



JOB PROFILE

A. Post Information	
Post Title	Intake Officer
Component	XX Provincial Office
Location	XX Province
Post Reports To	Senior Legal Services Officer and the Human Rights Advocacy and Research Officer (dual reporting)

Job Profile Verification	
Profile Verified By:	Various Stakeholders
Date Verified:	21 September 2011

Job Profile Validation	
Profile Validated By:	Various Stakeholders
Date Validated:	21 September 2011

Job Evaluation Outcome	
Confirmed Grade:	
Date Graded:	

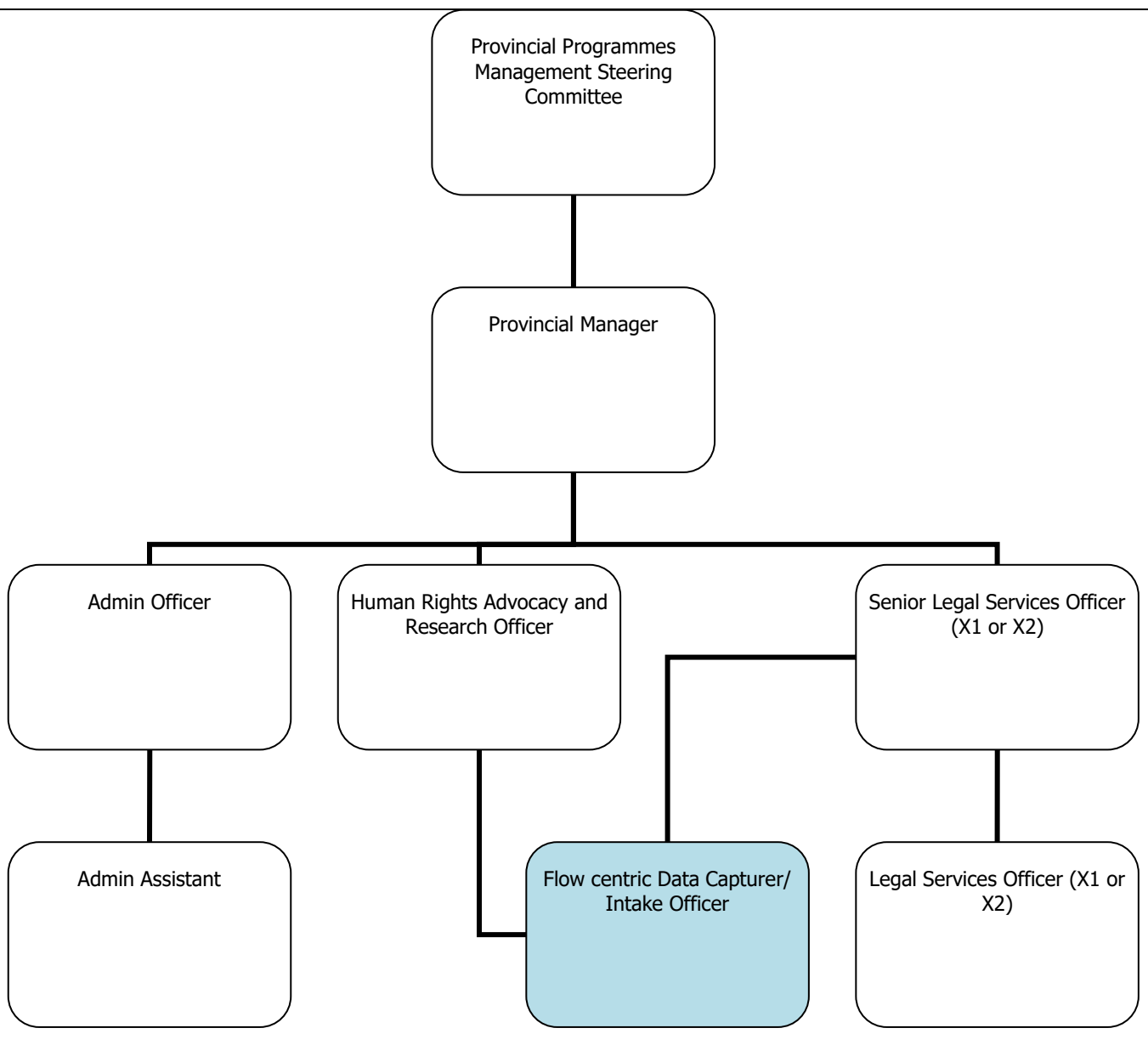
B. Job Purpose

Brief statement outlining the overall purpose/reason for existence of the post (one or two sentences).

To ensure the proper and effective recording of all information/data in the provincial office and to assist the provincial office with the compilation of reports.

C. Position of the Post in the Organisation

Structure diagram



D. Key Responsibilities

List major activities and contribution to the organisation for which this post is held accountable

Key Performance Areas (KPA)		Activities (Linked to each of the KPAs)	
No.	KPA Description	No.	Activity Description
1	Flow Centric Management	1.1	Capture new complaints on the flow-centric system and update the complaints thereof.
		1.2	Capture all "once-off" enquiries on the flow-centric system
		1.2	Manage and monitor complaints on the flow-centric system and ensures that the Senior Legal Officer and Provincial Manager are made aware of these.
		1.3	Ensure that information entered onto the system is statistically accurate.
		1.4	Manage the complaints as and when is required to do so and also assist in terms of filing complaints.
		1.5	Communicate with complainants in terms of any outstanding information required for purposes of flow-centric data capturing and encourage better usage of the system by the provincial LSP staff.
		1.6	Capture all statistical information with regards to human rights advocacy and awareness raising interventions e.g. number of workshops conducted etc.
2	Ensure that proper and effective mechanisms are in place to enable the provincial office to access information/data at any time.	2.1	Manage and maintain effective mechanisms for recording of all information/data that would ensure easy accessibility, especially so in the event that the electronic system/s may not be working.
		2.2	Ensure that all information recorded (manually) is accurate.
		2.3	To put in place mechanisms for the recording of information/data that the Flow-centric system may not necessarily make provision for.

D. Key Responsibilities

List major activities and contribution to the organisation for which this post is held accountable

Key Performance Areas (KPA)		Activities (Linked to each of the KPAs)	
No.	KPA Description	No.	Activity Description
3	Documentation and Reporting	3.1	Provide relevant information/ data from the system (and/or other recording mechanism) upon request
		3.2	Assist with statistical analysis of the provinces complaints management and handling as well as with the provinces advocacy and awareness raising interventions
		3.3	Collate and submit reports on precedents of findings in the province (listing the type of matter dealt with and providing a summary of the outcome of the case)
		3.4	Under the guidance of the PM, SLO and HRAO, assist with the compilation of regular statistical and analytical/substantive reports on cases and advocacy work
		3.5	Provide administrative assistance to the administrative clerk and the rest of the provincial office to ensure effective and efficient records and information management.
		3.6	To assist with the management and diarizing of files.

E. Advisory Responsibility

Is it required from the post holder to give formal advice and engage with external stakeholders? Please indicate the type of advice given and to whom.

To Whom	Type of Advice/ Information
Provincial Manager/SLO/HRAO	To provide support and advice on statistical information and data captured in the province
Complainants	Complainants management

F. Accountability	
<i>These fields are not compulsory and should only be completed if the fields are relevant to your post</i>	
Number of staff directly managed	<ul style="list-style-type: none"> • 0
Number of staff indirectly managed	<ul style="list-style-type: none"> • 0
Financial Accountability	<ul style="list-style-type: none"> • 0

G. Inherent requirements of the Post	
<i>The minimum qualifications, skills, knowledge, experience and behaviour that are required to perform the job competently.</i>	
Skills/ Knowledge/ Behaviour:	
Requirement	Type
<p>Key competencies</p> <p><i>(This field requires a list of all skills, behaviour and attitude requirements)</i></p>	<ul style="list-style-type: none"> • Program and project Management • Problem solving and analysis • People management and empowerment • Communication • Service delivery innovation • Honesty and integrity • Client orientation and customer focus • Training ability • Writing skills • Intermediate or advanced computer skills
<p>Knowledge and education</p> <p><i>(This field requires a list of all knowledge requirements relevant to this post e.g. Knowledge of the Public Service Act.)</i></p>	<ul style="list-style-type: none"> • Paralegal Diploma • Statistical analysis • Knowledge in legal secretary will be an added advantage. • Understanding and knowledge of relevant processes and systems • Records and information management

Experience <i>(Please list all relevant experience required for the post)</i>	<ul style="list-style-type: none"> • 2 – 3 years relevant experience/ • Legal field / records management/ data capturer
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H. Career pathing	
Next higher position:	Compliance and Reporting Officer (Head Office)
What is required to progress:	See Profile

I. Job profile agreement				
<i>The Manager or his/her nominee reserves the right to make changes and alterations to this job profile as he/she deem reasonable, after due consultation with the post holder.</i>				
We the undersigned agree that the content of the completed Job Profile gives an accurate outline and content of the Post.				
Title	Name	Employee Number	Signature	Date