

**NOTICE OF VACANCY**  
*as of November 09, 2021*

Position : **PROJECT DEVELOPMENT OFFICER I**  
Designation : **Grievance Officer**  
Salary : **SG 11 (Php 23,877.00)**  
Number of Vacancy : **1**  
Area of Assignment : **PPD/NHTS– DSWD Field Office Caraga**  
Status of Employment : **Contract of Service (November-December 2021)**

**Preferred Qualifications (Competency-based):**

Education : **Bachelor's Degree**  
Training : **At least eight (8) hours of relevant training**  
Experience : **At least one (1) year relevant work experience in the field of communications, public relations, social development work and other relevant field.**  
Eligibility : **Career Service (Professional)/Second Level Eligibility**  
Others : **Computer literate, excellent verbal and written communication skills, fluent in English and Filipino (knowledge of other regional languages in an advantage) and self-propelling and can work with minimal supervision.**

Applicants should be guided by the following **Criteria of Evaluation:**

• Education (E)	– 20%
• Training (T)	– 10%
• Experience (E)	– 20%
• Initial Qualifying Test (IQT)	– 10%
• Special Exam (Technical)	– 15%
• Interview	– 25%
<b>Total</b>	<b>– 100%</b>

**Job Functions:**

The following shall be the main scope of the Grievance Officer:

1. Receives, records and monitors grievances from the public through different modes of communication available, based on the existing procedures and guidelines of the project;
2. Provides updates to grievance senders on actions taken/resolution, and at the same time solicit feedback from grievance senders upon resolution of grievance;
3. Prepares regular reports of submission to the NHTO and Regional Director on the status of grievance received and actions taken;
4. Forward grievances to concerned units at the region, and follow-up on actions taken for the resolution of the grievance;
5. Daily monitoring of the Grievance Tracking and Monitoring System (GTMS);
6. Propose and implement approved enhancements to the existing Grievance Redress System, including the development of tools and information materials.

Due to the increasing incidence of COVID-19, interested and qualified applicants may submit their application thru [recruitment.focrg@dswd.gov.ph](mailto:recruitment.focrg@dswd.gov.ph) with the complete scanned copies of the following documents below **on or before November 16, 2021**:


1. Application Letter addressed to OIC Regional Director Ramel F. Jamen;
2. **PDF file of Duly filled-out** Personal Data Sheet with affixed signature and passport size ID picture (Civil Service Form No. 212, Revised 2017 with **Work Experience sheet**, which can be downloaded at [www.csc.gov.ph](http://www.csc.gov.ph));
3. Transcript of Records;
4. Certificate of relevant trainings and seminars attended;
5. Copy of PRC license; and
6. Copy of duly signed Individual Performance Contract/Summary of Rating of Performance Contract Assessment

\*\*\*\*\***IMPORTANT REMINDERS**\*\*\*\*\*

- a. Files should be in a PDF/Word/Excel/Image (ensure that it is clear and readable) and must NOT be compressed into archive file formats such as RAR, ZIP/Google Drive. If applying for multiple positions, submit a separate set for each.
- b. All communications pertaining to your application will be sent via e-mail.
- c. Be reminded to indicate **APPLICATION FOR PROJECT DEVELOPMENT OFFICER I-NHTS** as the e-mail subject.
- d. Request for extension of submission and application with incomplete documents will not be facilitated.

*The agency values diversity in its workplace and encourage qualified applicants regardless of age, sex, sexual orientation, ethnicity, political affiliation, religion, disability, and others.*

For inquiries, please call Human Resource Planning and Performance Management Section thru the telephone number (085) 342- 5619 local 114.

  
**GENELYN P. MARTURILLAS**  
AO V/ HRPPMS Head  
November 09, 2021

