

### SCHEME OF SERVICE

- Post:** Case Management Officer
- Salary:** Rs 19,575 x 475 – 21,950 x 625 – 23,200 x 775 – 32,500 x 925 – 37,125 x 1,225 – 40,800 x 1,525 – 42,325 (NEF 13)
- Qualifications:** By selection from among officers in the grade of Assistant Case Management Officer and serving officers of the NEF who possess –
- A. (i) a Diploma in Social Work  
or  
an equivalent qualification acceptable to the Board; and
- (ii) reckon at least one-year proven experience in social or community work.
- B. Candidates should -
- (i) possess good interpersonal, communication and report writing skills;
  - (ii) be proficient in IT office tools as well as in statistical and data interpretation;
  - (iii) possess strong leadership and problem-solving skills;
  - (iv) have the ability to work in a team; and
  - (v) be able to meet tight deadlines.

### NOTE

In the absence of qualified serving officers, by selection from among candidates possessing the qualifications at A and B.

- Duties:**
1. To follow each beneficiary identified through the Social Register of Mauritius (SRM), on a day-to-day basis and to maintain close contact with beneficiaries/families imparting all along intra-personal and inter-personal skills through ongoing case management.
  2. To create a dynamic interaction between the NEF and the beneficiaries by conducting surveys and focus group discussions on social/community issues.
  3. To develop a database on socio-economic problems faced by beneficiaries and to initiate measures to get the beneficiaries develop a positive mindset towards empowerment.
  4. To prepare priority needs of beneficiaries and develop appropriate empowerment programmes.
  5. To carry out home visits to beneficiaries, including those disabled and bedridden elderly and devise appropriate interventions plans.
  6. To refer beneficiaries with needs to resource agencies and to follow up to ensure outcome of referral.

7. To deliver preventive talks on social problems faced by beneficiaries and be responsible for the implementation of minor community-based projects.
8. To visit families and report on any change in socio-economic situation as well as on the impact of interventions keeping in view the indicators or progress set for monitoring and evaluation.
9. To keep track of the evolution of the socio-economic situation of each beneficiary and record same for analysis by NEF management.
10. To assist the Community Project Executives in the preparation of action plans and empowerment programmes.
11. To work in close collaboration with the Community Working Groups set up for the implementation of projects for social integration.
12. To assist in the organisation of seminars, conferences, competitions, exhibitions and other related activities.
13. To assist in the setting-up of proper interface between the NEF and the community by attending meeting with local committees, local volunteers, youths and other groups.
14. 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 incumbents in the roles ascribed to him.

**NOTE**

Officers may be requested to work outside normal working hours, Saturdays, Sundays, and Public Holidays.



**Approved by** : The NEF Board at its 139<sup>th</sup> meeting

**Signature** :  .....

**Name** : J. Lan Hing Po (Mrs.)

**Designation** : Officer in Charge

**Date** : 23<sup>rd</sup> March 2022