

MINISTRY OF GENDER, CHILDREN AND SOCIAL PROTECTION



HUMAN RESOURCE HANBOOK

2020

THE NATIONAL GENDER MECHINERY FOR GENDER EQUALITY AND WOMEN EMPOWERMEN

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The Senior Management of the Ministry of Gender, Children and Social Protection acknowledges the contribution of all the technical staff of the Ministry that have shown enthusiasm and a willingness to support the effort of the government in ensuring that all Civil Servants under the authority of the Ministry abide by and benefits from all regulations of the Civil Service Agency (CSA) and the Government of Liberia.

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I. BACKGROUND/HISTORY

The Ministry of Gender and Social protection was first established by an Act of the National Legislature in 2001 to among other things serve as a driving force of Government for the practicalization of the Universal Declaration of Human Rights and its related instruments such as the United Nations Conventions on the Elimination of All Forms of Discrimination Against Women (CEDAW), the Convention on the Rights of the Child (CRC), the Beijing Platform for Action amongst others. In 2011, a mandate and functions review of Government institutions were carried out which deemed it necessary to detached the Social Welfare function from the Ministry Health and transferred to the then Ministry of Gender and Development. So in 2014, a new mandate was given through legislation of an Act to Amend the New Executive Law of 1972 to establish the Ministry of Gender, Children and Social Protection. In the same vein, the Ministry is responsible to advocate and ensure that the Government moves towards a people-centered development, and adopt the gender and social protection approach which calls for the creation of an enabling environment for gender equality, the advancement of women and development, children as well as the welfare of persons with disabilities and vulnerable.

The new mandate of the Ministry is to promote the development, empowerment and protection of women, girls and children, as well as the welfare and integration of persons with disabilities, the vulnerable, extremely poor, excluded and disadvantaged. Specifically, the Ministry will initiate, develop and implement and/or coordinate policies and programs aimed at women, girls, and children, as well as those physically challenged, marginalized, disadvantaged and excluded, to ensure that their rights are protected and that they are integrated, and contribute to, and benefit from, the peace, stability and socio-economic advancement of the country.

In furtherance thereof, the Ministry was ascribed specific mandates among which are to:

1. Advice government on all matters affecting the development of children and welfare of women, girls and children as well as the welfare and integration of persons with disabilities, the vulnerable, extremely poor, excluded and disadvantaged.
2. Create opportunity for women, children, persons with disabilities, the vulnerable, extremely poor, excluded and disadvantaged to enable them realize their full potential to live dignified lives;
3. Ensure broad-based participation, dissemination of issues affecting the human rights of women, children, persons with disabilities, the vulnerable, extremely poor, excluded and disadvantaged through information, education and communication(IEC)strategies; and
4. Coordinate effectively the government-wide gender mainstreaming efforts that the perspectives of both women and are central to policy formulation, legislation, resource allocation, planning and outcome of policies and programs, focusing on gender equality, empowerment of women, the development children and welfare of persons with disabilities, the vulnerable, extremely poor, excluded and disadvantaged.

As duty bearer of women and children, persons with disabilities, the vulnerable, extremely poor, excluded and disadvantaged, the Ministry largely depends on a credible and capable labor force which runs vertically from Minister down to janitorial staff to fulfill its national mission on a division of labor approach consistent with this manual. This manual is developed in line with the Decent Work Act of 2015, the Standing Orders for the Civil Servant 2012 and the Civil Service Human Resources Policy Manual (2013).

PURPOSE OF THE MANUAL.

This manual is intended to guide staff regarding their rights and obligations. These guidelines shall be followed by all staff of the Ministry including the Senior Management Team and part time staff who may be employed by the Ministry from time to time.

II. EMPLOYEMENT INFORMATION

All or any vacant position(s) will be advertised by the Division of Personnel.

a. General application Procedures

To be employed by the Ministry, the applicant's application package must include the following:

- Letter of application
- Comprehensive CV
- Photo copies of all Certificates/Degrees earned
- Three (3) references, one of which must come from present/previous place of work or professional colleague who is not below you (if employed), community and religious leader.

All applicants will be interviewed in oral and/or written form to determine whether they possess the requisite skills, expertise and ability to perform the associated responsibilities of the position applied for. Following the exercise, the successful applicant will be issued a letter of employment.

To be expose to the working environment, policy and work ethic as well to get acquainted with administrative, division and unit heads of the Ministry, new staff will go through orientation prior to assuming office by the Human Resource Division in line with relevant department heads.

No High School student from academic or vocational institution is qualified to be employed with the Ministry in positions other than Janitor, Cleaner, Drivers and Security Guard and in some instances be accommodated for vacation job or internship if budget permits.

b. Probation

Every newly employed staff shall serve a 3 months probationary period after which his/her names will be forwarded to Civil Service Agency for processing of his/her Personnel Action Notice (PAN). This period shall be used to closely observe the staff's performance and attitude towards work. Immediately following this period, a letter informing the employee of the Ministry's intention regarding his/her continuous service will be served upon the recommendation of the employee's immediate supervisor. The Ministry reserves the right to terminate the services of said employee where the performance is not satisfactory in keeping with the Civil Service Regulation based on performance appraisal from immediate supervisor.

c. Identification card

Upon employment, each staff shall be issued the MGCSP ID card which shall be carried at all times by the employee for proper identification. In case an employee misplaces his/her ID card, he/she shall be responsible to replace it with the appropriate cost. Upon termination or resignation, the ID card shall be returned to MGCSP.

III. JOB REGULATIONS

a. Attendance

All staff including outstation staff excluding Presidential appointees shall be required to sign the attendance registry. All field staff will be required to register daily prior to going on assignment. The Human Resource Director shall draw line, close and remove the attendance registry at 9:30 a.m. daily. All late comers will sign below the line drawn in the registry in the office of the Director. At 5:00 p.m. the registry will be returned to the desk for signing out. In the case where a biometric is available, the same time will apply

The Human Resource Director will submit a monthly attendance report to the office of the Deputy Minister for Administration. Directors and other employees going on county tour or any assignment out of Monrovia are required to inform the Director of Human Resource with a written approval by their Department Heads or his/her designee.

b. Work Days

Like other Government Ministries / Agencies, the MGCSP regular working days are Monday through Friday. However, should there exist an emergency work load on any other

day, staff will be requested to report to work to share some responsibilities of the emergency work load.

c. Work Hours

Regular working hours for MGCSP run from 9:00 a.m. to 5:00 p.m. Monday to Friday daily for a weekly minimum of forty hours. Employees are required to work eight (8) hours daily. However, from time to time when the need arises, staff shall be asked by the authority to work extra hours beyond the regular working hours.

d. Lunch Break

Lunch break for all staff of the Ministry will run between 12:00 noon and 2:00 p.m. at an hour interval. A lunch schedule will be posted by Heads of Departments, Divisions and Units and must be adhered to strictly to avoid any office being vacant during the entire lunch period.

e. Lateness

Lateness shall not be tolerated. Disciplinary measures shall be instituted against such violators. in accordance with the Civil Service Regulation, Chapter 5, Section 1, 5.1.3.

f. Absenteeism

Unexcused absence prohibited. A communication of excuse should therefore be submitted to the immediate supervisor and copy to the Director of Human Resource prior to being absent. In case of emergency, an excuse should be submitted with a valid or tangible reason upon the return of the staff. Any staff acting contrary shall be subject to a course of action commensurate with the time off job in accordance with the Civil Service Regulation, Chapter 5, Section 1.

g. Staff Movement Log

a staff movement log will be placed in every office of Departments, Divisions, and Units to indicate the movement of staffs. Every staff must sign the movement log indicating the time out or the time he/she departs from the office and location and sign in or time he/she returns to the office (Civil Service Standing Order, Chapter 5, section 5.1.2 and Chapter 17, section 17.11 of the Decent Work Act) which gives the right to employer maintaining attendance records of employees

h. Leaving Office During Working Hours

No staff is allowed to leave office during working hours without first informing his/her immediate supervisor and signing the movement log. The staff movement log will be placed in the offices of each Departments, Divisions and Units to be monitored by the heads of Departments, Divisions and units.

IV. SALARIES

Salaries shall be determined and paid by the relevant Government Agencies responsible. Further details can be found in the Chapter 5, Section 2 of the Civil Service Standing Order.

a. Form of Payment

Staff of the Ministry will receive monthly remuneration in the form of direct deposit monthly.

b. Payroll Deduction (Taxes)

Salaries shall be subject to approved Government deductions which include but not limited to the following:

- i. Income Tax (as required by the government)
- ii. Social Security deduction,

staff shall receive a monthly pay slip indicating the different tax deductions from the Human Resource Office.

V. VACATION, LEAVE AND HOLIDAYS

a. Annual Leave day schedule

A full time employee of the Ministry shall be entitled to an annual leave with pay after one (1) year service with the Ministry. Annual leave is not accumulative and is not carried over from one year to the next. Annual leave shall be granted for specified number of working days. Weekends and holidays shall not be included when calculating annual leave days.

- i. The Human Resource Director shall ensure that leave schedules are submitted by the heads of departments at the end of every calendar year

- ii. Every head of department shall initiate the leave schedule process by having meetings with staff
- iii. Heads of Departments shall approve and submit leave schedule to Human Resource Division
- iv. Every staff shall apply for the leave using the approved leave form two weeks before the stipulated date

b. Holidays

The Ministry will observe all public holidays as declared by the Government of Liberia. All staff must however report to work on the working days before each holiday. For holidays including Christmas, New Year, and Independence Day, staff shall work only half day on a working day before the holidays.

c. Maternity Leave

All permanent female staff of the Ministry shall be entitled to three months maternity leave with full pay in addition to the staff's annual leave. All maternity leave requests must be channeled through the immediate supervisor to the Director of Personnel.

d. Paternity Leave

According to Chapter 20, section 20. 3 of the Decent Work Act (2015) under Entitlement to paternity leave

- i. The employed father of a child is entitled to five (5) days' leave without pay at the time of the child's birth, provided that this leave:
 - ii. may not be taken before the mother's confinement; and shall be taken within the first month after the birth of the child, unless there are exceptional circumstances.
- iii. A man who has more than one wife may not take leave for the birth of children born to more than one wife, and must identify to his employer which wife will be relevant for the purposes of an entitlement under this section.

e. Sick Leave

All employees who have worked for the period of one year shall be granted sick leave in a calendar year for a period not exceeding fifteen (15) working days.

These days may be spread over the year. A staff must send in a written excuse to his /her immediate supervisor and copy to the Department Head and Human Resource for all illness-related emergencies.

For all sick leaves which exceed more than fifteen (15) working days, medical certificate must be submitted to the office of the Deputy Minister for Administration. For any major illness, staff with supporting documents shall be given up to ninety (90) days (three months) with full pay.

f. Leave of Absence Without Pay

The Ministry may grant a leave of absence without pay to a staff member whose sick leave under these rules is exhausted. Any staff desiring leave of absence shall present his/her reasons of sufficient magnitude to warrant the leave being granted to his / her Division or unit Head for presentation to the Head of the Department for approval in consultation with the Minister. In the case of a leave being granted, the Head shall ensure that there will be no impairment to efficiency or continuation of the operation of the Division or Unit.

g. Postponement of Payment In Lieu of Annual Leave

If a staff's annual leave is due but cannot be approved by the Ministry due to an ongoing assignment that needs to be completed, , the supervisor may negotiate with the staff to postpone until a convenient time. If there are evidence that the staff has incurred expenses in anticipation of the leave, the Ministry shall reimburse/incur the cost of postponement.

VI. JOB STATUS

Annual Appraisal

A personnel appraisal exercise will be conducted calendar year for each employee by all immediate supervisors in collaboration with the Director of Human Resource to determine the strength and weakness of employees with view of taking remedial action for efficiency and productivity. All appraisals will be discussed with employees. The supervisor and the employee shall conform to the employee performance appraisal in accordance with the CSA Standing Order, Chapter 8.

a. Promotion

Promotion shall be given on merit based on the outcome of the appraisal exercise. The employee to be promoted will be recommended to the Minister by the Head of the Department concerned.

b. Transfer

A transfer will be considered as a change from one position in a particular division to another division in the same classification. Any staff desiring a transfer must submit a request in writing to his or her Division Head who will refer same to the Department Head. All promotions or transfer must be approved by the Minister, who will in turn pass instruction to update the affected staff's records to indicate the same class, or from a different class requiring essentially the same qualifications and the same maximum salary (Civil Service Standing Order, Chapter 3, section 3.4.9)

c. Termination

This shall be in consistent with the CSASO, Chapter 4. The Ministry has the right to terminate the services of any staff due to incompetence, unauthorized absences, theft, gross insubordination, violence, intoxication on duty and gross negligence or for any reasons inconsistent with the labor laws of Liberia.

Any staff wishing to terminate his or her services with the Ministry may do so in writing one month in advance of the termination date.

d. Retirement /Pension

Staffs shall be retired after twenty-five (25) years of active service with the Ministry. Section 5.3.1 of the Standing Orders for the Civil Service states: *“Unless ordered otherwise by Government every employee shall be compulsorily retired at the age of 65, or after a minimum of 25 years of service as specified by Section 1 of the Government Employees Pension Act”*.

e. Redundancy

A position may be declared redundant when it becomes irrelevant to the function of the Ministry. Any staff affected thereby shall be paid off in keeping with the labor laws of Liberia.

f. Re-Employment

With the recommendation of the Department Head and the approval of the Minister, a person who has worked for at least six months with the Ministry and resigned with a good record and a justifiable cause may be re-employed in vacant position in the same class or to a different class for which the person has the requisite qualification.

VII. OFFICE CONDUCT AND DISCIPLINARY MEASURES

a. General Regulations

Disciplinary action shall be taken against a staff for misconduct. The authority has the right to discipline any staff consistent with the rules and regulations of the Ministry. For suspension or dismissal, however, the immediate supervisor will submit the recommendation to Director of Human Resource who will in turn send same for the Minister's action in line with the Civil Service regulations.

All staffs are expected to exhibit productivity and efficiency in the performance of their duties. Negligence of duty, the waste of resources and the abuse of property such as playing games and watching non-job related movies on the computer, as well as intoxication, the use of narcotic substances and engaging in war of words, fist fight, sexual harassment will not be tolerated. All staffs are therefore required to exhibit a high sense of responsibility and initiative. Any violation of this regulation shall be subject to disciplinary measure in line with the Civil Service Agency regulations.

b. Rules and Regulations

i. Loitering

There shall be no loitering and littering in between offices which will be a sign of idleness. This also includes idle chatter and noise in the hallway.

ii. Marketing

Marketing of wares and materials in offices and hallways during office hours is forbidden.

iii. Guest

All guests shall be received politely and pleasantly by the Ministry's staff (receptionist) at all times. The Receptionist shall inquire from the guest in writing his / her name, address, contact number and the name of person the guest would like to see. If the person to be seen is not in office, the guest should be asked if she / he would leave a message. All messages should be sent to the person's office. If the message relates to an office matter that another staff in the office can handle, the guest should be referred to that staff. Personal visits

to employees during working hours should be allowed at a very minimum level or rate.

Relatives and friends should be advised to make their visits infrequent.

iv. Telephone Calls

The use of land telephone either to make or receive calls should be for official purpose only.

v. Chain of Command

All staff members will be answerable to their immediate supervisors as well as other authorities besides their supervisors.

c. Grievance

All employees are entitled to a grievance process.

To complain shall be in the following steps

i. file a complaint with your immediate supervisor and obtain redress within five (5) working days. In an instance where the supervisor does not address the complaint, that complaint should be made formal to the Director of Human Resource.

ii. the Director of Human Resource shall handle said grievance consistent with chapter 6, section 2 of the Civil Service Standing Order.

Violation of administration procedures and any misconduct by any staff shall be addressed in keeping with the grievance procedures.

d. Additional regulations for out station staff

i. All outstation staff invited to attend workshops, conferences; etc on behalf of the Ministry must first seek the approval of their supervisors before leaving their duty station. In an instance where the supervisor is leaving the county to attend workshops, conferences, etc...he/she should inform the Human Resource Director.

ii. Outstation staffs are also required to submit report to central office through their immediate supervisors

iii. Any staff found violating the above regulations shall be subject to the following penalties consistent with section 4.22 of the Civil Service Regulations as below.

VIII. PENALTIES

NO	Act of Omission	Penalty
a	Incompetence/inefficiency	3 letters of warning followed by withholding or deferment of increment or dismissal.
b	Unauthorized absences	Payroll deduction for each day absent. But absence for 14 consecutive days – automatic dismissal.
i	Disorderly or immoral conduct	2 letters of warning followed by dismissal.
ii	Insubordination	3 letters of warning followed by transfer or dismissal.
iii	Intoxication while on duty	2 letters of warning followed by dismissal.
iv.	Addiction to the use of narcotic or habit forming drugs	2 letters of warning followed by dismissal.
v	Discourteous treatment to the public or employees	2 letters of warning followed by transfer to area of less public contact or dismissal.
c	Neglect of duty	3 letters of warning followed by dismissal.
d	Negligence or willful damage of public property.	Restitution of damaged property based on official appraisal and money paid to Revenue through salary deduction or dismissal.
e	Fraud in securing employment	Dismissal of the employee
f	Dishonesty in conduct of Government business.	One month's suspension without pay or dismissal.

IX. STAFF BENEFITS

a. Employment injury

All staff shall be covered for death or dismemberment occurring during the conduct of one's job or while going to or coming from one's place of assignment. Coverage and benefit for employment injury shall be provided through the National Social Security and Welfare Corporation (NASSCORP) provided notification is done within 48 hours.

b. Group Insurance

All staff are obliged to be covered under the group insurance policy and shall be entitled to medical coverage and death and survival benefits as prescribed by the Insurance Scheme. Insurance care can only be obtained from an Insurance institution selected by the employees and the authority.

X. Training

All training opportunities of the Ministry shall be available to all staff based on the areas of work in consultation with the personnel Director and the Heads of the Division and Department concerned. The Ministry therefore, encourages capacity-building initiatives by and for its employees to include academic, professional and vocation training from time to time.

a. Local Studies

Staff seeking in-country academic advancement shall be encouraged to do so. Arrangement for such should therefore be within the confines of the Ministry's Policy Guidelines as follow:

- a. Employees of the Ministry seeking to advance their education are allowed to attend higher institutions of learning based on their area of assignment. The same shall apply to University students whether employed with the Ministry or wishing to seek employment.
- b. The approved working hours for Government is eight (8) hours daily. In this regards, student employees are entitled to maximum of three (3) of the eight (8) working hours for schooling purposes daily.
- c. Student employees must submit their Control sheet to the sectional Head and the Director of Personnel for clearance. The Clearance document shall be presented to the Deputy Minister for Administration for authorization and or approval in consultation with the Head of Department concerned before finalizing their registration.
- d. An employee desirous of seeking admission into an institution of higher learning/University must notify his or her sectional Head and Head of Department prior to the commencement of the admission process.
- e. With the awarding of three (3) hours daily for schooling to student employees as indicated in count "c" above, it is understood that the time allotted for working is five (5) hours. Thus, student employees failing to

meet this requirement will face the necessary administrative actions as stated above

- f. Student employees are also advised to plan their courses in a manner that prevents them from going to classes all five (5) official working days of the week. (eg. MWF, TTTHS etc.)

b. Foreign Studies

Employee(s) desirous of pursuing studies abroad at his/her personal expense or nominated by the Ministry will be permitted to do so under the following conditions.

- a. That such study will be applicable and relevant to the functions of the Ministry.
- b. That such an undertaking must meet the approval and or authorization of the Minister.
- c. That employee(s) will promise to return upon completion and resume work at the Ministry.
- d. That the promise will be duly written, signed and witnessed.
- e. That employee(s) will provide evidence for the studies by presenting relevant credentials from the school of interest.
- f. That employee(s) will be granted leave of absence consistent with Civil Service regulations which indicate that under such a condition the staff concern should be paid 100% of his or her salary for a period of six months and 50% for a maximum period of twenty-four (24) months. Should the staff fail to return upon completion of study, he / she shall be required to refund all salaries received during the period of study.
- g. Upon the return of a staff from studies and is not absorbed after three (3) months in the system or has been replaced, the staff shall formally submit his/her grievance to the Civil Service Agency
- h. All the training request and approval formalities for local training above hold for the foreign study program.
- i. That all beneficiaries of the Foreign studies program are under obligation to return to serve the Government of Liberia through the Ministry for the period of two years before leaving the employ of the Ministry if need be.

XI. TRANSPORTATION AND PER DIEM

a. General Regulation

The Ministry shall be responsible for providing transportation and per diem for the purpose of carrying out its work out of duty station.

b. Local Travel

Employees traveling in-country for the work of the Ministry shall receive per diem based on an overnight and daily rate policy of the Government of Liberia Domestic Travel Ordinance.

c. Foreign Travel

Any staff nominated to attend workshop, training or seminar abroad, following the completion of the traveling arrangement shall seek approval from the Minister before departure.

Allowance for all foreign travel will be determined as per Government of Liberia Domestic Travel Ordinance

XII. UPDATE OF THE MANUAL

The Human Resource Manual will be up-dated from time to time as deemed necessary.

REFERENCES

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