Southern Regional Health Authority

Compassion | Accountability | Respect | Efficiency
3 Brumalia Road, Mandeville, Manchester, Jamaica WI
Tel: (876) 625-0612-3 / 962-9491 / 962-8232
Website: www.srha.gov.jm

The Southern Regional Health Authority (SRHA), a Statutory Body under the Ministry of Health & Wellness responsible for the management and operation of Public Health Services within the Parishes of Clarendon, Manchester and St. Elizabeth, invites applications from suitably qualified persons for the following position in the **REGIONAL OFFICE**:

RE-ADVERTISED

SUPERVISOR, CCTV Surveillance System (SOG/ST 4 – Pay Band 6) - VACANT
(Salary range $2,943,960 – $3,959,299 per annum and the relevant applicable allowances)

Under the general direction of the Director - Facilities, Operations & Maintenance, the incumbent has responsibility for the management of the surveillance system of SRHA to ensure safety and security of staff and patients and facility property through effective surveillance and monitoring of the Closed-Circuit Television (CCTV) in order to facilitate the requisite response, emergency or otherwise, protection of life and property and preservation of peace and good order.

Qualifications and Experience:

- Associate Degree in ICT/Security related programme
- BSc Degree in ICT/Security related programme is a definite asset
- Video Surveillance Certification (would be an asset)
- Certificate in Supervisory Management
- Successful completion of on-the-job training
- Five (5) years related experience

Specific Knowledge, Skills & Competencies:

- Knowledge of the Principles and Techniques of Communication Systems
- Knowledge of CCTV/Surveillance Systems
- Knowledge of Standard Operating Procedures
- Knowledge of Security Measures
- Knowledge of Management Principles and practices
- Good Report Writing skills
- Good oral and written communication skills
- Good report writing skills;
- Skills in teamwork and cooperation;
- Detail oriented and accuracy;
- Ability to demonstrate a high level of accountability, integrity & ethics

Key responsibilities will include:

- Supervising the shift of CCTV Senior Operators.
- Developing and implementing standard operating procedures to guide operations of the Closed Circuit Television (CCTV) system;
- Overseeing the operations of the CCTV Unit to ensure compliance with established guidelines;
- Facilitating requests for viewing or copies of images and or video footages by duly authorized personnel;
- Conducting trend analysis and reports monthly on tendencies observed;
- Liaising with other CCTV locations to identify trends and or best practices and take appropriate action to enhance operations;
- Submitting requests to the appropriate duty officer to facilitate response to criminal activities identified/observed;
- Ensuring activity logs are maintained and reported accordingly;
- Reporting all violations and acts of suspicion verbally and in writing;
- Liaising with the CEO/Operations Manager/Administrator to ensure effective communication and management of information retrieved from CCTV;
- Reporting critical emergencies to the Police and ensuring the CEO/Operations Manager/Administrator is aware of the incident and report as soon as possible;

- Monitoring the encoding, storage and maintenance of video footages to ensure security of data;
- Deleting or archiving old footages with written permission granted by the CEO/Operations Manager.;
- Ensuring security of data and equipment;
- Monitoring the movement of persons in and out of the Unit;
- Analysing information obtained from CCTV to determine appropriate response required and takes action according to established policies and procedures;
- Providing information to facilitate officers attending court or to aid investigations;
- Conducting system checks to ensure functionality of equipment and peripherals;
- Reporting all cases of dysfunctional equipment;
- Monitoring storage capacity and submitting request for replacement through the appropriate channels;
- Ensuring the development and maintenance of appropriate filing systems to organize old footages in an orderly fashion;
- Conducting periodic audit of log books and implementing corrective measures for gaps identified.

Management/Administrative Responsibilities

- Planning, organizing and directing the work of the Unit by overseeing the development of work plans in support of the Operational plan;
- Ensuring that staff has sufficient and appropriate physical resources to undertake their duties efficiently and effectively;
- Developing and implementing monitoring mechanisms to ensure targets are achieved.

Human Resource Responsibilities

- Managing the welfare and development of direct reports through the preparation of performance appraisals and recommendation of required training and development programmes;
- Providing guidance to staff through coaching, mentoring and training, providing assistance and support as needed;
- Promoting a high-performance culture;
- Conducting periodic reviews of supervisees in accordance with work plans;
- Conducting final assessment of supervisees based on the performance assessment criteria and preparing performance report;
- Maintaining effective working relations with external and internal stakeholders, ensuring that the Unit provides at a consistently high level.

Applications along with resume should be sent no later than **Thursday, November 19, 2026** to:

Senior Director, Corporate Services
Southern Regional Health Authority
3 Brumalia Road
Mandeville.
E-Mail – jobs@srha.gov.jm

****IMPORTANT NOTE: WE WILL ONLY ACCEPT APPLICATIONS BY EMAIL****

PLEASE INDICATE THE NAME OF THE POSITION FOR WHICH YOU ARE APPLYING IN THE 'SUBJECT LINE' OF YOUR EMAIL **

NB. ONLY SHORTLISTED APPLICANTS WILL BE ACKNOWLEDGED