Revised Scheme of Service
for
Medical Social Workers

January, 2020

APPROVED BY PUBLIC SERVICE COMMISSION
AND
ISSUED BY THE DIRECTORATE OF PUBLIC SERVICE MANAGEMENT
REVISED SCHEME OF SERVICE FOR MEDICAL SOCIAL WORKERS

1. AIMS AND OBJECTIVES

   (i) To provide for a well-defined career structure, which will attract, motivate and facilitate retention of suitably qualified Medical Social Workers in the Civil Service.

   (ii) To provide for clearly defined job descriptions and specifications with clear delineation of duties and responsibilities at all levels within the career structure, which will ensure proper deployment and utilization of personnel and enable each officer understand the requirements of the job.

   (iii) To establish standards for recruitment, training and advancement within the career structure on the basis of qualifications, knowledge of the job, merit and ability as reflected in work performance and results.

   (iv) To ensure appropriate career planning and succession management.

2. ADMINISTRATION AND TRAINING SCOPE OF THE SCHEME

   (a) Responsibility for Administration

   The Scheme of Service will be administered by the Cabinet Secretary Ministry of Health in conjunction with the Public Service Commission. In administering the Scheme, the Cabinet Secretary will ensure that its provisions are strictly observed for fair and equitable treatment of officers, and that officers are confirmed in appointment on successful completion of the probation period. However, in order to maintain standards in the profession, the provisions of the scheme may be applied by the County Governments as appropriate.

   (b) Training Scope

   In administering the Scheme, the Cabinet Secretary will ensure that officers under the scheme acquire necessary qualifications prescribed in the scheme. In addition, the Cabinet Secretary will ensure that appropriate induction, mentoring, training opportunities and facilities are provided to assist serving officers acquire the necessary additional qualifications/specialization and experience required for both efficient and effective performance of their duties and advancement within the career structure. Officers should also be encouraged to undertake training privately for self-development. However, in all matters of training, the Cabinet Secretary administering the Scheme will consult with the Public Service Commission.

3. THE MEDICAL SOCIAL WORK FUNCTION

   The Medical Social Work Function entails: formulation, implementation, interpretation and review of medical Social work policies, regulations, standards, guidelines and procedures; provision of psycho-social support
services to patients/clients in health facilities; assessment of socio-medical conditions of patients/clients and determination of relevant interventions; identification and appraisal of patients/clients on factors that cause socio-medical conditions; provision of counselling services to patients, caregivers, families, significant others and the community at large; rehabilitation, placement and home based care of socio-medical patients/clients; repatriation, integration and reintegration of patients/clients to the society; identification of treatment interrupters and advice victims on the need for compliance to treatment; referral of patients for appropriate psycho-social support; undertake research on trends and emerging issues in the socio-medical field; and promotion of innovation and modern technology use in the provision of socio-medical services.

4. GRADING STRUCTURE AND SCOPE

(a) The Grading Structure

The Scheme of Service establishes six (6) grades of Assistant Medical Social Workers and nine (9) grades of Medical Social Workers who will be designated and graded as follows:

**Assistant Medical Social Workers**

<table>
<thead>
<tr>
<th>Designation</th>
<th>Job Group</th>
</tr>
</thead>
<tbody>
<tr>
<td>Assistant Medical Social Worker III</td>
<td>‘H’</td>
</tr>
<tr>
<td>Assistant Medical Social Worker II</td>
<td>‘J’</td>
</tr>
<tr>
<td>Assistant Medical Social Worker I</td>
<td>‘K’</td>
</tr>
<tr>
<td>Senior Assistant Medical Social Worker</td>
<td>‘L’</td>
</tr>
<tr>
<td>Chief Assistant Medical Social Worker</td>
<td>‘M’</td>
</tr>
<tr>
<td>Principal Assistant Medical Social Worker</td>
<td>‘N’</td>
</tr>
</tbody>
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**Medical Social Workers**

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<tr>
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<td>‘M’</td>
</tr>
<tr>
<td>Principal Medical Social Worker</td>
<td>‘N’</td>
</tr>
<tr>
<td>Assistant Director, Medical Social Work</td>
<td>‘P’</td>
</tr>
<tr>
<td>Senior Assistant Director, Medical Social Work</td>
<td>‘Q’</td>
</tr>
<tr>
<td>Deputy Director, Medical Social Work</td>
<td>‘R’</td>
</tr>
<tr>
<td>Director, Medical Social Work</td>
<td>‘S’</td>
</tr>
</tbody>
</table>

(b) Conversion to the New Grading Structure

Serving Medical Social Workers will adopt and convert to the new designations and grading structure as follows:-
### Assistant Medical Social Workers

**Appendix ‘A’**

<table>
<thead>
<tr>
<th>Present Designation</th>
<th>Job Group</th>
<th>New Designation</th>
<th>Job Group</th>
</tr>
</thead>
<tbody>
<tr>
<td>Medical Social Worker III</td>
<td>‘H’</td>
<td>Assistant Medical Social Worker III</td>
<td>‘H’</td>
</tr>
<tr>
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</tr>
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<td>‘M’</td>
</tr>
<tr>
<td>Assistant Principal Medical Social Worker</td>
<td>‘N’</td>
<td>Principal Assistant Medical Social Worker</td>
<td>‘N’</td>
</tr>
<tr>
<td>Senior Assistant Principal Medical Social Worker</td>
<td>‘P’</td>
<td>Senior Principal Assistant Medical Social Worker</td>
<td>‘P’</td>
</tr>
</tbody>
</table>

### Medical Social Workers

**Appendix ‘B’**

<table>
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<tr>
<th>Present Designation</th>
<th>Job Group</th>
<th>New Designation</th>
<th>Job Group</th>
</tr>
</thead>
<tbody>
<tr>
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<td>‘J’</td>
<td>Medical Social Worker II</td>
<td>‘J’</td>
</tr>
<tr>
<td>Medical Social Worker I</td>
<td>‘K’</td>
<td>Medical Social Worker I</td>
<td>‘K’</td>
</tr>
<tr>
<td>Senior Medical Social Worker</td>
<td>‘L’</td>
<td>Senior Medical Social Worker</td>
<td>‘L’</td>
</tr>
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<td>‘M’</td>
<td>Chief Medical Social Worker</td>
<td>‘M’</td>
</tr>
<tr>
<td>Assistant Principal Medical Social Worker</td>
<td>‘N’</td>
<td>Principal Medical Social Worker</td>
<td>‘N’</td>
</tr>
<tr>
<td>Senior Assistant Principal Medical Social Worker</td>
<td>‘P’</td>
<td>Assistant Director, Medical Social Work</td>
<td>‘P’</td>
</tr>
<tr>
<td>Deputy Principal Medical Social Worker</td>
<td>‘Q’</td>
<td>Senior Assistant Director, Medical Social Work</td>
<td>‘Q’</td>
</tr>
<tr>
<td>Senior Deputy Principal Medical Social Worker</td>
<td>‘R’</td>
<td>Deputy Director, Medical Social Work</td>
<td>‘R’</td>
</tr>
<tr>
<td>Principal Medical Social Worker</td>
<td>‘S’</td>
<td>Director, Medical Social Work</td>
<td>‘S’</td>
</tr>
</tbody>
</table>

**Note:** Grades of Assistant Medical Social Worker III/II, Job Group ‘H/J’; Medical Social Worker II/Medical Social Worker I, Job Group ‘J/K’ and Medical Social Worker I/Senior Medical Social Worker, Job Group ‘K/L’ will form common establishment for the purpose of this Scheme of Service.
(c) **Serving Officers**

Serving Officers will adopt and convert as appropriate to the new grading structure and designations provided in the revised Scheme of Service though they may not be in possession of the minimum qualifications and/or experience stipulated in the Scheme of Service. However, for advancement to higher grades, all candidates must possess the prescribed minimum qualifications and/or experience required for appointment to the next grade.

5. **PROVISION OF POSTS**

A scheme of service does not constitute authority for creation or upgrading of posts. Any additional post(s) required under the new grading structure provided in the Scheme of Service must be included in the Ministry’s establishment proposals for consideration and approval by the Public Service Commission.

6. **ENTRY INTO THE SCHEME OF SERVICE**

(a) **Direct Appointment**

Direct appointment will normally be made in the grade of Assistant Medical Social Worker III, Job Group ‘H’ for Diploma holders; Medical Social Worker II, ‘J’ for general Degree holders; and Medical Social Worker, Job Group ‘K’ for professional Degree holders. In exceptional circumstances, however, direct appointment may be made beyond these grades by the Public Service Commission on the recommendation of the Cabinet Secretary; Ministry of Health provided the candidate is in possession of the minimum qualifications and/or experience required for appointment to the grade.

(b) **Incremental Credit**

Incremental credit(s) for approved experience acquired after obtaining the prescribed minimum qualifications for the grade may be awarded at the rate of one increment for each completed year of approved experience provided the maximum of the scale is not exceeded. In granting incremental credit(s), any period of service or experience stipulated as a basic requirement for appointment or promotion to a particular grade will be excluded.

7. **ADVANCEMENT WITHIN THE SCHEME OF SERVICE**

The Scheme of Service sets out the minimum qualifications and/or experience required for advancement from one grade to another. It is emphasized, however, that these are the minimum requirements, entitling an officer to be considered for appointment to the next grade. In addition, advancement from one grade to another will depend on:-

(i) existence of a vacancy in the authorized establishment;
(ii) merit and ability as reflected in work performance and results; and
(iii) Approval of the Public Service Commission of Kenya.
8. RECOGNIZED QUALIFICATIONS

The following are the recognized minimum qualifications for the purpose of this scheme of service:

(i) Diploma in any of the following fields: Medical Social Work, Social Work, Sociology, Mental Health and Psychology or equivalent qualification from a recognized institution;

(ii) Higher Diploma in Psychiatric Social Work, Mental Health, Psychology or equivalent qualification from a recognized institution;

(iii) Bachelor’s degree in any of the following disciplines: Medical Social Work, Mental Health, Psychology, Sociology, Social Work or equivalent qualification from a recognized institution.

(iv) Masters degree in any of the following disciplines: Medical Sociology, Social Work, Sociology, Psychiatric Social Work, Psychology or equivalent qualification from a recognized institution.

(v) Certificate in Supervisory Skills Course lasting not less than two (2) weeks from a recognized institution.

(vi) Certificate in Management Course lasting not less than four (4) weeks from a recognized institution.

(vii) Certificate in Senior Management Course lasting not less than four (4) weeks from a recognized institution.

(viii) Certificate in Strategic Leadership Development Programme lasting not less than six (6) weeks from a recognized institution.

(ix) Computer proficiency.

9. IMPLEMENTATION OF THE SCHEME

The Scheme of Service will become operational with effect from ........ On implementation, all serving officers will automatically become members of the Scheme.

10. JOB AND APPOINTMENT SPECIFICATIONS

ASSISTANT MEDICAL SOCIAL WORKER APPENDIX ‘A’

I. ASSISTANT MEDICAL SOCIAL WORKER III, JOB GROUP ‘H’

(a) Duties and Responsibilities
This will be the entry grade for Diploma holders. An officer at this level will work under the supervision of a senior officer. Duties and responsibilities at this level will include: assessing psycho-social history of patients/clients; recording psycho-social history of patients/clients; identifying needy clients for psycho-social support; verifying supportive documents provided by patients/clients; collecting patient/clients’ biodata including relevant interventions; and sensitizing and enabling enrolment of clients to NHIF or choice health insurance covers.

(b) **Requirements for Appointment**

For appointment to this grade, a candidate must have:

(i) Diploma in any of the following fields: Medical Social Work, Social Work, Sociology, Mental Health, Psychology or equivalent qualification from a recognized institution; and

(ii) Computer proficiency.

II. **ASSISTANT MEDICAL SOCIAL WORKER II, JOB GROUP ‘J’**

(a) **Duties and Responsibilities**

Duties and responsibilities at this level will include: identifying needy patients/clients for psycho-social support; assessing and evaluating patients/clients and determining relevant interventions; assessing, recording and documenting psycho-social history of patients/clients; verifying supportive documents provided by patients/clients; documenting psycho-social interventions including counselling therapy, resettlement, placement and rehabilitation; collecting and collating patient/clients’ biodata including placements; conducting home visits and follow-ups to discharged patients; counselling patients especially in cases associated with pandemic diseases, mental illness, HIV/AIDS, epilepsy, tuberculosis among others; and participating in counselling and psycho-therapy sessions for patients/clients, care givers and significant others.

(b) **Requirements for Appointment**

For appointment to this grade, an officer must have:

(i) served in the grade of Assistant Medical Social Worker III for a minimum period of three (3) years;

(ii) Diploma in any of the following fields: Medical Social Work, Social Work, Sociology, Mental Health and Psychology or equivalent qualification from a recognized institution;

(iii) Computer proficiency; and

(iv) Shown merit and ability as reflected in work performance and results.
III. ASSISTANT MEDICAL SOCIAL WORKER I, JOB GROUP ‘K’

(a) Duties and Responsibilities

An officer at this level will be responsible for the following duties and responsibilities: assessing and evaluating patients/clients and determining relevant interventions; identifying needy patients/clients for psycho-social support and providing relevant support; analysing and documenting psycho-social history of patients/clients; verifying supportive documents provided by patients/clients; providing and documenting psycho-social interventions including counselling therapy, resettlement, placement and rehabilitation; compiling patient/clients’ biodata including placements; conducting home visits and follow-ups to discharged patients; investigating and extracting the socio-economic status of patients/clients’ and family backgrounds; forming part of health teams in addressing psychosocial needs of patients/clients; counselling patients especially in cases associated with pandemic diseases, mental illness, HIV/AIDS, epilepsy, tuberculosis among others; and organizing counselling and psycho-therapy activities for patients/clients, care givers and significant others.

(b) Requirements for Appointment

For appointment to this grade, an officer must have:

(i) served in the grade of Assistant Medical Social Worker II for a minimum period of three (3) years;

(ii) Diploma in any of the following fields: Medical Social Work, Social Work, Sociology, Mental Health and Psychology or equivalent qualification from a recognized institution;

(iii) Computer proficiency; and

(iv) Shown merit and ability as reflected in work performance and results.

IV. SENIOR ASSISTANT MEDICAL SOCIAL WORKER, JOB GROUP ‘L’

(a) Duties and Responsibilities

Duties and responsibilities at this level will include: assessing, evaluating patients/clients and determining relevant interventions; providing psychosocial support and outreach services to patients/clients under home and community based care; participating in ward rounds and providing psycho-therapy and other relevant social interventions; identifying causal factors that might be useful to the treatment of patients and implementation of the treatment plan; investigating and extracting the socio-economic status of patients/clients’ and family backgrounds; counselling patients/clients especially in cases associated with pandemic diseases, mental illness, HIV/AIDS, epilepsy, tuberculosis among others; updating patients/clients
data; disengaging clients/patients; organizing counselling and psycho-therapy sessions for patients/clients, care givers and significant others; creating awareness on medical social issues; and training and counselling of patients in health facilities.

(b) **Requirements for Appointment**

For appointment to this grade, an officer must have:

(i) served in the grade of Assistant Medical Social Worker I for a minimum period of three (3) years;

(ii) Diploma in any of the following fields: Medical Social Work, Social Work, Sociology, Mental Health and Psychology or equivalent qualification from a recognized institution;

(iii) Computer proficiency; and

(iv) shown merit and ability as reflected in work performance and results.

V. **CHIEF ASSISTANT MEDICAL SOCIAL WORKER, JOB GROUP 'M'**

(a) **Duties and Responsibilities**

Duties and responsibilities at this level will include: assessing, evaluating patients/clients and determining relevant interventions; formulating treatment plans for patients/clients; providing psychosocial support and outreach services to patients/clients under home and community based care; taking part in Ward rounds and providing psycho-therapy and other relevant social interventions; referring patient/clients for further management; counselling patients/clients especially in cases associated with pandemic diseases, mental illness, HIV/AIDS, epilepsy, tuberculosis among others; identifying causal factors that might be useful to the treatment of patients and implementation of the treatment plan; investigating and extracting the socio-economic status of patients/clients’ and family backgrounds; maintaining up-to-date patients/clients records; disengaging clients/patients; organizing counselling and psycho-therapy programmes for patients/clients, care givers and significant others; developing materials for creation of awareness on medical social issues; analyzing research data and preparing reports on socio-medical issues; training and counselling of patients in health facilities; preparing progress reports on medical Social work activities; and mentoring of staff and peers.

(b) **Requirements for Appointment**

For appointment to this grade, an officer must have:

(i) served in the grade of Senior Assistant Medical Social Worker for a minimum period of three (3) years;
(ii) Diploma in any of the following fields: Medical Social Work, Social Work, Sociology, Mental Health and Psychology or equivalent qualification from a recognized institution;

(iii) Certificate in Supervisory Skills Course lasting not less than two (2) weeks from a recognized institution;

(iv) Computer proficiency; and

(v) Shown merit and ability as reflected in work performance and results.

VI. PRINCIPAL ASSISTANT MEDICAL SOCIAL WORKER, JOB GROUP ‘N’

(a) Duties and Responsibilities

Duties and responsibilities at this level will include: assessing patients/clients and designing relevant psychosocial support interventions; formulating treatment plans for patients/clients; assisting in rehabilitation and resettlement of mental patients back to society; forming part of the health team in undertaking Ward rounds and providing psycho-therapy and other relevant social interventions; referring patient/clients for further management; organizing counselling of patients/clients especially in cases associated with pandemic diseases, mental illness, HIV/AIDS, epilepsy, tuberculosis among others; identifying causal factors that might be useful to the treatment of patients and implementation of the treatment plan; investigating and extracting the socio-economic status of patients/clients’ and family backgrounds; and maintaining up-to-date patients/clients records.

In addition, the officer will also be responsible for: organizing counselling and psycho-therapy programmes for patients/clients, care givers and significant others; monitoring and reviewing psychosocial interventions programmes and activities; organizing and supervising psychosocial support programmes and activities; providing input in the development of psychosocial rehabilitation programmes in health facilities and communities within their environs; disengaging clients/patients; assisting patients in waiver/credit processing; identifying neglected and abandoned clients/patients for repatriation and general administration; designing materials for creation of awareness on medical social issues in liaison with other stakeholders; analysing research data and preparing reports on socio-medical issues; training and counselling of patients in health facilities; preparing progress reports on medical Social work activities; and mentoring of staff and peers.

(b) Requirements for Appointment

For appointment to this grade, an officer must have:

(i) served in the grade of Assistant Chief Medical Social Worker for a minimum period of three (3) years;
(ii) Diploma in any of the following fields: Medical Social Work, Social Work, Sociology, Mental Health and Psychology or equivalent qualification from a recognized institution;

(iii) Certificate in Management Course lasting not less than four (4) weeks from a recognized institution;

(iv) Computer proficiency; and

(v) Demonstrated technical and professional competence as reflected in work performance and results.

VII. SENIOR PRINCIPAL ASSISTANT MEDICAL SOCIAL WORKER, JOB GROUP 'P'

(a) Duties and Responsibilities

Duties and responsibilities at this level will include: developing and implementing Medical Social and rehabilitation strategies; developing medical Social work programmes; developing psychosocial rehabilitation programmes; assisting patients in waiver/credit processing; assisting in rehabilitation and resettlement of mental patients back to society; identifying neglected and abandoned clients/patients for repatriation and general administration; developing psychosocial programmes in health facilities and communities within its environs; coordinating creation of awareness on medical social issues in liaison with other stakeholders; implementing recommendations on improvement of medical social services in health care facilities; guiding and counselling of patients and relatives; carrying out research and preparing reports on medical social issues and emerging trends; preparing strategic/work plans; and coaching and mentoring of staff.

(b) Requirements for Appointment

For appointment to this grade, an officer must have:-

(i) served in the grade of Principal Assistant Medical Social Worker for a minimum period of three (3) years;

(ii) Diploma in any of the following fields: Medical Social Work, Social Work, Sociology, Mental Health and Psychology or equivalent qualification from a recognized institution;

(iii) Higher Diploma in Psychiatric Social Work, Mental Health, Psychology or equivalent qualification from a recognized institution;

(iv) Certificate in Senior Management Course lasting not less than four (4) weeks from a recognized institution;

(v) Computer proficiency;
(vi) be conversant with the Public Health Act, Mental Health Act, Social Assistance Act 2013 and other Health related Acts; and

(vii) Demonstrated professional competence and ability as reflected in work performance and results.
MEDICAL SOCIAL WORKERS

APPENDIX ‘B’

I. MEDICAL SOCIAL WORKER II, JOB GROUP ‘J’

(a) Duties and Responsibilities

This will be the entry and training grade for general degree holders. An officer at this level will work under the supervision of a senior officer. Duties and responsibilities at this level will include: identifying needy patients/clients for psycho-social support; assessing and evaluating patients/clients and determining relevant interventions; assessing, recording and documenting psycho-social history of patients/clients; verifying supportive documents provided by patients/clients; documenting psycho-social interventions including counselling therapy, resettlement, placement and rehabilitation; collecting and collating patient/clients’ biodata including placements; conducting home visits and follow-ups to discharged patients; counselling patients especially in cases associated with pandemic diseases, mental illness, HIV/AIDS, epilepsy, tuberculosis among others; and participating in counselling and psycho-therapy sessions for patients/clients, care givers and significant others.

(b) Requirements for Appointment

For appointment to this grade, an officer must have:

(i) Bachelors degree in any of the following disciplines: Sociology, Social Work or equivalent qualification from a recognized institution; and

(ii) Computer proficiency.

II. MEDICAL SOCIAL WORKER, JOB GROUP ‘K’

(a) Duties and Responsibilities

This will be the entry and training grade for professional degree holders. An officer at this level will work under the supervision of a senior officer. Duties and responsibilities at this level will include: identifying needy clients for social medical support; evaluating and assessing clients; sensitizing and enrolling clients to NHIF; counselling patients; conducting home visits to discharged patients; disseminating treatment literacy information, education and communication forming part of a health team in addressing psychosocial effects related to patients’ diagnosis, prognosis and future resettlement; counselling of patients particularly in cases associated with pandemic diseases, mental illness, HIV/AIDS, epilepsy, Tuberculosis among others; and facilitating Psychosocial support groups at facility and community levels.
(b) **Requirements for Appointment**

**Direct Appointment**

For direct appointment to this grade, an officer must have:-

(i) Bachelors degree in any of the following disciplines: Medical Social Work, Mental Health, Psychology or equivalent qualification from a recognized institution; and

(ii) Computer proficiency.

**Promotion**

For appointment to this grade, an officer must have:-

(i) served in the grade of Medical Social Worker II for a minimum period of one (1) year;

(ii) Bachelors degree in any of the following disciplines: Sociology, Social Work or equivalent qualification from a recognized institution;

(iii) Computer proficiency; and

(iv) shown merit and ability as reflected in work performance and results.

**III. SENIOR MEDICAL SOCIAL WORKER, JOB GROUP ‘L’**

(a) **Duties and Responsibilities**

Duties and responsibilities at this level will include: handling psycho-social issues related to patients’ diagnosis, prognosis and interventions including gender-based violence survivors; undertaking ward rounds and supervising psychosocial interventions of inpatients; providing psychosocial home based care and outreach services; assisting in rehabilitation and follow up of patients; identifying needy patients/clients in health facilities; evaluating and assessing patients/clients social economic needs impacting their health; sensitizing and enabling patients enrolment NHIF or choice covers; socio-economically assessing needy cases; disengaging clients/patients; assessing and reviewing of treatment adherence of referral cases; creating awareness on medical social issues; training and counselling of patients caregivers and relatives in health facilities; handling psychosocial problems of patients in health facilities or psychiatric unit: guiding pre-treatment social eligibility assessments of patients in health care facilities especially in cases for long term treatment; extracting psychosocial information from the patient; observing causal factors that might be useful to the treatment of patients and implementation of the treatment plan; following up of patients upon discharge; analyzing research data on psychosocial issues; and mentoring of staff and supervising interns and students in this field.
(b) **Requirements for Appointment**

For appointment to this grade, an officer must have:-

(i) served in the grade of Medical Social Worker 1 for a minimum period of three (3) years for those who entered at 'J' and one (1) year for those who entered at 'K';

(ii) Bachelors degree in any of the following disciplines: Medical Social Work, Mental Health, Psychology or equivalent qualification from a recognized institution; 

**OR**

Bachelor’s degree in any of the following disciplines: Sociology, Social Work or equivalent qualification from a recognized institution  **Plus** a Diploma in any of the following fields: Medical Social Work, Mental Health, Psychology or equivalent qualification from a recognized institution;

(iii) Computer proficiency; and

(v) Shown merit and ability as reflected in work performance and results.

IV. **CHIEF MEDICAL SOCIAL WORKER, JOB GROUP ‘M’**

(a) **Duties and Responsibilities**

Duties and responsibilities at this level will include: evaluating and assessing patients/clients; providing psychosocial services in specialized clinics such as Tuberculosis, HIV AIDS and Psychiatric clinics; SGBV case work and management; coordinating Social work activities including counselling and placement of patients; sensitizing and enabling patients enrolment NHIF or choice covers; facilitating patient and family conferencing for treatment and care continuum; patient education on drug and substance misuse; socio-economically assessing needy cases; disengaging clients/patients; broad behavior change communication across the hospital catchment population; creating awareness on medical social issues; training and counselling of patients and relatives in health facilities; handling psychosocial problems of patients in health facilities or psychiatric unit: extracting psychosocial information from the patient; observing causal factors that might be useful to the treatment of patients and implementation of the treatment plan; following up of patients upon discharge; and analyzing research data and preparing reports on psychosocial issues;

(b) **Requirements for Appointment**

For appointment to this grade, an officer must have:-

(i) served in the grade of Senior Medical Social Worker for a minimum period of three (3) years;
(ii) Bachelors degree in any of the following disciplines: Medical Social Work, Mental Health, Psychology or equivalent qualification from a recognized institution; 

OR

Bachelor’s degree in any of the following disciplines: Sociology, Social Work or equivalent qualification from a recognized institution Plus a Diploma in any of the following fields: Medical Social Work, Mental Health, Psychology or equivalent qualification from a recognized institution;

(iii) Computer proficiency; and

(vi) Shown merit and ability as reflected in work performance and results.

V. PRINCIPAL MEDICAL SOCIAL WORKER, JOB GROUP ‘N’

(a) Duties and Responsibilities

Duties and responsibilities at this level will include: identifying needy patients/clients in health facilities; evaluating and assessing patients/clients; sensitizing and enabling patients/clients enrolment to NHIF/choice health insurance covers; training and counselling of patients and relatives in health facilities; handling psychosocial problems of patients in health facilities or psychiatric unit; offering medical social input in patient forensic case work; providing medical social consultancy support; developing medical social information, education, promotion and communication materials; providing psychosocial support to adolescents, children and geriatrics faced with domestic violence; organising family psycho-therapy activities; extracting psychosocial information from patients; following up of patients upon discharge; providing input in the development of psychosocial rehabilitation programmes in health facilities and communities within their environs; assisting patients in waiver/credit processing; rehabilitating and resettling of mental health patients back to society in liaison with other relevant stakeholders; identifying neglected and abandoned clients/patients for repatriation and general administration; creating awareness on medical social issues in liaison with other stakeholders; analyzing research data and compiling reports on psychosocial issues; and mentoring of staff.

(b) Requirements for Appointment

For appointment to this grade, an officer must have:-

(i) served in the grade of Chief Medical Social Worker for a minimum period of three (3) years;

(ii) Bachelors degree in any of the following disciplines: Medical Social Work, Mental Health, Psychology or equivalent qualification from a recognized institution;
OR

Bachelor’s degree in any of the following disciplines: Sociology, Social Work or equivalent qualification from a recognized institution **Plus** a Diploma in any of the following fields: Medical Social Work, Mental Health, Psychology or equivalent qualification from a recognized institution;

(iii) Certificate in Senior Management Course lasting not less than four (4) weeks from a recognized institution;

(iv) Computer proficiency; and

(vii) Shown merit and ability as reflected in work performance and results.

VI. ASSISTANT DIRECTOR, MEDICAL SOCIAL WORK, JOB GROUP ’P’

(a) **Duties and Responsibilities**

Duties and responsibilities at this level will include: developing and implementing Medical Social and rehabilitation strategies; developing medical Social work programmes; developing psychosocial rehabilitation programmes; assisting patients in waiver/credit processing; assisting in rehabilitation and resettlement of mental patients back to society; identifying neglected and abandoned clients/patients for repatriation and general administration; developing psychosocial programmes in health facilities and communities within its environs; coordinating creation of awareness on medical social issues in liaison with other stakeholders; implementing recommendations on improvement of medical social services in health care facilities; guiding and counselling of patients and relatives; carrying out research and preparing reports on medical social issues and emerging trends; preparing strategic/work plans; and coaching and mentoring of staff.

(b) **Requirements for Appointment**

For appointment to this grade, an officer must have:-

(i) served in the grade of Principal Medical Social Worker for a minimum period of three (3) years;

(ii) Bachelors degree in any of the following disciplines: Medical Social Work, Mental Health, Psychology or equivalent qualification from a recognized institution; **OR**

Bachelor’s degree in any of the following disciplines: Sociology, Social Work or equivalent qualification from a recognized institution **Plus** a Diploma in any of the following fields: Medical Social Work, Mental Health, Psychology or equivalent qualification from a recognized institution;
(iii) Masters degree in any of the following disciplines: Medical Sociology, Social Work, Sociology, Psychiatric Social Work, or equivalent qualification from a recognized institution;

(iv) Certificate in Senior Management Course lasting not less than four (4) weeks from a recognized institution;

(v) Computer proficiency;

(vi) be conversant with the Public Health Act, Mental Health Act, Social Assistance Act 2013 and other Health related Acts; and

(vii) Demonstrated professional competence and ability as reflected in work performance and results.

VII. SENIOR ASSISTANT DIRECTOR, MEDICAL SOCIAL WORK, JOB GROUP ‘Q’

(a) Duties and Responsibilities

Duties and responsibilities at this level will include: developing and implementing Medical Social and rehabilitation policies, strategies, guidelines, standards and procedures; developing medical Social work programmes; assisting in waiver/credit processing for patients; coordinating repatriation and rehabilitation of neglected and abandoned clients/patients; developing psychosocial rehabilitation programmes in health facilities and communities within its environs; coordinating development of materials for creation of awareness on medical social issues in liaison with other stakeholders; identifying areas for improvement in health care facilities and other matters pertaining to training and counseling of patients and relatives; facilitating training in various training institutions; participating in forensic medical social case work; providing medical social consultancy support to government hospitals; developing and reviewing medical social work guidelines; carrying out research and preparing reports on medical social issues and emerging trends; setting performance targets; preparing strategic/work plans; and coaching and mentoring of staff.

(b) Requirements for Appointment

For appointment to this grade, an officer must have:-

(i) served in the grade of Assistant Director, Medical Social Work for a minimum period of three (3) years;

(ii) Bachelors degree in any of the following disciplines: Medical Social Work, Mental Health, Psychology or equivalent qualification from a recognized institution;

OR
Bachelor’s degree in any of the following disciplines: Sociology, Social Work or equivalent qualification from a recognized institution. **Plus** a Diploma in any of the following fields: Medical Social Work, Mental Health, Psychology or equivalent qualification from a recognized institution;

(iii) Masters degree in any of the following disciplines: Medical Sociology, Social Work, Sociology, Psychiatric Social Work or equivalent qualification from a recognized institution;

(iv) Certificate in Strategic Leadership Development Programme lasting not less than six (6) weeks from a recognized institution;

(v) Computer proficiency;

(vi) be conversant with the Public Health Act, Mental Health Act, Social Assistance Act 2013 and other Health related Act; and

(vii) Demonstrated professional competence and ability as reflected in work performance and results.

VIII. DEPUTY DIRECTOR, MEDICAL SOCIAL WORK, JOB GROUP ‘R’

(a) Duties and Responsibilities

Duties and responsibilities at this level will include: coordinating development, implementation and review of all medical social work and rehabilitation policies, strategies, guidelines, standards and procedures; coordinating medical social work activities in health facilities; developing medical social work programmes; overseeing medical social work planning and budgeting; developing and reviewing the medical social work curricula, norms and standards; defining and integrating core medical social work indicators in health information systems; initiating development of psychosocial programmes in health facilities and communities within its environs; identifying areas of improvement in health care facilities and other matters pertaining to training and counseling of patients and relatives; designing solutions and programmes for implementation on major medical social problems in health facilities, home and community based settings; coordinating research on medical social issues and emerging trends; monitoring and evaluating medical social work programmes; coordinating development and implementation of the strategic plans and preparation of reports; and training and development of staff/capacity building and performance management of staff in the department.

(b) Requirements for Appointment

For appointment to this grade, an officer must have:

(i) served in the grade of Senior Assistant Director, Medical Social Work for a minimum period of three (3) years;
(ii) Bachelors degree in any of the following disciplines: Medical Social Work, Mental Health, Psychology or equivalent qualification from a recognized institution;

    OR

Bachelor’s degree in any of the following disciplines: Sociology, Social Work or equivalent qualification from a recognized institution Plus a Diploma in any of the following fields: Medical Social Work, Mental Health, Psychology or equivalent qualification from a recognized institution;

(iii) Masters degree in any of the following disciplines: Medical Sociology, Social Work, Sociology, Psychiatric Social Work or equivalent qualification from a recognized institution;

(iv) Certificate in Strategic Leadership Development Programme lasting not less than six (6) weeks from a recognized institution;

(v) Computer proficiency; and

(vi) be conversant with the Public Health Act, Mental Health Act, Social Assistance Act 2013 and other Health related Acts.

(vii) Demonstrated professional competence and ability as reflected in work performance and results.

XII. DIRECTOR, MEDICAL SOCIAL WORK, JOB GROUP ‘S’

(a) Duties and Responsibilities

The Director will head the Medical social work function and will be responsible for the overall coordination and administration of all medical social work programmes and activities.

Specific duties and responsibilities will involve: formulating, implementing, interpreting and reviewing medical Social and rehabilitation policies, procedures, standards, strategies, guidelines; providing technical advice on medical Social work issues; liaising with other stakeholders in the formulation and implementation of medical Social work programmes; liaising with other departments and stakeholders in creation of awareness on medical social issues; overseeing provision of socio-medical training and counselling to patients and relatives in health facilities; formulating interventions for major medical social problems in health facilities; facilitating research on medical social issues and emerging trends; monitoring and evaluating medical Social work programmes; ensuring timely preparation of reports; planning and budgeting for the Division and building capacity and managing performance of the Division.

(b) Requirements for Appointment
For appointment to this grade, an officer must have: -

(i) served in the grade of Deputy Director, Medical Social Work for a minimum period of three (3) years;
(ii) Bachelors degree in any of the following disciplines: Medical Social Work, Mental Health, Psychology or equivalent qualification from a recognized institution;

OR

Bachelor’s degree in any of the following disciplines: Sociology, Social Work or equivalent qualification from a recognized institution Plus a Diploma in any of the following fields: Medical Social Work, Mental Health, Psychology or equivalent qualification from a recognized institution;

(iii) Masters degree in any of the following disciplines: Medical Sociology, Social Work, Sociology, or equivalent qualification from a recognized institution;
(iv) Certificate in Strategic Leadership Development Programme lasting not less than six (6) weeks from a recognized institution;
(v) Computer proficiency; and

(vi) been conversant with Public Health Act, Mental Health Act, Cap.248, Social assistance Act 2013 and other Health Related Acts; and

(vii) demonstrated general administrative ability required for direction, control and implementation of Medical Social Work programs; and

(viii) Exhibited a thorough understanding of national goals, policies, objectives and ability to relate them to Medical Social Work function.