



08 January 2025

NOTICE OF VACANCY

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

Office: Human Resource Management and Development Division

ADMINISTRATIVE OFFICER II (HRMO I)

Item Number : OSEC-DSWDB-ADOF2-82-2015
 Designation : Grievance Officer and Mental Health Focal
 Compensation : SG 11 (Php 28,512.00)
 Place of Assignment : Field Office Caraga – Human Resource Welfare Section

PREFERRED QUALIFICATIONS (COMPETENCY-BASED):

Education : Bachelors' degree relevant to the job
 Training : None required
 Experience : None required
 Eligibility : Career Service (Professional) Second Level Eligibility

JOB DESCRIPTION:

Under the immediate supervision of the Division Chief of Human Resource Management and Development Division (HRMDD), in-charge in relation to Grievance redress; monitor and supervise grievances; prepare regular reportorial requirements; regularly maintains and updates the grievance database; and administer, manage, and monitor implementation of the Mental Health Program for DSWD personnel; coordinate within and across the OBSU relative to mental health concerns and provide secretariat services.

Job Outputs:

1. Activity Proposals
2. Grievance and Mental Health Plan
3. Secretariat services along DSWD initiated committees
4. Accomplishment Reports and other HRWS-related reports
5. Work and Financial Plan, PPMP and HPMES
6. Other Reportorial Requirements

Functions and Responsibilities:

1. Prepares activity proposals in relation to grievance and mental health activities;
2. Monitor and supervise grievances;
3. Provides secretariat services;
4. Coordinate within and across the OBSU relative to mental health concerns;
5. Prepares minutes and summaries of agreements/directives;
6. Assist in incident investigations, analysis and preparation of mental health related reports and summaries, keeping records of the same;
7. Prepare Work and Financial Plan, PPMP and HPMES;
8. Act as resource person subject matter experts;
9. Provide technical assistance on HRWS-related concerns;
10. Performs other related tasks.

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
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 18 January 2025**.

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 Certification, Authentication & Verification (CAV) or Transcript of Records or equivalent;
5. Authenticated copy of certificate of eligibility/rating/license;
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.

*******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 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/ HRPPMS Head