

GOVERNMENT OF KIRIBATI

POSITION DESCRIPTION

1. Ministry: Ministry of Employment and Human Resource (MEHR)		
2. Position Title: OWRC Manager	3. Salary Level: L6-5	4. Division: Overseas Workers Resource Centre
5. Reports To: Secretary, MEHR	6. Direct Reports: Director, MEHR	
7. Primary Objective of the Position: Overall Management of the Overseas Workers Resource Centre to ensure that Government and ILO established performance standards are implemented and to ensure complaints are minimized while the overall performance standard and quality of the OWRC is improved.		

8. Position Overview	
9. Financial: There's no direct financial responsibility & accountability to the position unless delegated by supervisors. However, the Manager is required to ensure that the Overseas Workers Resource Center operates within approved budget.	10 Legal: No direct legal obligations but close observation & consultation with the existing legislations, NCS & ILO policies are required in the course of planning and executing new innovations and reforms that will contribute to driving public service improvement/excellence. This is to ensure there's no duplication or clash.
11. Internal Stakeholders: a. Secretary, MEHR b. Project Manager/MARI 2 c. Director/Labour d. Admin team e. ILO team f. MTC	12. External Stakeholders: <ul style="list-style-type: none">▪ Ministries & Statutory/Gov.t agencies▪ Communities/Outer Islands▪ SafeNet providers▪ KTUC▪ KCCI

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To be referred to Director/Secretary:

- a. Secretary/Director
 - Proposals/changes to the OWRC programs
 - Critical issues that may have cost implications and issues that may have an impact on the government/public service image
 - New initiatives for public service improvement
- b. Project Manager, MARI 2
 - Decisions requiring budget/funding
 - Any major changes to the work plan affecting the whole unit's business plan.
- c. Admin team
 - Matters/Initiatives that may require consultation/contribution of Admin team
 - Check for overlapping and ensure integrated approach

To be referred to Director/Secretary:

- Strategies/approaches/initiatives requiring engagement of external stakeholders
- Costs outside Centre's budget required for engaging external stakeholders for the overall public sector performance improvement programs.

13. KEY ACCOUNTABILITIES *(Include linkage to KDP, MOP, Divisional Plan and MARI 2)*

- **KDP/KPA:**
- **MOP Outcome: Divisional/Departmental/Unit Plan:**
- **MARI 2:**
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Key Result Area/Major Responsibilities	Major Activities/Duties	Performance Measures/Outcomes
<ol style="list-style-type: none"> 1. Manage the OWRC facility, the office operations, administration, financial and budget oversight. 2. To provide a comprehensive, integrated suite of support services to workers and family, including counselling, legal 	<ol style="list-style-type: none"> 1. Conduct confidential one-on-one and group counselling sessions to address workplace and personal challenges affecting workers and their family's well-being. 2. Provide legal information, advice, and direct assistance on labour rights, contract disputes, and grievance procedures. 	<ol style="list-style-type: none"> 1. Service Reach: Number and demographic breakdown of workers and their family directly served by the OWRC (counselling, legal aid, etc.), with specific metrics for outer island beneficiaries. 2. Hotline Utilization: Volume, type,

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<p>assistance, and skills development guidance.</p> <ol style="list-style-type: none">3. To ensure equitable geographical access to services by designing and implementing delivery mechanisms for beneficiaries in outer islands.4. To guarantee accessibility and remove barriers for all potential beneficiaries, particularly people with mobility challenges and other marginalized groups.5. To proactively conduct public outreach and awareness campaigns to inform the community of workers' rights and available OWRC services.6. To establish and maintain a formal network with key stakeholders, including government ministries, NGOs, SafeNet providers and employers' associations, for referral and advocacy.7. To support worker empowerment and collective bargaining by facilitating awareness and access to trade union or professional association membership.8. To administer and promote a credible process for skills certification, enhancing workers' employability and career progression.9. To manage the operation and publicity of a dedicated hotline as a primary remote access point for	<ol style="list-style-type: none">3. Develop and disseminate informational materials and conduct educational training sessions on workers' rights, responsibilities, and resources.4. Organize and execute regular community outreach visits to outer islands and communities outside South Tarawa.5. Produce and broadcast public service announcements and educational programming via radio, online platforms, and other mass media.6. Operate, staff, and monitor a functional hotline service, ensuring queries are logged, addressed, or referred appropriately.7. Facilitate workshops and provide direct guidance on the benefits and processes of joining or forming trade unions and professional associations.8. Administer the skills certification process, including information dissemination, application support, and liaison with certifying bodies.	<p>and resolution rate of inquiries received through the dedicated hotline, demonstrating its effectiveness as a remote access tool.</p> <ol style="list-style-type: none">3. Outreach Impact: Number of outreach sessions conducted, communities visited, and estimated reach of media campaigns, with survey data on increased awareness in targeted regions.4. Accessibility Benchmark: Successful implementation of accessible service protocols and a percentage increase in service uptake by persons with mobility challenges.5. Network Strength: Number of active, formal partnerships/MOUs with stakeholder organizations and tracked referrals between the OWRC and network partners.6. Capacity Building: Number of workers assisted with skills certification processes and number attending educational training sessions on rights and union membership.7. Resolution Rate: Percentage of legal assistance and counselling cases that achieve a positive outcome or resolution as defined by the client and OWRC.8. Satisfaction & Feedback: Client satisfaction scores from service users (via surveys/feedback forms)
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<p>most OWRC services.</p>		<p>and stakeholder feedback on the OWRC's collaboration and effectiveness.</p>
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10. Key Challenges	11. Selection Criteria
<ul style="list-style-type: none">- Tolerating different customers who may come with different types of complaints/issues- Working with either structured/unstructured data- Working under pressure and meeting timelines- Working outside working hours when required- Representing the OWRC in meetings related to the nature of the task.- High personal interaction with multi-stakeholders or a number of groups/communities etc.	<p>11.1 PQR (Position Qualification Requirement):</p> <p><u>Education:</u> Bachelor/Degree in either Management & Public Administration/Sociology/HRM/Governance.</p> <p><u>Experience:</u> At least 5 years relevant experience</p> <p><u>Job Training:</u> Nil</p>
	<p>11.2 Key Attributes (Personal Qualities):</p>

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1. Knowledge

- **Management** – Knowledge of how to manage projects and engaging of multi-stakeholders
- **Policy development** — Knowledge of how to revise and develop policies.
- **Computer literate** – Knowledge of basic computer programs/software such as Word and excel etc. including the use of internet for research and data analysis.
- **Culture/Communities** – Knowledge and understanding of Kiribati customs and communities and how to relate or communicate effectively with different levels of people within the society.

2. Skills:

- High analytical skills – the position involves thorough analysis of heavy data which can either be structured or unstructured – verbal or written.
- Attention to detail – Since results of data analysis guides decision making, this position needs to be able to be highly attentive to details.
- Time management skills – manage a number of research/projects at the same time and meeting deadlines
- Communication skills – be able to communicate professionally in writing and verbally as the position involves liaising and engagement of a number of stakeholders with high tolerance of various attitudes of customers.
- Very good Interpersonal skills – being able to work collaboratively with key stakeholders, develop networks and supporting groups/stakeholders and must be able to develop good professional relationships as well as being able to engage and communicate with different levels of people/different groups within the society.

3. Attributes

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| | <ul style="list-style-type: none">○ Stress Tolerance — Job requires accepting criticism and dealing calmly and effectively with high stress situations○ Cooperation — Job requires being pleasant with others on the job and displaying a good-natured, cooperative attitude. Should be a team player.○ Self-Control — Job requires maintaining composure, keeping emotions in check, controlling anger, and avoiding aggressive behavior, even in very difficult situations.○ Adaptability/Flexibility — Job requires being open to change (positive or negative) and to contribute constructively in achieving the overall objective of the Centre and/or PSO/government. |
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