Marketing Strategy for Resident Products: The department may adopt professional marketing strategies to develop markets and ensure sales of products made by residents in various institutions.

Dedicated Nursing Services: The department may consider providing dedicated nursing facilities in all welfare institutions to ensure proper medical care for residents.

Bystander Support in Hospitals: The department may explore the possibility of collaborating with Kudumbashree or Local Self-Government Institutions (LSGI) to provide bystander support for residents during hospital admissions. This assumes significance in the wake of staff shortages.

Filling up vacancies of Matrons: The department may fill vacant matron positions expeditiously, as the current practice of engaging temporary matrons severely compromises on institutional management and resident care.

Mobile Phone regulation at Old Age Homes: The department may explore the possibility of regulating mobile phone usage by residents in old age homes to maintain a conducive environment.

Appointments for Clerical positions: The department may post clerks in all institutions to streamline administrative tasks.



Annexure B

List of Departmental Task Force Members

Sl. No.	Name	Designation
1	Shri. Harikumar Nair A. K.	District Social Justice Officer & Departmental Nodal Officer
2	Shri. Elias Thomas	District Social Justice Officer (Rtd.)
3	Shri. Mohanan B.	District Social Justice Officer (Rtd.)
4	Shri. Sameer Machingal	District Social Justice Officer
5	Shri. Biju P.	District Social Justice Officer
6	Smt. Beena George	Welfare Institution Superintendent - I
7	Smt. Ragapriya K. G.	Probation Officer - I
8	Shri. Biju K. V.	Probation Officer - I
9	Shri. Rajesh D. L.	Junior Superintendent
10	Shri. Benson Davis	Probation Officer - II

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- ◆ Directorate of Social Justice Office Order No.11/2023 dated 10.10.23





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Institute of Management in Government (IMG) is the Administrative Training Institute of the Government of Kerala. It was established as an autonomous institution under the auspices of the Government of Kerala in 1981 with the objective of developing managerial skills, organisational abilities, leadership qualities and decision making skills among different categories of employees of Government, Private and Public sector. IMG, headquartered at Trivandrum, has two regional centres at Kochi and Kozhikode.

The Mission Statement of IMG “To become a Centre of Excellence for Capacity Building for providing an efficient, transparent, equitable and citizen centric public service delivery system in a knowledge society” proclaims that the decision-makers envisioned IMG as an organisation not merely catering to the training needs of administrative staff or civil servants, but also to make it a premier Institution that carries out research, evolve ideas and concepts which are appropriate to the nation and for the state. This also includes formulation of policy alternatives in support of the State’s economic and social aspects.

DARPG supported project on Comprehensive Job Charts for Cutting-Edge Personnel

The project on the Comprehensive Job Charts for Cutting Edge Level Personnel was supported under the State Collaboration Initiative (SCI) Scheme of the DARPG. The objective of the State Collaboration Initiative is to promote and improve public service delivery through a programmatic approach.

The cardinal objective of the project is to develop Comprehensive Job Charts for various frontline officials of the Social Justice Department.

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