

Date: 05 January 2023

NOTICE OF VACANCY

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

Office: Pantawid Pamilyang Pilipino Program

PROJECT DEVELOPMENT OFFICER II- CLUSTER GRIEVANCE OFFICER

Item Number : N/A
Compensation : SG 15 (Php 35 097.00)
Place of Assignment : Municipal- based (within Caraga region)

PREFERRED QUALIFICATIONS:

Education : Bachelor's Degree; preferably Social/Behavioral Sciences- related
Experience : At least one (1) year of relevant work experience
Training : At least four (4) hours of relevant training
Eligibility : Career Service (Professional)/Second Level Eligibility

JOB DESCRIPTION:

Under general supervision and with limited latitude for the exercise of independent judgment, the PDO II- Cluster Grievance Officer performs simple to complex with responsible professional work in the implementation of the program.

Functions and Responsibilities:

1. Monitor complaints handling at the provincial and municipal levels;
2. Ensure availability of grievance forms report;
3. Review, analyze and verify grievances;
4. Monitors resolution of cases;
5. Database of encoding and provision of resolution;
6. Provide feedback to concerned personnel;
7. Consolidate and prepare regular reports and updates for the PGC, RGC, and RPMO;
8. Regular maintain and update the Regional Grievance Redress System (RGS) database (including immediate encoding of CRS forms once received);
9. Receive referral thru snail mail, email, network sites, report and media;
10. Conducts validation, provision of immediate readiness and feedback to RGO;
11. Receive and monitor report thru grievance hotline number;
12. Provide technical assistance top C/MLs;
13. Performs other related tasks as may be assigned.

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%

- 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
Final Shortlisting: Top five (5) highest rating but overall rating should not be less than 80%

Interested and qualified applicants may submit their application through recruitment.focrg@dswd.gov.ph, with the subject **APPLICATION FOR PDO II- CGO** attached with complete scanned copies of the following documents below **on or before 15 January 2023**.

1. Application letter addressed to Regional Director Mari-Flor A. Dollaga-Libang;
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 which can be downloaded at <https://tinyurl.com/cscform212r2017>);
3. .PDF file of duly filled out **Work Experience Sheet** which can be downloaded at <https://tinyurl.com/cscform212r2017>;
4. Authenticated copy of Transcript of Records or equivalent;
5. Authenticated copy of certificate of eligibility/rating/license (*if applicable*);
6. Copy of Certificate of relevant trainings and seminars attended (*if indicated in the PDS*); and
7. Copy of duly signed Individual Performance Contract Rating/Summary of Rating Performance Contract Assessment or equivalent (*if with work experience*).

*******IMPORTANT REMINDERS*******

- a. All applications shall **ONLY** be submitted through the above-mentioned link.
- b. Files should be in a PDF/PNG/JPEG (ensure that it is clear and readable). If you have multiple pages/photos for one requirement, you may use this link (<https://combinepdf.com/>) for combining documents.
- c. Requests for extension of submission and application with incomplete documents shall not be entertained.
- d. All communications pertaining to your application shall be sent via text/e-mail.

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.

For inquiries, please call Human Resource Planning and Performance Management Section through the telephone number (085) 303-8620 local 114 or send us your queries through recruitment.focrg@dswd.gov.ph.


GENELYN P. MARTURILLAS
 Administrative Officer V
 Human Resource Planning and Performance Management Section