



The Health Services Authority is responsible for the provision and administration of primary and secondary levels of healthcare services and public health functions for residents of the three Cayman Islands through a 136-bed hospital on Grand Cayman, a 18-bed hospital in Cayman Brac, satellite outpatient clinic in Little Cayman and four District Health Centers on Grand Cayman offering the most comprehensive range of inpatient and outpatient services in a single health system in the Cayman Islands.

We invite applications for the following position:

HUMAN RESOURCES OFFICER

Salary range: CI\$58,380 – CI\$78,516 per annum

The Human Resources Officer provides comprehensive HR support across the employee lifecycle at the Health Services Authority. The HR Officer ensures the effective delivery of personnel services in recruitment, onboarding, contract management, employee benefits, performance management, and employee relations. The role is responsible for maintaining accurate HR data, supporting reporting requirements, and ensuring compliance with organizational policies and regulatory standards. Working closely with 68 managers and approximately 1,300 employees, the candidate facilitates fair and consistent HR practices while contributing to the smooth operation of HR processes across the organization.

Qualifications & Experience: The successful candidate should possess an Associate Degree in Human Resources Management or Business Administration, along with a recognized professional certification such as PHR, SPHR, or CIPD. Candidates should have a minimum of three (3) years' experience in a generalist HR role. The ideal candidate must demonstrate strong interpersonal and communication skills, the ability to interpret and apply HR policies and legislation, and proficiency in Microsoft Office and HR information systems. A high level of integrity, confidentiality, and sound judgment is essential, along with the ability to multitask competing priorities and deadlines, build effective working relationships, and operate in a diverse, fast-paced environment.

A remuneration and benefits package, commensurate with experience and qualifications will be offered to the successful candidate.

NOTE: Incomplete applications will not be considered. All applicants must complete and submit an HSA Application Form via e-mail to hsa.jobs@hsa.ky using pdf format. Log on to our website at www.hsa.ky to access Application Form and Job Description.



Application Deadline: May 24, 2026

Committed to Caring for You

Job Description

Job title	<i>Human Resources Officer</i>	Job Holder	
Reports to	<i>Human Resources Managers/Chief HR Officer</i>	Section	<i>Human Resources</i>

Background Information

The Health Services Authority (HSA) is responsible for the provision and administration of primary and secondary levels of healthcare services and public health functions for residents of the three Cayman Islands through a 136-bed hospital on Grand Cayman, a 18-bed hospital in Cayman Brac, satellite outpatient clinic in Little Cayman and four District Health Centers on Grand Cayman offering the most comprehensive range of inpatient and outpatient services in a single health system in the Cayman Islands.

Job purpose

The Human Resources Officer is responsible for providing a multitude of HR services to approximately 1300+ employees by executing various responsibilities related to benefits, compensation, employee relations, contract management, recruitment, onboarding, data reporting and monitoring performance management deadlines.

Dimensions

The HR Office is responsible for processing HR related activities and procedures for approximately 1300 staff.

The HSA currently has 68 Departments managed by 50+ managers and supervisors.

Duties and responsibilities

1. Recruitment

- a) Plans and implements recruitment strategies by working with section managers of assigned areas to evaluate current and anticipated vacancies.
- b) Performs the full cycle of recruiting activities, including advertisement preparation, testing, shortlisting, interviewing and evaluating candidates with the completion of Panel Reports. Maintains all records related to the same for auditing. Serves as panel participant and coordinator of interviews ensuring the process is transparent, fair, unbiased and in accordance with HSA's policies and procedures.

2. *Orientation*

- a) Facilitates and participates in the monthly new employee orientation process by providing presentations and an understanding of the core values, policies and benefits of the HSA.
- b) Assists with the organization process of the Orientation (venue, invites, speakers, refreshments and maintains attendance log).

3. *Contract Management*

- a) Extends employment offers in accordance with salary policies, practices and procedures. Assures completion of required pre-employment documents (including pension & health insurance enrollment) and reference verification.
- b) Ensures that all employees have current contracts. Keeps record of contract expiry dates and send out timely reminders to employee and managers of upcoming renewals.
- c) Keeps record of employees registration with relevant Health Practice Council and liaise with employee to ensure renewal documents are submitted within guidelines. Ensures copy of registration certificate is kept on file.

4. *Compensation*

- a) Ensures that assigned salaries and allowances are aligned with salary structure, contracts and data entered into HRIMS-VISTA.

5. *Employee Benefits*

- a) Administers all employees' benefits including leave, repatriation travel, allowances, pension, and retirement in accordance with required policies and procedures.
- b) Counsels employees (and potential employees/applicants) on pension plan provisions and other benefits so that individuals can make informed decisions.
- c) Administers health plan process for new employees and eligible dependents, including processing of enrolments and terminations.
- d) Act as liaison between employee and insurance administrator when needed.

6. *Data Management*

- a) Maintains Human Resources Information Systems (HRIMS- VISTA), including employee's personal and payroll information, ensuring records are accurate and up to date.
- b) Prepares monthly reports (Board, Finance); and analyses other reports as required.
- c) Maintains and updates employee personnel files.
- d) Ensures that new employees have access to necessary IT Network systems relative to their roles.

7. *Performance Management*

- a) Reviews the probationary period report for new employees and monitors assessments for the period
- b) Ensures performance managements documents are completed in accordance with policies and are kept on the employee's file.
- c) Ensures that attendance records are completed in accordance with policies and are
- d) kept on the employee's file.

8. *Employee Relations*

- a) Attends grievance and /or disciplinary meetings in representation of the HRM/CHRO and scribes minutes of meetings.

- b) Act as an unbiased party and ensures that all policies and procedures are followed in accordance with disciplinary process by providing guidance to managers and employees.

9. *Leavers/Repatriation*

- a) Ensures resignation/non-renewal/retirement acceptance letter is prepared in advance, including final pay details.
- b) Ensures employee completes an exit interview by follow up and scheduling appropriate time.
- c) Prepares all pension documents and delivers to the pension's office within one month of last day of service
- d) Process repatriation benefits of airline tickets and shipment of goods at the end of contracts for employee and dependents when applicable.

10. Any other related HR responsibilities as directed by the Human Resources Managers or Chief Human Resources Officer.

Qualifications, Experience & Skills Requirement

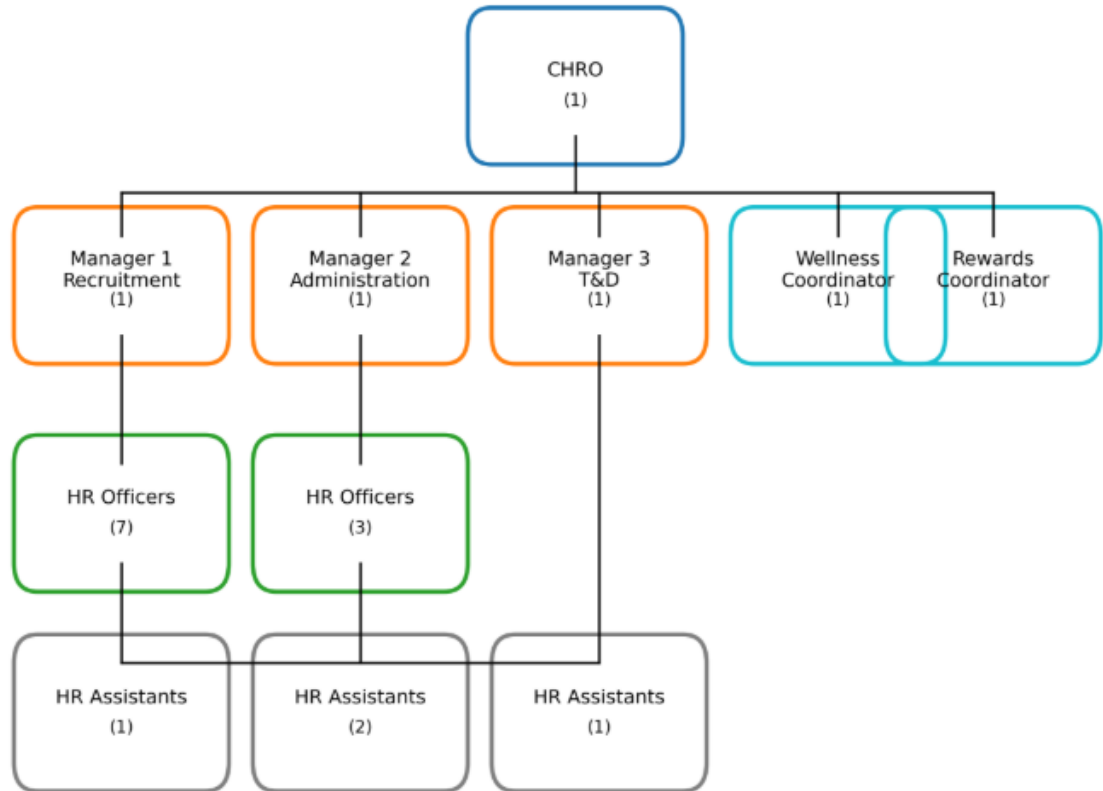
- An Associate Degree in Human Resources Management/Business Administration and PHR/SPHR/CIPD certification with at least 3 years' experience in Human Resources at a generalist level.
- Excellent interpersonal skills are necessary to maintain positive and productive relationships with all customers. Internal customers include, but are not limited to, employees at all levels of leadership, volunteers, Interns, physicians, etc. External customers include applicants, advertising agencies, employee search firms, and other vendors as well as community and Government organizations, colleges, and universities.

It is also essential that the post-holder possess:

- The ability to listen /work with various nationalities
- Effective communication skills (both oral and written)
- Ability to interpret and apply laws and regulations affecting the HR function of the organisation
- Knowledge and use of HR software to record data and generate reports necessary to manage and make business decisions.
- Proficiency in the use of Microsoft Office suites; working knowledge of HRIS-VISTA Software would be advantageous.
- Ability to bring integrity and impartiality to all tasks, and observes strict confidentiality, while exercising discretion and courtesy
- Strong analytical ability necessary to make independent decisions based on HSA policies and procedures relating to system or departmental needs
- Ability to multi task various deadlines at once
- Skilled at building and maintaining genuine working relationships that are built on trust and networking internally and externally

Reporting Relationship

HR Organization Chart



Direct reports

No direct reports to this position.

Other Working Relationships

Post holder will work closely with other members of the HR team; managers and supervisors; employees, applicants and other external agencies such as HPC, British Caymanian Insurance, Public Pensions Board, Border Control and other Government Departments etc.

Decision Making Authority and Controls

The post holder makes routine decisions within guidelines of the HR Policy and Procedure

Manual to ensure the smooth operations of areas to which they are assigned.

Working conditions

The role is based at the HR Department at Citrus Grove and will have standard office conditions. However on occasion, there will be peak work periods that would require working outside of regular office hours and at various locations.

Applicant may be required to walk around the large campus or satellite offices to visit the various sections to converse with employees.

Problem/Key Features

Post holder will be required to work with several managers and employees requiring immediate attention to their needs. The post-holder must possess good time management skills to cope with the many interruptions during the day.

The post-holder will need to exercise discretion in the dissemination of information and maintain professionalism in cases of adversity. As the workforce within the HSA is diverse, the post holder must be conscious of the various dynamics and ensure that sensitivity to the culture and its inherent nuances is exercised at all times.

Confidentiality will be required at all times in handling staffing matters.

Approved by:	
Date approved:	
Reviewed:	SJB 30/4/26
Next Review	