

Malta Council for the Voluntary Sector
POSITION OF VOLUNTEER SUPPORT OFFICER – CUSTOMER SUPPORT

Nomenclatures denoting the male gender include also the female gender.

Jobsplus Permit Number 212/2023

1. The Malta Council for the Voluntary Sector invites applications for the position of Volunteer Support Officer- Customer Support.

Duration of assignment and Conditions

2.1 A selected candidate will enter into an indefinite assignment as a Volunteer Support Officer – Customer Support with the Malta Council for the Voluntary Sector.

2.2 The position of Volunteer Support Officer – Customer Support is subject to a probationary period of one (1) year.

Salary pegged to the position

3.1 The salary attached to the position of Volunteer Support Officer is equivalent to Salary Scale 11 for the first year (which in the year 2023 is €21,278.00 per annum) and moving on to equivalent to Salary Scale 10 in the second year (which in the year 2024 shall be €23,376.00 per annum rising by annual increments of €408.00 up to a maximum of €25,824.00).

3.2 This post leads to a progression up to the equivalent of Salary Scale 9, within 3 years.

Duties

4. The duties of Volunteer Support Officer – Customer Support include:

- a) Responsible for all matters relating to the administration of Volunteer Support Desk.
- b) Maintains all the necessary documentation and the inputting of these documents and information in the relevant Database and the upkeep of the files as per ‘Manual of procedures’.
- c) Implements publicity and undertakes information meetings to promote the relevant schemes and initiatives.
- d) Support in the co-ordination of initiatives and events.
- e) Prepares progress and any other initiative -related Reports as per relevant requirements.
- f) Keeps proper records.

- g) Undertakes any other tasks, which the MCVS Administration, may delegate to him or her, as may be required.
- h) Any other duties according to the exigencies of the Public Service as directed by the Chief Executive Officer of the Malta Council for the Voluntary Sector.

Eligibility requirements

5.1 By the closing time and date of this call for applications, applicants must be:

- (i) (a) citizens of Malta; or

(b) citizens of other Member States of the European Union who are entitled to equal treatment to Maltese citizens in matters of employment by virtue of EU legislation and treaty provisions dealing with the free movement of workers; or

(c) citizens of any other country who are entitled to equal treatment to Maltese citizens in matters related to employment by virtue of the application to that country of EU legislation and treaty provisions dealing with the free movement of workers; or

(d) any other persons who are entitled to equal treatment to Maltese citizens in matters related to employment in terms of the law or the above-mentioned EU legislation and treaty provisions, on account of their family relationship with persons mentioned in paragraph (a), (b) or (c); or

(e) third country nationals who have been granted long-term resident status in Malta under regulation 4 of the “Status of Long-Term Residents (Third Country Nationals) Regulations, 2006” or who have been granted a residence permit under regulation 18(3) thereof, together with family members of such third country nationals who have been granted a residence permit under the “Family Reunification Regulations, 2007”.

The advice of the Department of Citizenship and Expatriate Affairs within the Identity Malta Agency should be sought as necessary in the interpretation of the above provisions.

The appointment of candidates referred to at (b), (c), (d) and (e) above would necessitate the issue of an employment licence in so far as this is required by the Immigration Act and subsidiary legislation. Jobsplus should be consulted as necessary on this issue.

- (ii) able to communicate in the Maltese and English Languages.
- (iii) (a) are in possession of a recognised qualification at MQF Level 6 or equivalent,
Or
(b) are in possession of a recognised qualification at MQF Level 5, or equivalent, plus two (2) years relevant work experience.
(d) Qualifications in Counselling, Disability Studies, and Youth and Community Studies are preferred. Other areas of qualifications are also considered.

(e) Work experience refers to either full time/part time employment with a recognised voluntary organisation or recognised voluntary work/experience with a voluntary organisation.

5.2 Qualifications at a level higher than that specified above will be accepted for eligibility purposes, provided they meet any specified subject requirements.

Moreover, candidates who have not yet formally obtained any of the above-mentioned qualifications will still be considered, provided that they submit evidence that they have been approved for the award of the qualifications in question, or successfully completed the necessary ECTS/ECVETS credits, or equivalent, taken as part of a recognized MQF level program of study, as required in the afore-mentioned eligibility criteria or higher, by the closing time and date of the call for applications.

5.3 Applicants must be of conduct which is appropriate to the position applied for (applicants who are already in the Malta Public Service must produce a Service and Leave Record Form (GP 47); those applying from outside the Service must produce a Certificate of Conduct issued by the Police or other competent authority not earlier than one (1) month from the date of application and state whether they have ever been in Government Service, giving details).

5.4 Applicants must be eligible to take up their due appointment, in terms of 5.1 to 5.3 above, not only by the closing time and date of this call for applications but also on the date of appointment.

5.5 Prospective applicants should note the requirement to produce MQRIC recognition statements in respect of their qualifications from MQRIC, or other designated authorities, as applicable, as per provisions applicable to this call for applications (see link below).

Submission of supporting documentation

6.1 Qualifications and experience claimed must be supported by certificates and/or testimonials, copies of which should be attached to the application. Scanned copies sent electronically are acceptable.

6.2 Original certificates and/or testimonials are to be invariably produced for verification at the interview.

Selection procedure

7.1 Eligible applicants will be assessed by a Selection Board to determine their suitability for the position. The maximum mark for this selection process is 100% and the pass mark is 50%.

7.2 Due consideration will be given to applicants who, besides the requisites indicated in paragraphs 5.1 to 5.3, have proven relevant work experience.

Submission of applications

8. Applications, together with a *curriculum vitae* the Malta Council for the Voluntary Sector, Volunteer Centre, Melita Street, Valletta VLT 1129 by not later than **noon (Central European Time) of Friday 11th August 2023.**

Applications should be submitted via email on mcvs.mivc@gov.mt or via post to Volunteer Centre, 181, Melita Street, Valletta VLT 1129 by the said closing time and date of this call for applications.

Other general provisions

9. For information contact the Malta Council for the Voluntary Sector at the Volunteer Centre, 181, Melita Street, Valletta or visit <http://www.maltacvs.org/>.

The phone and e-mail address of the Malta Council for the Voluntary Sector are +356 22481110 and mcvs.mivc@gov.mt .

Mauro Pace Parascandalo
Chief Executive Officer
Malta Council for the Voluntary Sector

Kunsill Malti għas-Settur tal-Volontarjat
POŻIZZJONI TA' VOLUNTEER SUPPORT OFFICER – CUSTOMER SUPPORT

Nomenklaturi li jindikaw il-maskil jinkludu wkoll il-femminil.

Jobsplus Permit Number 212/2023

1. Il-Kunsill Malti għas-Settur tal-Volontarjat jilqa' applikazzjonijiet għall-pożizzjoni ta' *Volunteer Support Officer*.

Tul tal-assenjazzjoni u kundizzjonijiet

2.1 Persuna magħżula tidhol f'assenjazzjoni indefinit bħala *Volunteer Support Officer – Customer Support* mal- Kunsill Malti għas-Settur tal-Volontarjat.

2.2 Il-pożizzjoni ta' *Volunteer Support Officer – Customer Support* hija suġġetta għal perjodu ta' prova ta' tmax(12)-il xahar.

Salarju marbut mal-pożizzjoni

3.1 Is-salarju għall-pożizzjoni ta' *Volunteer Support Officer – Customer Support* huwa ekwivalenti għal Skala ta' Salarju 11 fl-ewwel sena, (li fis-sena 2023 huwa ta' €21,278.00 fis-sena) u timxi għall-ekwivalenti għal Skala ta' Salarju 10 fit-tieni sena (li fis-sena 2024 għandha tkun €23,376.00 fis-sena li tizzied b'żidiet annwali ta' €408.00 sa massimu ta' €25,824.00).

3.2 Din il-kariga twassal għal progressjoni ekwivalenti għal Skala ta' Salarju 9, fi żmien 3 snin.

Dmirijiet

4. Id-dmirijiet ta' persuna fil-ħatra ta' *Volunteer Support Officer – Customer Support* jinkludu:

- a) Responsabbli mill-affarijiet kollha relatati mal-amministrazzjoni tal- *Support Desk*;
- b) Iżomm id-dokumentazzjoni kollha neċessarja u d-dħul ta' dawn id-dokumenti u informazzjoni fid-*Database* rilevanti u ż-żamma tal-fajls skont il-'Manwal tal-proċeduri';
- ċ) Jimplimenta pubbliċità u jmexxi laqgħat ta' informazzjoni biex tippromwovi l-iskemi u l-inizjattivi rilevanti;
- d) Appogg fil-koordinazzjoni ta' inizjattivi u avvenimenti;
- e) Jipprepara Rapporti ta' Progress u kull xorta ta' rappoti oħra relatati mal-inizjattivi skont ir-rekwiziti rilevanti;
- f) Iżomm rekords kif xieraq;

- g) Iwettaq dmirjiet oħra, li l-Amministrazzjoni tal-MCVS tista' jiddelega lilu jew lilha, skond il-bżonn;
- g) Iwettaq dmirijiet oħra skond l-esiġenzi tas-Servizz Pubbliku kif dirett mid-Kap Eżwuktiv tal-Kunsill Malti għas-Settur tal-Volontarjat.

Rekwiżiti tal-eligibbiltà

5.1 Sal-hin u d-data tal-għeluq ta' din is-sejha għall-applikazzjonijiet, l-applikanti għandhom ikunu:

(i) (a) ċittadini ta' Malta; jew

(b) ċittadini ta' Stati Membri oħra tal-Unjoni Ewropea li għandhom jedd għal trattament ugwali daqs ċittadini Maltin fi kwistjonijiet ta' impjieg bis-saħħa ta' leġislazzjoni tal-UE u dispożizzjonijiet ta' trattati dwar iċ-ċaqliq ħieles tal-ħaddiema; jew

(c) ċittadini ta' kwalunkwe pajjiż ieħor li għandhom jedd għal trattament ugwali daqs ċittadini Maltin fi kwistjonijiet ta' impjieg minhabba li jkunu japplikaw għal dak il-pajjiż ta' leġislazzjoni tal-UE u dispożizzjonijiet ta' trattati dwar iċ-ċaqliq ħieles tal-ħaddiema; jew

(d) kwalunkwe persuni oħra li għandhom jedd għal trattament ugwali daqs ċittadini Maltin fi kwistjonijiet ta' impjieg permezz tar-relazzjoni familjari tagħhom ma' persuni msemmija f'(a), (b) jew (c), skond kif hemm fil-liġi jew fil-leġislazzjoni tal-UE u dispożizzjonijiet ta' trattati msemmija hawn fuq; jew

(e) ċittadini ta' pajjiżi terzi li jkunu ngħataw status ta' residenti li joqogħdu għal żmien twil f'Malta taħt ir-regolament 4 tar-Regolamenti tal-2006 dwar "Status ta' Residenti li joqogħdu għal Żmien Twil (Ċittadini ta' Pajjiżi Terzi)", jew li jkunu ngħataw permess ta' residenza taħt ir-regolament 18 (3) tal-istess regolamenti,

flimkien mal-membri tal-familja ta' ċittadini ta' pajjiżi terzi li jkunu ngħataw permess ta' residenza taħt ir-Regolamenti tal-2007 dwar ir-Rijunifikazzjoni tal-Familji.

Il-parir tad-Dipartiment għall-Affarijiet taċ-Ċittadinanza u *Expatriates* fi ħdan l-Aġenzija *Identity Malta* għandu jiġi mfittex skond il-ħtieġa fl-interpretazzjoni tal-provedimenti imsemmija hawn fuq.

Il-ħatra ta' kandidati msemmija f'(b), (c), (d) u (e) hawn fuq teħtieġ il-ħruġ ta' liċenzja tax-xogħol f'dawk il-każijiet fejn hija meħtieġa skond l-Att dwar l-Immigrazzjoni u leġislazzjoni sussidjarja. *Jobsplus* għandha tiġi kkonsultata skond il-ħtieġa dwar din il-materja.

(ii) kapaċi jikkomunikaw bil-lingwa Maltija u bil-lingwa Ingliża;

(iii) (a) li għandhom kwalifika ta' rikonoxxuta fil-livell 6 tal-MFQ jew kwalifiki professjonali komparabbli;

Jew

(b) li għandhom kwalifika rikonoxxuta fil-livell 5 tal-MFQ jew ekwivalenti, flimkien ma' sentejn (2) esperjenza ta' xogħol rilevanti;

(d) Kwalifiki fil-Counselling, Studji dwar id-Diżabilità, u Studji fuq iż-Żgħażaġh u l-Komunità huma preferuti. Qed jiġu kkunsidrati wkoll oqsma oħra ta' kwalifiki.

(e) L-esperjenza tax-xogħol tirreferi jew għal impjieg full-time/part-time ma' organizzazzjoni volontarja rikonoxxuta jew xogħol/esperjenza volontarja rikonoxxuta ma' organizzazzjoni volontarja.

5.2 Kwalifiki li huma ta' livell ogħla minn dak rikjest hawn fuq jiġu aċċettati għall-fini ta' eliġibbiltà, sakemm dawn ikunu fis-sugġetti mitluba.

Dawk il-kandidati li ma jkunux għandhom għabu l-kwalifiki msemmija hawn fuq formalment xorta jiġu kkunsidrati, basta jipprovdu evidenza li ġew appovati għall-għoti tal-kwalifiki msemmija jew inkella jkunu lestew b'suċċess il-krediti meħtieġa tal-ECTS/ECVETS, jew ekwivalenti, meħuda bħala parti minn programm ta' studju ta' livell tal-MQF rikonoxxut, kif mitlub fil-kriterji tal-eliġibbiltà hawn fuq jew ogħla, sal-ħin u d-data tal-għeluq ta' din is-sejha għall-applikazzjonijiet.

5.3 L-applikanti jridu jkunu ta' kondotta li hi xierqa għall-pożizzjoni li l-persuna qed tapplika għaliha (applikanti li diġà qegħdin jaħdmu fis-Servizz Pubbliku ta' Malta jridu jipprezentaw is-*Service and Leave Record Form* (GP 47); filwaqt li dawk li japplikaw minn barra jridu jipprezentaw Ċertifikat riċenti tal-Kondotta maħruġ mill-Pulizija jew awtorità oħra kompetenti mhux aktar minn xahar (1) qabel id-data tal-applikazzjoni, u jindikaw jekk qatt kinux impjegati tal-Gvern qabel u jagħtu d-dettalji).

5.4 Il-kandidati magħżula jridu jkunu eliġibbli għall-ħatra f'din il-pożizzjoni, skond 5.1 – 5.3 hawn fuq, mhux biss sal-ħin u d-data tal-għeluq ta' din is-sejha għall-applikazzjonijiet, iżda wkoll fid-data tal-ħatra.

5.5 L-applikanti prospettivi għandhom jaraw il-provvedimenti ġenerali marbuta ma' din is-sejha għall-applikazzjonijiet fejn jikkonċerna s-sottomissjoni ta' dikjarazzjoni ta' rikonoxximent tal-kwalifiki mingħand l-MQRIC, jew awtorità pertinenti oħra, kif applikabli (ara l-link aktar 'l isfel).

Sottomissjoni ta' dokumentazzjoni

6.1 Il-kwalifiki u l-esperjenza li l-persuna jkollha għandhom jintwerew b'ċertifikati u/jew dokumenti li kopja tagħhom għandha tkun mehmuża mal-applikazzjoni. Kopji *scanned* mibgħuta b'mod elettroniku huma aċċettati.

6.2 Id-dokumenti originali għandhom, mingħajr eċċezzjoni, jintwerew waqt l-intervista.

Proċeduri tal-għażla

7.1 L-applikanti eliġibbli jiġu assessjati minn Bord tal-għażla biex jiġi ddeterminat min hu adatt għall-pożizzjoni. Il-marka massima għal dan il-proċess tal-għażla hija 100% u l-marka li persuna trid iġġib biex tgħaddi hija 50%.

7.2 Tingħata kunsiderazzjoni xierqa lill-kandidati li, minbarra dak rikjest f'paragrafi 5.1 – 5.3, għandhom esperjenza ta' xogħol relevanti u ppruvata.

Sottomissjoni tal-applikazzjoni

8. L-applikazzjonijiet, flimkien ma' *curriculum vitae* li juru l-kwalifiki u l-esperjenza jintlaqgħu mill-Kunsill Malta għas-Settur tal-Volontarjat fiċ-Ċentru tal-Volontarjat, 181 Triq Melita, Valletta VLT 1129 sa nofsinhar (*fin taċ-Ċentru tal-Ewropa*) ta' nhar il-**Gimgha 11 ta' Awwissu, 2023**.

L-Aplikazzjonijiet għandhom ikunu sottomessi '*via email*' fuq mcvs.mivc@gov.mt jew bil-posta fuq l-indirizz Ċentru tal-Volontarjat, 181 Triq Melita, Valletta VLT 1129 sal-ħin u d-data indikati għal din is-sejha.

Provvedimenti ġenerali oħra

9. Għal aktar informazzjoni ikkuntattja lill- Kunsill Malta għas-Settur tal-Volontarjat fiċ-Ċentru tal-Volontarjat, 181 Triq Melita, Valletta VLT 1129 jew żur is-sit <http://www.maltacvs.org/>.

Il-kuntatt telefoniku u l-'email' tal- Kunsill Malta għas-Settur tal-Volontarjat huma +356 22481110 u mcvs.mivc@gov.mt .

Mauro Pace Parascandalo
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Kunsill Malta għas-Settur tal-Volontarjat