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BY: MARVIN SISTER

21 JANUARY 2025

NOTICE OF VACANCY

Position Title	:	(1) PROJECT DEVELOPMENT OFFICER II
Parenthetical Title	:	Cluster Grievance Officer
Salary Grade	:	SG 15/ Php 36,619.00
Employment Status	:	Contractual
Item Number	:	FOVIII-CONTRACTUAL-PDO2-000184
Bureau or Office	:	Pantawid Pamilyang Pilipino Program
Division/Section/Unit	:	Provincial Operations Office of Samar
Supervisor	:	Social Welfare Officer III/IV (Provincial Link)
Position Title of those directly Supervised	:	None

QUALIFICATION GUIDE

A. CSC – Prescribed Qualification Standards

Education	:	Bachelor's degree relevant to the job
Training	:	Four (4) hours relevant training
Experience	:	One (1) year relevant experience
Eligibility	:	None required

Job Summary:

The Project Development Officer II (Cluster Grievance Officer) monitor complaints and grievances at the Cluster and Municipal levels, act as secretariat during City/Municipal Grievance Committee (C/MGC) meetings, and provide technical assistance and monitors City/Municipal Links.

Statement of Duties and Responsibilities:

1. Monitor complaints and grievances at the Cluster and Municipal levels;
2. Act as secretariat during City/Municipal Grievance Committee (C/MGC) meetings;
3. Regularly maintain and update the Regional GRS database and Grievance Module;
4. Provide technical assistance and monitors City/Municipal Links;
5. Provide analysis on trends in grievance reporting at the Cluster and Municipal levels and identify strategies to address major problems;
6. Consolidate and prepare regular reports and updates to be submitted to Provincial Grievance Officer;
7. Performs other related tasks as may be assigned by the immediate supervisor.

Job Outputs:					
<ol style="list-style-type: none"> 1. Grievance Module and GRS Database; 2. Grievance/Complaint Monitoring and Resolution; 3. Minutes of City/Municipal Grievance Committee Meeting; 4. Analysis and strategies on grievance reporting. 					
COMPETENCY REQUIREMENTS					
CORE	Level	FUNCTIONAL	Level	MANAGERIAL/ LEADERSHIP	Level
Commitment to Credible Public Service	2	Grievance Management	3	None	N/A
Delivering Excellent Results	2	Pantawid Program Fluency	2		
Personal Effectiveness	2	Process Management	2		
		Verbal Communication	2		
		Written Communication	2		
		Report Writing	2		
		Knowledge of Local Governance	2		
		Knowledge of Related Regulations and Procedures of LGUs, DEPED, DOH and Related Agencies	2		
Legend: 1 – Basic 2 – Intermediate 3 – Advanced 4 – Expert					

Initial Shortlisting : Applicants who meet the **CSC Qualification Standards** on Education, Training, Experience, and Eligibility.


Final Shortlisting : Top five (5) ranking candidates but overall rating should not be less than 60%.

Those who meet the qualification requirements of the said position may apply to the **REGIONAL DIRECTOR, GRACE Q. SUBONG** not later than **31 JANUARY 2025**. Interested parties are advised to submit the following documents:

1. Application Letter;
2. Notarized and Updated Personal Data Sheet (PDS) with attached **Work Experience Sheet**;
3. Photocopy of Transcript of Records and College Diploma;
4. Photocopy of certificate of relevant trainings and seminars attended;
5. Photocopy of certificate of board rating/eligibility and license;
6. Certificate of Employment, and;
7. Photocopy of duly signed **Individual Performance Contract Rating (IPCR)** or **its equivalent** with Very Satisfactory rating during the last two (2) rating periods.

For online applications, submit complete application documents at jobs.fo8@dswd.gov.ph and indicate **APPLICATION FOR (1) CLUSTER GRIEVANCE OFFICER II FOR PROVINCIAL OPERATIONS OFFICE OF SAMAR** as the SUBJECT.

Incomplete application documents and submission beyond the deadline will not be entertained.


CLARITO T. LOGRONIO
 Dir. III/ Asst. Regional Director for Administration
 HRMPSB Chairperson

Note:

The Agency values inclusivity of age, gender, civil status, disability, religion, ethnicity, social status, class and political affiliation. Thus, the vacant position is open to all qualified individuals and the selection of employees shall be made only according to the principle of merit and fitness.