

**JOB TITLE: ADMINISTRATOR, HOPE AND JUSTICE CENTER**

**REPORT TO: COORDINATOR,**

**SEXUAL OFFENCES AND GENDER- BASED VIOLENCE UNIT**

**MINISTRY/DEPARTMENT: MINISTRY OF HUMAN SERVICES AND SOCIAL SECURITY**

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**PURPOSE:** To ensure the day-to-day operations of the Hope and Justice Center are carried out effectively and efficiently in keeping with the mandate of the Ministry and the Sexual Offences Act and Domestic Violence Act of Guyana.

**KEY OUTPUTS:** Efficient execution of the functions of the Hope and Justice Center to facilitate the justice and empowerment of survivors of Gender based Violence who are accessing care at the Centre in keeping with the survivor-centered approach and the do-no-harm approach.

### **RANGE OF ACTIVITIES**

1. Coordinate all case management and administrative activities related to clients who access the Centre for assistance.
2. Maintain systems for the efficient and productive use of the Centre's equipment, material and human resources.
3. Monitor the performances of staff and coordinate training and capacity building sessions and advise the Manager thereon.
4. Monitor the budgetary allocations assigned to the Centre's operations and maintain consistency in those financial records related to budgetary spending.
5. Maintain appropriate communication with the Manager on the Centre's operations - both orally and through the submission of a monthly, quarterly, semi-annual and annual reports.
6. Prepare and submit the Centre's annual report on all training, administrative and production activities by the end of the first week in January.
7. To perform any other duties to ensure the smooth functioning of the Ministry.

### **SPECIFIC TO THE HOPE AND JUSTICE CENTER**

The Centre Administrator is responsible for the following:

- (i) The supervision of each case – seeing them to their logical conclusion.
- (ii) case management proficiency, case conferencing and capacity to train.
- (iii) referral coordination, service and community partner collaboration and relations.

- (iv) quarterly, semi-annual and annual reports.
- (v) social audits.
- (vi) triennial impact assessments.
- (viii) lead monthly team meetings.
- (ix) overall smooth functioning of the center.
- (x) facilitate meetings with referral partners.
- (xi) lead updating of SoPs, referral forms and other operational tools.
- (xii) plan staff training.
- (xiii) opening and closing of center.
- (xiv) document and compile success stories.
- (xv) plan and oversee community outreach, education and awareness exercises.
- (xvi) managing grievance procedures.

### **MINIMUM QUALIFICATIONS, KNOWLEDGE AND EXPERIENCE:**

- A Bachelor's Degree in Social Work or Sociology from a recognized University PLUS a minimum of four (4) years' experience in social work or human services setting working with victims of gender-based violence.  
OR
- A Diploma in Social Work or Sociology from a recognized University PLUS a minimum of six (6) years' experience in social work or human services setting working with victims of gender-based violence.  
OR
- A Bachelor's Degree in Management/ Project Management/Public Administration from a recognized University PLUS a minimum of four (4) years' experience in social work or human services setting working with victims of gender-based violence.
- Computer literate, about to carry out basic functions in Microsoft Office- Word, Excel.

### **DECISION-MAKING, PROBLEM-SOLVING**

The job holder is required to make administrative and operational decisions within his/her broad discretionary powers. He/she is required to make decisions on operation and maintenance of the social rehabilitation and empowerment programmes for survivors; maintenance of the building and infrastructure and to display much original thought and creativity in facing the demands of the job. He/she is to ensure that such decisions are in keeping with the requirements of the Ministry.

### **RESOURCE MANAGEMENT**

Regular supervision of staff is required to ensure performance reports when submitted to the Manager are balanced and reflect each job holder's output over specified timeframes

### **COMMUNICATION**

Regular discussions on all aspects of the Centre's operation will be required. Good lines of communication between the Administrator and subordinate staff must be constant.

## **WORKING CONDITIONS**

The environment requires working beyond the normal call of duty since the nature of GBV case management has its unique challenges.