MAURITIUS PUBLIC SERVICE

PUBLIC ADVERTISEMENT NO. 136 OF 2019

Vacancies for Post of Integrated Support Officer (on shift)
Ministry of Gender Equality and Family Welfare

Applications are invited from qualified candidates who wish to be considered for appointment as Integrated Support Officer (on shift) in the Ministry of Gender Equality and Family Welfare.

II. AGE LIMIT

Candidates, unless already in the Service, should not have reached their 40th birthday by the closing date for the submission of applications.

III. QUALIFICATIONS

A. Candidates should possess a diploma in Social Work or Social Studies or Psychology or Sociology from a recognised institution or an equivalent qualification acceptable to the Public Service Commission.

B. Candidates should –
   (i) possess good organising, interpersonal and communication skills;
   (ii) have the ability to work in teams and meet tight deadlines; and
   (iii) be computer literate.

NOTE

1. Candidates should produce written evidence of knowledge claimed.

2. The onus for the submission of written evidence of knowledge claimed and equivalence of qualification (if applicable) from the relevant authorities (Tertiary Education Commission or Mauritius Qualifications Authority) rests on the candidates. Applications will not be considered in case of non-submission of written evidence of knowledge claimed and Equivalence Certificate, as appropriate, by the closing date.

3. Candidates may be required to sit for a written examination as part of the selection process.

4. The Commission reserves the right:
   (i) to convene only the best qualified candidates for interview; and
   (ii) not to make any appointment following this advertisement.
IV. DUTIES AND SALARY

1. To respond to phone calls received through the hotlines of the Ministry for the purpose of first-hand counselling and advise into cases of domestic violence and child abuse.

2. To attend to victims of violence and child abuse and provide assistance, as appropriate, after having explained to victims their rights.

3. To refer cases to relevant officers for intervention and follow-up action.

4. To refer cases of victims and/or dependents to outstations for further relevant assistance.

5. To interact with other stakeholders/institutions to ensure fast track intervention in cases of domestic violence and child abuse.

6. To keep record of cases reported and attended.

7. To submit regular reports, as may be directed, on all cases attended.

8. To register cases reported on the Computerised Information System.

9. To document all call information according to standard operating procedures.

10. To identify and escalate issues to supervisors.

11. To use ICT in the performance of his duties.

12. To perform such other duties directly related to the main duties listed above or related to the delivery of the output and results expected from the Integrated Support Officer (on shift) in the roles ascribed to him.

Note
Integrated Support Officers (on shift) will be required to work on shift system covering a 24-hour service including Saturdays, Sundays and Public Holidays and officially declared cyclone days.

The permanent and pensionable post carries salary in scale Rs 16,400 x 325 – 17,700 x 375 – 19,575 x 475 – 21,950 x 625 – 23,200 x 775 – 32,500 x 925 – 36,200 a month.

V. MODE OF APPLICATION

1. Qualified candidates are advised to submit their application electronically at the following address:

http://psc.govmu.org/English/Pages/PscHomepage.aspx

2. Candidates may also apply electronically at the Enquiry Counter of the Public Service Commission, 7, Louis Pasteur Street, Forest Side from 9.00 a.m. to 3.30 p.m. on weekdays and not later than 3.00 p.m. on the closing date.

3. Candidates are requested to follow the procedures that can be accessed through the “How To Apply” option on the above address.
4. Candidates already in the service **should** submit a printed copy of their electronic Application Form, **duly signed**, through their respective Supervising Officer/Responsible Officer.

5. Acknowledgement of applications will be made by **e-mail**. Candidates are advised to submit their e-mail address.

6. For queries regarding **Username & Password**, the Government Online Centre (GOC) may be contacted on the e-mail address: **support@ncb.mu** or on phone number **454 9955**.

7. For **technical support and other queries**, the helpdesk of the Public Service Commission may be contacted on the e-mail address **pdsc@govmu.org** or phone number **670 9705** or fax number **670 3417**.

8. Candidates are also advised to read carefully the “**NOTES AND INSTRUCTIONS FOR ONLINE APPLICATION (in response to Public Advertisement)**” before filling in the Application Form. Care should be taken to fill in the on-line Application Form correctly. **Incomplete, inadequate or inaccurate filling of the Application Form may entail elimination of the candidate.**

9. The Commission reiterates its request to candidates to submit their application electronically. However, qualified candidates not applying online may submit their application on **PSC Form 7** which may be obtained **either** from the Enquiry Counter of the Ministry of Public Service, Administrative and Institutional Reforms, Ground Floor, Emmanuel Anquetil Building, Port Louis **or** from the Enquiry Counter of the Public Service Commission, 7, Louis Pasteur Street, Forest Side **or** from the Chief Commissioner’s Office, Port Mathurin, Rodrigues **or** from the offices of the Mauritius High Commissions/Embassies overseas.

**VI. CLOSING DATE**

Applications should reach the Secretary, Public Service Commission, 7, Louis Pasteur Street, Forest Side **not later than 3.00 p.m. (local time) on Thursday 20 February 2020.** Applications received after the specified closing date and time will not be considered.

**Date: 31 January 2020**

Public Service Commission, 7, Louis Pasteur Street, **FOREST SIDE.**