

Date: 22 June 2022

### **NOTICE OF VACANCY**

We wish to inform you that the Department of Social Welfare and Development (DSWD) Field Office Caraga has one (1) vacant **Contractual** position with details as follows:

**Office: Pantawid Pamilyang Pilipino Program**

#### **PROJECT DEVELOPMENT OFFICER II- Provincial Grievance Officer (PGO)**

Item Number : N/A  
Compensation : SG 15 (Php 35, 097. 00)  
Place of Assignment : Pantawid Provincial Operations Office

#### **PREFERRED QUALIFICATIONS:**

Education : Bachelor's Degree  
Experience : At least one (1) year relevant experience  
Training : At least four (4) hours relevant training  
Eligibility : RA 1080/CS Eligibility (Professional)

#### **JOB DESCRIPTION:**

Under the immediate supervision of the Provincial Link, the PDO II- PGO performs the following tasks:

#### **Functions and Responsibilities:**

1. Monitor complaints handling at the provincial and municipal levels;
2. Act as head secretariat during the Provincial Grievance Committee (PGC) meetings;
3. Consolidate and prepare regular reports and updates for the PGC, RGC, and Regional Program Management Office (RPMO);
4. Regularly maintain and update the Regional Grievance Redress System database (including immediate encoding of GRS form once received);
5. Provide technical assistance to local grievance monitors and C/MLs;
6. Provides analysis on trends in grievance reporting at the provincial and cluster levels and identify strategies to address major problems;
7. Performs other related tasks as maybe assigned.

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

● Education (E)	25%
● Training (T)	10%
● Experience (E)	25%
● Initial Qualifying Test (IQT)	10%
● Special Exam (Technical)	15%
● Competency-Based Interview	10%

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- IPCR or any related Performance Assessment/Review 5%
- Total 100%**

**Initial Shortlisting: Obtain 75% or 45 points of the maximum total score of the ETE**  
**Second Shortlisting: Top five (5) highest rating but overall rating should not be less than 80%**

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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 01 July 2022**.

1. Application letter addressed to OIC-Regional Director Ramel F. Jamen;
2. **PDF file of duly filled out** notarized 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. Authenticated copy of Transcript of Records or equivalent;
4. Authenticated copy of certificate of eligibility/rating/license (*if applicable*);
5. Copy of Certificate of relevant trainings and seminars attended (*if indicated in the PDS*); and
6. Copy of duly signed Individual Performance Contract Rating/Summary of Rating Performance Contract Assessment or equivalent (*if with work experience*).

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

- a. Walk-in applicants will not be entertained in observance to the new normal.
- b. 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 position.
- c. Be reminded to indicate **APPLICATION FOR PDO II – PGO** as the e-mail subject.

All vacant positions shall be open to all qualified applicants regardless of age, gender, civil status, disability, region, ethnicity, social status, class, political affiliation, or other similar factors/personal circumstances which run counter to the principles of merit and fitness for the job and equal employment opportunity.

Request for extension of submission and application with incomplete documents will not be entertained. All communications pertaining to your application will be sent via e-mail.

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



**GENELYN P. MARTURILLAS**  
Administrative Officer V

Human Resource Planning and Performance Management Section