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Report on Attachment to Human Resource Management

**CARICOM Secretariat, Georgetown,
Guyana**

4-8 October 2010

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Secretary
CSME Unit
25 October 2010

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During my week's attachment to the Human Resource Management 4-8 October 2010, I had sessions with all the officers in the department and a few other personnel in the Secretariat.

General Orientation and Overview of HRM Operations

My first day in the HR Department commenced with a brief session and discussion on General Orientation with Ms. Grace Dunn, Senior Project Officer. She spoke on orientation and recruitment and the processes they should take. I learnt the different procedures that should be taken during orientation - all the things which the manager and the immediate supervisor should do and say to the newly recruited staff. This includes introduction to the other members of staff; knowing the chain of command and the procedures and policies of the organisation.

I found this session and the following sessions with Ms. Dunn on this area to be very informative. The CSME Unit should use this orientation process and ensure that each staff member gets an orientation within the first few weeks of being on the job; each new employee should receive a Job Description. At present, this does not happen in a timely manner.

Overview of the Recruitment/First Appointment Process

This session with Ms. Vanessa Stephney, Project Officer brought to the fore, some things which we know and take for granted. We discussed the difficulties which new staff members who are non-nationals in Barbados might have after relocation. The CSME Unit should ensure that such persons are given an orientation package which includes lists of restaurants, real estate agents, schools, reasonable supermarkets, banks etc and

also assign someone to assist in getting him/her settled. These things happen at Headquarters and the Unit should try to facilitate in a similar manner as much as possible.

Overview of the support processes for Recruitment/First Appointments

Ms. Joyann Wickham-Smith, Clerk/Stenographer informed me about the Help Desk which was set up in the department. She takes the calls and tries to assist the caller on any issue related to HR and other issues not related. If she cannot assist the caller directly, she directs them to the relevant persons who can. She encouraged me to use the Help Desk if I am faced with any challenges at the CSME Unit.

Overview of the Administration of the Performance Appraisal and Development Review (PADR)

Ms. Yolande Dayrell, Administrative Assistant explained the process involved in the completion and submission of the PADR forms and the subsequent remuneration related to the submission of the PADR. I learnt that each project staff member and Secretariat staff member must complete the PADR before their actual anniversary date; early submission should enable timely payment of increments.

Overview of the Clerical/Administrative Procedures for the Secretariat's Benefit Administration System comprising the Group Health and Life Insurance Plan and Leave System

The several sessions with Ms. Sherry La Rose, Clerk II were very informative. Our discussions focused on applications for leave and all the aspects of leave which the officers are entitled to, the conditions under which the leave can be granted, and also about the Secretariat's group health and life insurance policy. These sessions were productive and useful to me since I deal with these matters in the CSME Unit.

The sessions with Ms La Rose have enhanced my ability in responding to leave matters. We discussed the different types of leave, conditions for leave grant and how it is dispersed and the process that takes place after an application for leave is made and submitted to the HR department.

Regarding the Secretariat's insurance policy, I was taken through the steps of enrolling and getting a new employee started in the group policy. My involvement in the insurance process is checking over the claim forms and submitting them to Sagacor Insurance Company. The benefit cheques are written directly to the individual insured member.

Overview of the Staff Welfare Process

During this session, I learnt that there was an Employee Assistance Programme (EAP) which was started to give grief counseling, assist staff members in dealing with problems whether family or work related, among other purposes. A similar programme would be very useful at the CSME Unit but this is unlikely to be a reality since the EAP was discontinued at the CCS due to financial constraints.

We discussed the three major events which fall under Staff Welfare, namely Staff Retreat, Staff Talent and Family Day. I was requested to coordinate/encourage the Unit's participation in the 2010 Staff Talent. I hereby advance such a proposal to the Programme Manager, Head of the Unit.

The week spent at the CARICOM Secretariat Headquarters was very enlightening. I gained knowledge of certain aspects of work which I am now involved in or with which I am assisting the Programme Manager CSME. The majority of the sessions which I had, were beneficial to me and therefore to the CSME Unit. I am now better equipped to handle matters which are of a human resource nature.

I thank the HRM and the specific officers for their time and guidance.