

Date: 08 June 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: REGIONAL OPERATIONS CENTER

PROJECT DEVELOPMENT OFFICER III (REPOST)

Item Number : N/A
Compensation : SG 18 (Php 46,725.00)
Place of Assignment : Field Office Caraga

PREFERRED QUALIFICATIONS:

Education : Bachelor's degree of any 4-year Social Science course
Experience : 2 years of relevant experience involving management and supervision, grievance management/complaints-handling and familiarity with basic office productivity tools/applications
Training : 8 hours of relevant training (cumulative) in any of the following areas: monitoring and evaluation, technical writing, dispute resolution, use of any information system applications, research, supervision or other related areas
Eligibility : Career service (Professional), Second Level Eligibility

JOB SUMMARY:

Under the immediate supervisor of the ARDO, the Project Development Officer III will serve as the operation center head that supervises the staff work and assists unit heads in ensuring the smooth operations of the unit. Performs staff and supervisory functions, provides technical and professional expertise.

Functions and Responsibilities:

- Assist in aligning ad communication division goals to employees;
- Supervise the daily activities and work volume of units in attending to incoming customer queries and the resolution of the client concerns to provide excellent public service delivery in accordance with the CSC CCB, 8888, and PCC standard turn-around time and procedure.
- Suggests improvement on work policies and processes;
- Implements work policies and processes;
- Monitors the performance and development of employees;
- Establishes working relationship with internal units and external partners that impact on the divisions outputs;
- Provides technical and consultative services to internal partners;
- Submit monthly and semestral comprehensive reports to the ARDO, DSWD Central Office and other DSWD Office the requests report;

- Approves performance evaluation reports; and
- Performs other tasks that may be assigned or required by the RD or ARDO.

Management of Grievance Redress Mechanism and Redress Policy Development

- Handles escalated issues and concerns ensuring resolution and client feedback
- Consolidates and analyse data from field operations, information technology, and data and evaluation units to monitor if operations are up to standard;
- Continuously updates knowledge of DSWD policies, guidelines, system functionality, workflow procedures, and excellent customer service practices;
- Conducts regular team meetings with direct reports to address operational and performance concerns and provide updates;
- Conducts review of the units performance and submit a review of recommendations and/or significant findings as needed;
- Coordinates with other support groups and even agent groups to ensure fulfillment of tasks are done;
- Conducts mentoring of direct reports ensuring excellent over-all performance;
- Conceptualizes and recommends operational and policy improvement; and
- Implements capability building initiatives that would improve the abilities of organization personnel in facilitating or handling redress activities.

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 16 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