

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: Citizen's Advice Bureau Co-ordinator

Salary: Rs 26,400 x 800 – 28,000 x 1,000 – 30,000 x 1,250 – 40,000 (08 55 67)

Effective Date: 8 January 2010

Qualifications: By selection from among officers in the grade of Assistant Citizen's Advice Bureau Co-ordinator who reckon at least three years' service in a substantive capacity in the grade and who –

- (a) possess a Degree in Social Work from a recognised institution or an equivalent qualification acceptable to the Public Service Commission;
- (b) have a strong personality;
- (c) have good communication and interpersonal skills;
- (d) show demonstrated interest in community development and in co-ordination work; and
- (e) have good leadership and administrative abilities.

Role and Responsibilities: To be responsible for the provision of community-based services in line with Government policy.

- Duties:**
1. To be responsible to the Permanent Secretary for the overall management of the Citizen's Advice Section and the dissemination of relevant information to customers via Citizen's Advice Bureaux.
 2. To be responsible for the implementation, monitoring and execution of programmes and projects entrusted to Assistant Citizen's Advice Bureau Co-ordinators and Citizen's Advice Bureau Organisers.
 3. To monitor and supervise the work of Assistant Citizen's Advice Bureau Co-ordinators and Citizen's Advice Bureau Organisers.
 4. To ensure public awareness of the role of Citizen's Advice Bureaux and the services provided thereat.

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Alec...
for Senior Chief Executive
Ministry of Civil Service and
Administrative Reforms

Date... 08 JAN 2010



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5. To organise and ensure the smooth running of training programmes intended for the Assistant Citizen's Advice Bureau Co-ordinators and Citizen's Advice Bureau Organisers.
6. To liaise with Government Departments and other organisations for the dissemination of information relating to schemes, programmes and projects of national interest through Citizen's Advice Bureaux.
7. To initiate surveys and studies in specific areas on the basis of available data with a view to formulating projects and programmes for local development.
8. To supervise the organisation of official functions relating to Citizen's Advice Bureaux activities.
9. To plan and organise schemes for standardisation in the registration of complaints and suggestions from members of the public.
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 the Citizen's Advice Bureau Co-ordinator in the roles ascribed to him.

Note

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



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Alexander

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

Date..... **08 JAN 2010**