

GOVERNMENT OF MAURITIUS

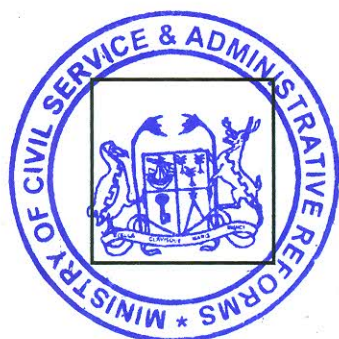
SCHEME OF SERVICE SPECIFIED UNDER REGULATION 15 OF THE  
PUBLIC SERVICE COMMISSION REGULATIONS

- Ministry:** Gender Equality, Child Development and Family Welfare
- Post:** Integrated Support Officer (on shift)
- Salary:** 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 (23 035 067)
- Effective Date:** 04 September 2019
- Qualifications:**
- A. 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.

Candidates should provide written evidence of knowledge claimed.

- Duties:**
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.

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CERTIFIED CORRECT

*S. Chundusing*  
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S. Chundusing (Mrs)  
for Secretary for Public Service

04 September 2019

Date.....

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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.



**CERTIFIED CORRECT**

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*S. Chundung*  
**S. Chundung (Mrs)**  
*for Secretary for Public Service*

**04 September 2019**  
Date.....