

Date: 03 OCTOBER 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** position with details as follows:

**Office: PROMOTIVE SERVICES DIVISION - FOOD STAMP PROGRAM**

#### **PROJECT DEVELOPMENT OFFICER II - REPOST**

Designation : **Grievance Redress Officer**  
Item number : N/A  
Compensation : SG 15 (Php 36,619.00)  
Place of Assignment: Regional Program Management Office

#### **PREFERRED QUALIFICATIONS:**

Education : Bachelor's degree relevant to the Job  
Training : At least four (4) hours of relevant training  
Experience : At least one (1) year of experience  
Eligibility : None required but having a license/ eligibility is an advantage

#### **Job Functions and Output:**

The **Project Development Officer II – Grievance Redress Officer** is to facilitate the resolutions of grievances at all levels of implementation, prepare detailed guidelines and instructions for project implementers in responding to grievances in the program.

1. Provide necessary technical assistance that will help them execute the Grievance Redress System/ Mechanism;
2. Based on the result of the monitoring, shall identify recommendations along program procedures and mechanisms and develop guidelines for ensuring grievances are properly addressed;
3. Analyze field performance and accomplishments, and use data analysis in preparing and implementing appropriate technical assistance interventions;
4. Coordinate with the different sections of FSP RPMO to ensure the implementation of the various tasks related to the mandate of the program;
5. Review and provide feedback on activities and projects; and
6. Perform other related tasks that may be assigned from time to time by the National and Regional Program Management Office.

#### **Job Outputs:**

- a. Grievance Redress System/ Mechanism;
- b. Grievance Redress Plan; and
- c. Grievance Redress Reports.

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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%
- 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 ETE**  
**Second Shortlisting: Top Five Highest rating but overall rating should not 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 October 8, 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