



REPUBLIC OF KENYA

*Scheme of Service  
for  
Medical Social Workers*

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Issued by the Permanent Secretary  
Ministry of State for Public Service  
Office of the Prime Minister  
Nairobi



## **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 delineations of duties and responsibilities at all levels within the career structure which will ensure proper deployment and utilization of personnel.
- (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 Permanent Secretary, Ministry of Medical Services in conjunction with the Public Service Commission and in consultation with the Permanent Secretary, Ministry of State for Public Service. In administering the Scheme, the Permanent Secretary will ensure that the provisions of the Scheme are strictly observed for fair and equitable treatment of officers and those officers are confirmed in their appointment on successful completion of the probation period.

#### **b) Training scope**

In administering the Scheme, the Permanent Secretary will ensure that officers are inducted in the service and that the appropriate training opportunities and facilities are provided to assist serving officers acquire the necessary additional qualifications/specialization and experience required for both efficient performance of their duties and advancement within the Scheme of Service. Officers should also be encouraged to undertake training privately for self-development. However, in all matters of training, the Permanent Secretary administering the Scheme will consult the Permanent Secretary, Ministry of State for Public Service.

### 3. THE MEDICAL SOCIAL WORK FUNCTION

The Medical Social Work function entails support services to curative/hospital based, primary, preventive and promotive programmes and activities; counseling of patients, families and the community at large; and psychosocial rehabilitation, home based care and placement of patients.

### 4. GRADING STRUCTURE AND SCOPE

#### a) Grading structure

The Scheme of Service establishes ten (10) grades of Medical Social Workers who will be designated and graded as follows:

Designation	Job Group
Medical Social Worker III	'H'
Medical Social Worker II	'J'
Medical Social Worker I	'K'
Senior Medical Social Worker	'L'
Chief Medical Social Worker	'M'
Assistant Principal Medical Social Worker	'N'
Senior Assistant Principal Medical Social Worker	'P'
Deputy Principal Medical Social Worker	'Q'
Senior Deputy Principal Medical Social Worker	'R'
Principal Medical Social Worker	'S'

#### Note:

- (i) *The grades of Medical Social Worker III/II/I, Job Group 'H/J/K' for Diploma holders and Medical Social Worker I/II/III/Senior, Job Group 'J/K/L' for graduates will form a common establishment for the purpose of this scheme.*
- (ii) *Social Welfare Officers, who are performing the functions of medical social work, will undertake the appropriate suitability interviews before they convert and adapt appropriately to Medical Social Workers structure for the purpose of this Scheme. Officers on Job Group 'L' and below will be interviewed by Ministerial Human Resource Advisory Committee (MHRAC) while those on Job Group 'M' and above will be interviewed by Public Service Commission of Kenya (PSCK).*

## **5. PROVISIONS OF POSTS**

A Scheme of Service does not constitute authority for creation of posts. Any additional post(s) required under the new grading structure must be included in the establishment proposal for consideration and approval by the Permanent Secretary, Ministry of State for Public Service in the normal manner.

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

### **a) Direct Appointment.**

Direct appointment will be made in the grades of Medical Social Worker III, Job Group 'H' and Medical Social Worker II, Job Group 'J'. In exceptional circumstances, however, direct appointment beyond these grades may be made by the Public Service Commission on the recommendation of the Permanent Secretary administering the Scheme and in consultation with the Permanent Secretary, Ministry of State for Public Service provided the candidate is in possession of the minimum qualifications and experience required for appointment to the grade.

### **b) Incremental Credit**

Incremental credit(s) for approved experience acquired after obtaining the requisite 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 awarding incremental credit(s), any period of service or experience stipulated as a basic requirement for appointment to a particular grade will be excluded.

## **7. ADVANCEMENT WITHIN THE SCHEME**

The Scheme of Service sets out the minimum qualifications and/or experience required for appointment or 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) the existence of a vacancy in the authorized establishment;
- (ii) merit and ability as reflected in work performance and results; and
- (iii) the approval of the Public Service Commission.

## **8. RECOGNISED QUALIFICATIONS**

The following are the recognized qualifications for the purpose of this Scheme of Service:-.

- (i) Kenya Certificate of Secondary Education (KCSE) mean grade C or its equivalent qualification.
- (ii) A certificate in Counseling from a recognized institution.
- (iii) Diploma in any of the following disciplines: Social Work, Sociology, Psychology, Anthropology, Mental Health or its equivalent qualification from a recognized Institution.
- (iv) Bachelors degree in any of the following disciplines: Sociology, Social Work, Psychology, Mental Health, Counseling, Anthropology or equivalent qualification from a recognized institution.
- (v) Masters degree in any of the following disciplines: Social Work, Sociology, Social Psychology, Mental Health, Counseling, Anthropology or equivalent qualification from a recognized institution
- (vi) Management course lasting not less than four (4) weeks from a recognized Institution.
- (vii) Any other qualification(s) that may be approved by the Permanent Secretary, Ministry of State for Public Service.

## **9. IMPLEMENTATION OF THE SCHEME OF SERVICE**

The Scheme of Service will become operational with effect from 1st February 2008. On implementation, all serving officers will automatically become members of the Scheme.

## **10. JOB AND APPOINTMENT SPECIFICATIONS**

### **I. MEDICAL SOCIAL WORKER III, JOB GROUP 'H'**

#### **a) Duties and responsibilities**

This will be the entry and training grade. An officer at this level will be a member of a health team addressing the psychosocial effects as related to patients' diagnosis, prognosis and future resettlement, and counseling of patients especially in cases associated with pandemic diseases, mental illness, HIV/AIDS, epilepsy etc.

#### **b) Requirements for Appointment**

For appointment to this grade, a candidate must have:-

- (i) Kenya Certificate of Secondary Education (KCSE) mean grade C or its equivalent qualification; and
- (ii) Diploma in any of the following disciplines: Social Work, Sociology, Psychology, Anthropology, Mental health or its equivalent qualification from a recognized institution.

### **II. MEDICAL SOCIAL WORKER II, JOB GROUP 'J'**

#### **a) Duties and Responsibilities**

An officer at this level will be responsible for handling psychosocial problems of patients in a hospital or psychiatric unit. This will include extracting psychosocial information from the patient and observation of causal factors which might be useful to the treatment plan and the implementation of patient's treatment programme and follow-up on discharge.

#### **b) Requirements for Appointment**

##### **Direct appointment**

For direct appointment to this grade, a candidate must have a Bachelors Degree in any of the following disciplines: Social Work, Sociology, Psychology, Anthropology, Mental Health or its equivalent qualification from a recognized University.

## **Promotion**

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

- (i) served in the grade of Medical Social Worker III for a minimum period of three (3) years;
- (ii) a certificate in Counseling from a recognized institution; and
- (iii) shown merit and ability as reflected in work performance and results.

### **III. MEDICAL SOCIAL WORKER I, JOB GROUP 'K'**

#### **a) Duties and Responsibilities**

An officer at this level will be expected to co-ordinate social work activities within a hospital covering a number of units, planning and directing social work programmes such as counseling, placement, home based care, rehabilitation and follow up of patients in general but particularly sensitive cases of pandemic diseases.

#### **b) Requirement for Appointment**

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

- (i) served in the grade of Medical Social Worker II or in a comparable and relevant position in the Public Service for a minimum period of three (3) years; ; and
- (ii) shown merit and ability in work performance and results.

In addition to the requirements, an officer must have the following key competences:

- (i) positive working attitude and ability to take instructions;
- (ii) ability to get on well with the diverse workforce; and
- (iii) integrity and commitment to producing results.



#### **IV. SENIOR MEDICAL SOCIAL WORKER, JOB GROUP 'L'**

##### **a) Duties and Responsibilities**

A Senior Medical Social Worker will be deployed to any of the District Health facilities and will liaise with other related agencies, technical and professional personnel or departmental heads in creating awareness of pandemic diseases; improvement of health care services and other matters pertaining to training and counseling of patients and relatives in the institutions/hospitals.

##### **b) Requirements for Appointment**

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

- (i) served in the grade of Medical Social Worker I or in a comparable and relevant position in the Public Service for a minimum period of three (3) years; and
- (ii) demonstrated merit and ability in work performance and results.

In addition to the requirements, an officer must have the following key competences:

- (i) positive working attitude and ability to take instructions;
- (ii) ability to get on well with the diverse workforce; and
- (iii) integrity and commitment to producing results.

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

##### **a) Duties and Responsibilities**

An officer at this level will be deployed at any District Health hospital or in an equivalent medical institution and will be expected to co-ordinate all medical social work activities at the institution. Specific duties will involve; advising medical officers on all aspects of medical social work programmes; general administration and execution of medical social work services; and identifying, defining and designing solutions and programme for major social problems at the district level/medical institution.

**b) Requirements for Appointment**

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

- (i) served in the grade of Senior Medical Social Worker or in a comparable and relevant position in the Public Service for a minimum period of three (3) years;
- (ii) attended a management course lasting not less than four (4) weeks from a recognized institution; and
- (iii) demonstrated competence, ability and initiative in work performance and results.

In addition to the requirements, an officer must have the following key competences:-

- (i) interpersonal skills including being a team player;
- (ii) integrity and commitment to producing results; and
- (iii) positive working attitude and ability to give and take instructions.

**VI. ASSISTANT PRINCIPAL MEDICAL SOCIAL WORKER, JOB GROUP 'N'**

**a) Duties and Responsibilities**

Assistant Principal Medical Social Worker may be deployed at a Provincial hospital or in an equivalent medical institution and will be responsible for the efficient management and administration of medical social work in the province. The officer will be expected to be fully conversant with and implement government policies on rehabilitation and treatment of patients and coordinating policy on psychosocial programmes in hospitals and communities within the province/medical institution.

**b) Requirements for Appointment**

For appointment to this grade, an officer must:-

- (i) have served in the grade of Chief Medical Social Worker or in a comparable and relevant position in the Public Service for a minimum period of three (3) years;

- (ii) be conversant with Public Health Act, Mental Health Act, Cap. 248 and other Health related Acts; and
- (iii) have demonstrated proven competence, ability and initiative in work performance and results.

In addition to the above requirements, an officer must have the following key competencies:-

- (i) integrity and commitment to produce results;
- (ii) creative and innovative, technical problem solving, transformative and resource management skills;
- (iii) good organization and supervisory skills; and
- (iv) personal responsibility – the willingness to accept responsibility for own actions and outcomes.

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

### **a) Duties and Responsibilities**

Senior Assistant Principal Medical Social Worker may be deployed at a National Hospital and will be responsible for the efficient management and administration of the psychosocial rehabilitation programmes. The officer will be expected to be fully conversant with the government policy on rehabilitation and treatment of patients and coordinating policy on psychosocial programmes in hospitals and communities. Further the officer will co-ordinate staff training and liaison with Non-governmental organizations. The officer will also co-ordinate and participate in medical social services, formal and informal teaching of Medical Social Workers in the latest development in their area of specialization.

### **b) Requirements for Appointment**

For appointment to this grade, an officer must:-

- (i) have served in the grade of Assistant Principal Medical Social Worker or in a comparable and relevant position in the Public Service for a minimum period of three (3) years;

- (ii) have Bachelors Degree in any of the following disciplines: Social Work, Sociology, Psychology, Anthropology, Mental Health or its equivalent qualification from a recognized University;
- (iii) be conversant with Public Health Act, Mental Health Act, Cap. 248 and other Health related Acts;
- (iv) Masters degree in any of the following disciplines; Sociology, Social Work, Psychology, Mental Health, Anthropology or equivalent qualification from a recognized university; and
- (v) have demonstrated proven competence, ability and initiative in work performance and results.

In addition to the above requirements, an officer must have the following key competences:-

- (i) integrity and commitment to produce results;
- (ii) creativity, innovativeness, technical problem solving and resource management ,administrative and supervisory skills;
- (iii) demonstrate planning and organizational skills; and
- (iv) personal responsibility – the willingness to accept responsibility for own actions and outcomes.

## **VIII. DEPUTY PRINCIPAL MEDICAL SOCIAL WORKER, JOB GROUP ‘Q’**

### **a) Duties and Responsibilities**

Deputy Principal Medical Social Worker will be stationed at headquarters and will be responsible for the efficient management and administration of the psychosocial rehabilitation programmes. The officer will be expected to be fully conversant with the government policy on rehabilitation and treatment of patients and coordinating policy on psychosocial programmes in hospitals and communities. Further the officer will co-ordinate staff training in the department and liaising with Non-Governmental Organizations dealing with medical social services. The officer will also co-ordinate and participate in medical social services, formal and informal teaching of Medical Social Workers in the latest development in their area of specialization.

## **b) Requirements for Appointment**

For appointment to this grade, an officer must:-

- (i) have served in the grade of Senior Assistant Principal Medical Social Worker or in a comparable and relevant position in the Public Service for a minimum period of three (3) years;
- (ii) be conversant with Public Health Act, Mental Health Act, Cap. 248 and other Health related Acts; and
- (iii) Masters degree in any of the following disciplines; Sociology, Social Work, Psychology, Mental Health, Anthropology or equivalent qualification from a recognized university.

In addition to the above requirements, an officer must have the following key competences:-

- (i) a high degree of professional competence, administrative capacity and leadership qualities required for effective planning, direction, control and co-ordination of medical social services;
- (ii) personal integrity, strong commitment to openness, honesty and inclusiveness, demonstrating tolerance, approachability, ability and capacity to inspire trust in others;
- (iii) high skill(s) in policy analysis, interpretation, and formulation.;
- (iv) personal responsibility – the willingness to accept responsibility for own actions and outcomes; and
- (v) a thorough understanding of national goals, policies and development objectives and the ability to translate them into medical social work and rehabilitation services.

## **IX. SENIOR DEPUTY PRINCIPAL MEDICAL SOCIAL WORKER, JOB GROUP 'R'**

### **a) Duties and Responsibilities**

An officer at this level will head a division at the headquarters. Duties and Responsibilities will involve: - guiding and supervising the preparation of papers on government policies, strategies and programs on medical social work and rehabilitation services; being involved in the formulation, implementation, co-ordination and supervision of medical social services; co-ordinate and participate in medical social

services, formal and informal teaching of Medical Social Workers in the latest development in their area of specialization; and liaising with Non-Governmental Organizations dealing with medical social services. The officer will also oversee general administrative duties; drawing up budgets for the department and dealing with human resource matters in the department.

**b) Requirements for Appointment**

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

- (i) served in the grade of Deputy Principal Medical Social Worker or in a comparable and relevant position in the Public Service for at least three (3) years;
- (ii) be conversant with Public Health Act, Mental Health Act, Cap. 248 and other Health related Acts; and
- (iii) Masters degree in any of the following disciplines; Sociology, Social Work, Psychology, Mental Health, Anthropology or equivalent qualification from a recognized university.

In addition to the above requirements, an officer must have the following key competences:-

- (i) a high degree of professional competence, administrative capacity and leadership qualities required for effective planning, direction, control and co-ordination of medical social services;
- (ii) personal integrity, strong commitment to openness, honesty and inclusiveness, demonstrating tolerance, approachability, ability and capacity to inspire trust in others;
- (iii) high skill(s) in policy analysis, interpretation, and formulation;
- (iv) personal responsibility – the willingness to accept responsibility for own actions and outcomes; and
- (v) a thorough understanding of national goals, policies and development objectives and the ability to translate them into medical social work and rehabilitation services.

## **X. PRINCIPAL MEDICAL SOCIAL WORKER, JOB GROUP 'S'**

### **a) Duties and Responsibilities**

A Principal Medical Social Worker will be the head of the Department and will be answerable to the Director of Medical Services. Duties at this level will essentially entail coordinating medical social work programmes. Specific responsibilities will entail coordination of both government and Non-governmental organizations involved in medical and psychiatric social work and delivery of social services in health care projects; co-ordinate the formulation, development and implementation of medical social work policies as well as management of any donor funded support in the department; and be involved in reviewing of Health Acts which affect the department.

In addition, the officer will be responsible for the implementation of the department's strategic objectives; preparation and implementation of the department's performance appraisal systems and contracts; team building; overseeing the financial and asset management issues of the department; instituting operational accountability; and overall supervision, control, discipline, recruitment, training and development of departmental staff.

### **b) Requirements for Appointments**

For appointment to this grade, an officer must:-

- (i) have served in the grade of Senior Deputy Principal Medical Social Worker or in a comparable and relevant position in the Public Service for a minimum period of three (3) years;
- (ii) have Masters degree in any of the following: Sociology, Mental Health, Social Work, Psychology, Anthropology, or any other equivalent qualification from a recognized institution; ; and
- (iii) be fully conversant with the government policies on health, medical social services and rehabilitation.

In addition to the above requirements, an officer must have the following key competences:-

- (i) a high degree of professional competence and administrative capacity and leadership qualities required for effective planning, directing, controlling and co-ordinating medical social work and rehabilitation services;

- (ii) personal integrity, strong commitment to openness, honesty and inclusiveness, demonstrating tolerance, approachability, ability and capacity to inspire trust in others;
- (iii) high skill(s) in policy analysis, interpretation, guidance and formulation;
- (iv) personal responsibility – the willingness to accept responsibility for own actions and outcomes; and
- (v) a thorough understanding of national goals , policies and development objectives and the ability to translate them into medical social work and rehabilitation services.