

GOVERNMENT OF MAURITIUS

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

- Ministry:** Environment and National Development Unit (National Development Unit)
- Post:** Assistant Citizen's Advice Bureau Co-ordinator
- Salary:** Rs 21,400 x 600 – 23,200 x 800 – 28,000 x 1,000 – 30,000 x 1,250 – 33,750 (08 48 62)
- Effective Date:** 8 January 2010
- Qualifications:** By selection from among officers in the grade of Citizen's Advice Bureau Organiser who reckon at least four years' service in a substantive capacity in the grade and who –
 - (i) possess a Diploma in Social Work from a recognised institution or an equivalent qualification acceptable to the Public Service Commission;
 - (ii) are customer-oriented; and
 - (iii) have good organising and supervisory skills.
- Duties:**
 1. To be responsible to the Permanent Secretary through the Citizen's Advice Bureau Co-ordinator for the co-ordination and implementation of all Citizen's Advice Bureau activities in respect of the region assigned to him.
 2. To monitor and supervise the work of Citizen's Advice Bureau Organisers.
 3. To compile statistics from the Citizen's Advice Bureaux.
 4. To be responsible for the on-line computer network system.
 5. To assist the Citizen's Advice Bureau Co-ordinator in the formulation of policies and programmes for implementation.
 6. To be responsible for continuous training and induction courses of Citizen's Advice Bureau Organisers.
 7. To assist the Citizen's Advice Bureau Co-ordinator in motivating the workforce for improved efficiency and effectiveness of the Citizen's Advice Bureaux services.
 8. To liaise with Non-Governmental Organisations, other Agencies and Parliamentary Private Secretaries in order to monitor and evaluate the needs of the population at grass root level.
 9. To assist in the organisation of social activities and official functions at regional level.

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CERTIFIED CORRECT

Atheerasingh

 for Senior Chief Executive
 Ministry of Civil Service and
 Administrative Reforms
 Date..... 08 JAN 2010

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10. To use ICT in the performance of his duties.
11. 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 Assistant Citizen's Advice Bureau Co-ordinators in the roles ascribed to them.

Note

Assistant Citizen's Advice Bureau Co-ordinators may be required to work outside normal working hours, including Saturdays, Sundays and Public Holidays.



CERTIFIED CORRECT

Akeem

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*for Senior Chief Executive
Ministry of Civil Service and
Administrative Reforms*

Date..... *08 JAN 2010*