

Date: 26 May 2023

NOTICE OF VACANCY

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

Office: POLICY AND PLANS DIVISION

PROJECT DEVELOPMENT OFFICER I

Item Number : N/A
Compensation : SG 11 (Php 27,000.00)
Place of Assignment : Field Office Caraga/National Household Targeting Section

PREFERRED QUALIFICATIONS:

Education : Bachelor's degree of any 4-year course
Experience : At least one (1) year progressively relevant experience in the field of communications, public relations, social development work, or another relevant field.
Training : At least four (4) hours
Eligibility : None required but with license or a Civil Service passer is an advantage

JOB SUMMARY:

The services of the sought position shall assist in the facilitation, monitoring and report consolidation of grievances received through all modes of communication.

Functions and Responsibilities:

- Receive, record and monitor grievances from the public through different modes of communication available, based on the existing procedures and guidelines of the project;
- Provide updates to grievance senders on action taken/resolution, and at the same time solicit feedback from grievance senders upon resolution of grievance;
- Prepare regular consolidated reports for submission to the NHTO and DSWD management on the status of grievances received and action taken;
- Forward grievances to concerned units of the region and follow up on actions taken for the resolution of the grievance;
- Daily maintenance of the Grievances Tracking and Monitoring System (GTMS);
- Propose and implement approved enhancement to the existing Grievance Redress System including the development of tools and information materials; and
- Perform other related functions that may be assigned from time to time by the supervisor.

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 <https://caraga-iris.dswd.gov.ph/>, with the complete scanned copies of the following documents below **on or before 10 June 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 <https://caraga-iris.dswd.gov.ph/>.


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