



Date: **20 June 2024**

### 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 – KALAHI – CIDSS Program**

#### Project Evaluation Officer III (Grievance Redress Monitoring)

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

#### PREFERRED QUALIFICATIONS:

Education : With Bachelor's Degree in social sciences or related field  
 Experience: With at least 2 years of experience in any of the following: monitoring and evaluation, research, report writing, alternative dispute resolution or grievance handling  
 Training : With 8 hours training in any of the following: grievance handling, research, field investigation, counseling or alternative dispute resolution  
 Eligibility : None required but having an eligibility is an advantage

#### Job Description:

Under the general supervision of the Project Evaluation Officer IV with latitude for the exercise of independent judgment, the Project Evaluation Officer III for Grievance Redress Monitoring is in charge of intake and monitoring of grievances lodged at the RPMO and provision of technical assistance to Area Coordinating level in monitoring grievances.

#### Functions and responsibilities:

1. In charge of day-to-day operation of the GRS database
2. Prepare regular consolidated reports on status of grievances received and acted upon
3. Receive, file and refer to relevant Units grievances reported at the RPMO level
4. Document, monitor and follow-up with concerned Units the actions and resolution of pending grievances
5. Assist in data gathering, validation and documentation in field investigation as part of grievance resolution
6. Feedback to grievance senders' actions and resolution of pending grievances
7. Solicit feedback from grievance senders upon resolution of grievance
8. Provide assistance to ACTs and LGUs in installing grievance handling mechanism, including distribution of GRS materials
9. Ensure GRS structures are functional
10. Conduct quality ex-post review of at least 10% of resolved grievances
11. Provide technical assistance and coaching to SRPMT, ACTs, Municipal Database Encoders and volunteers on data management, use of NCDDP forms, database encoding, geo-tagging and website updating
12. Conduct of data quality assessments
13. Facilitate conduct of Municipal Assessments, information sharing activities and LGU capacity building on M&E
14. Perform other related tasks needed by the Program

---

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

- Education (E) 25%

• Experience (E)	25%
• Initial Qualifying Test (IQT)	10%
• Special Exam (Technical)	15%
• Competency-Based Interview	10%
• IPCR or any related Performance Assessment Review	<u>5%</u>
<b>Total</b>	<b>100%</b>

**Initial Shortlisting:** Obtain 75% or 45 points of the maximum total score of ETE  
**Second 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 JUNE 27, 2024.**

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 D. MARTURILLAS**  
 Administrative Officer VB

Human Resource Planning and Performance Management Section