



Social Service Workers

Social service workers address social justice and societal concerns, facilitating positive societal change by individuals interacting with one another and providing advice and support to groups working in various socially vulnerable areas. They provide services to social work groups, community welfare agencies, social service providers, clinical practices and private individuals.

Optional Job Titles:						Basic Salary (monthly in MVR):		16,969	
<ul style="list-style-type: none"> Chief Social Services Officer 			<ul style="list-style-type: none"> Chief Social Service Worker 						
MISSCO Code	Skill Level	Public Service Rank	Job Family	Institutional Category	Attendance Benefit (daily in MVR)	Job Allowance (monthly in MVR)			
						Step 1	Step 2	Step 3	
2635	4	10	Legal, Cultural & Social Service	3	263	9,719	11,177	12,635	
Licenses and professional trainings		There is no mandatory license or training.							
Education qualification and work experience		<ol style="list-style-type: none"> Maldives National Qualifications Framework level 10 qualification in a related field of study; and minimum 4 years of work experience. OR; Maldives National Qualifications Framework level 9 qualification in a related field of study; and minimum 8 years of work experience. 							
Field of study (recruiting institution to select a field or fields depending on the job description)		<p>Social Services, Social Work, Psychology, Counselling, Sociology.</p> <p>Child Protection & Child Welfare, Child Youth & Family Practice, Child Welfare Work, Child Advocacy & Policy, Child & Community, Child & Adolescent Development, Child & Family Studies, Early Childhood & Family Studies, Child & Adolescent Mental Health, Child & Adolescent Mental Wellbeing, Adolescent Health & Wellbeing.</p> <p>Family Studies, Marriage & Family Studies, Marriage & Family, Marriage & Family Therapy, Human Development & Family Studies, Family & Human Development, Family Therapy, Behavioural Health Science.</p>							



	Child Protection & Juvenile Justice, Juvenile Justice, Corrections & Juvenile Justice Studies, Youth Work & Criminal Justice, Administration of Juvenile Justice.
Areas of work experience (recruiting institution to select the relevant area or areas depending on the job description)	Social assistance and protection related work.
Typical core job duties (note: The examples specified here are possible duties equivalent for a job at this rank of this job matrix. The recruiting institution is required to make necessary amendments for each job)	<ol style="list-style-type: none"> 1. Formulate and implement policies necessary to protect the rights of society and to establish social justice in society. 2. Identify emerging issues that hinder the rights of social service providers and determine policies to address such issues. 3. Determine policies to facilitate the participation of all stakeholders in bringing about positive change in society. 4. Seek cooperation of private individuals and associations in their efforts for the safety of society and to provide necessary assistance and advice to private individuals and associations in such efforts. 5. Assist social service providers in bringing about positive changes in the society and to oversee the formulation and implementation of policies needed to bring about positive changes in the society. 6. Plan and manage residential visits to assess the living conditions of people to ensure the safety of residents in the community. 7. Establish a proper system for reporting abuse, neglect and illegal activities in the community. 8. Seek advice and assistance from international organisations for the development of services provided by the sector and to strengthen relations with them in matters beneficial to the sector. 9. Take necessary steps to promote the commitments specified in international treaties and agreements to which the Maldives is a party. 10. Collect statistics related to the activities of the sector. 11. Formulate a national framework for the protection of the rights of children, women, the elderly, persons with special needs and families. 12. Oversee the implementation of the system of providing protection to persons who are entitled to protection under the national social protection framework, that includes the protection of the rights of children, women, the elderly, persons with special needs and families. 13. Ensure that the government institutions take necessary measures thereby coordinating with the relevant authorities to protect and promote the rights of children, women, the elderly, persons with special needs and families. 14. Identify emerging issues that affect the rights of children, women, the elderly, persons with special needs and families, and undertake necessary research on addressing such issues and formulate strategies to address such issues.



Optional Job Titles:					Basic Salary (monthly in MVR):	16,319		
<ul style="list-style-type: none"> • Lead Social Service Worker • Lead Children's Service Worker • Lead Family Intervention Officer • Lead Foster Care Officer 								
MISSCO Code	Skill Level	Public Service Rank	Job Family	Institutional Category	Attendance Benefit (daily in MVR)	Job Allowance (monthly in MVR)		
						Step 1	Step 2	Step 3
2635	4	9	Legal, Cultural & Social Service	3	206	7,615	8,757	9,899
Licenses and professional trainings		There is no mandatory license or training.						
Education qualification and work experience		<ol style="list-style-type: none"> 1. Maldives National Qualifications Framework level 10 qualification in a related field of study. OR; 2. Maldives National Qualifications Framework level 9 qualification in a related field of study; and minimum 4 years of work experience. 						
Field of study (recruiting institution to select a field or fields depending on the job description)		<p>Social Services, Social Work, Psychology, Counselling, Sociology.</p> <p>Child Protection & Child Welfare, Child Youth & Family Practice, Child Welfare Work, Child Advocacy & Policy, Child & Community, Child & Adolescent Development, Child & Family Studies, Early Childhood & Family Studies, Child & Adolescent Mental Health, Child & Adolescent Mental Wellbeing, Adolescent Health & Wellbeing.</p> <p>Family Studies, Marriage & Family Studies, Marriage & Family, Marriage & Family Therapy, Human Development & Family Studies, Family & Human Development, Family Therapy, Behavioural Health Science.</p> <p>Child Protection & Juvenile Justice, Juvenile Justice, Corrections & Juvenile Justice Studies, Youth Work & Criminal Justice, Administration of Juvenile Justice.</p>						
Areas of work experience (recruiting institution to select the relevant area or areas depending on the job description)		Social assistance and protection related work.						
Typical core job duties (note: The examples specified here are possible duties equivalent for a job at this rank of this job matrix. The		<ol style="list-style-type: none"> 1. Obtain the necessary resources to implement policies necessary to protect the rights of the society and to establish social justice in the society. 2. Identify emerging issues that hinder the rights of social service providers and work with relevant sectors to address them. 						

recruiting institution is required to make necessary amendments for each job)

3. Plan and implement activities to facilitate the participation of all members of the society to bring about positive change and development in the society.
4. Seek the cooperation of private individuals and associations in their efforts for the safety of society and to provide necessary assistance and advice to private individuals and associations in such efforts.
5. Assist social service providers in bringing about positive changes in the society and to formulate and implement policies necessary to bring about positive changes in the society.
6. Plan and conduct residential visits to assess the living conditions of people to ensure the safety of residents in the community.
7. Establish a proper system for reporting abuse, neglect and illegal activities in the community.
8. Seek advice and assistance from international organizations for the development of services provided by the sector and to strengthen relations with them in matters beneficial to the sector.
9. Take necessary steps to promote the commitments specified in international treaties and agreements to which the Maldives is a party.
10. Collect statistics related to the activities of the sector.



Optional Job Titles:					Basic Salary (monthly in MVR):		14,126	
<ul style="list-style-type: none"> • Social Services Coordinator • Social Service Work Supervisor • Social Care Coordinator • Social Service Analyst 								
MISSCO Code	Skill Level	Public Service Rank	Job Family	Institutional Category	Attendance Benefit (daily in MVR)	Job Allowance (monthly in MVR)		
						Step 1	Step 2	Step 3
2635	4	8	Legal, Cultural & Social Service	3	178	6,592	7,581	8,570
Licenses and professional trainings		There is no mandatory license or training.						
Education qualification and work experience		<ol style="list-style-type: none"> 1. Maldives National Qualifications Framework level 9 qualification in a related field of study. <li style="text-align: center;">OR; 2. Maldives National Qualifications Framework level 7/8 qualifications in a related field of study; and minimum 4 years of work experience. 						
Field of study (recruiting institution to select a field or fields depending on the job description)		<p>Social Services, Social Work, Psychology, Counselling, Sociology.</p> <p>Child Protection & Child Welfare, Child Youth & Family Practice, Child Welfare Work, Child Advocacy & Policy, Child & Community, Child & Adolescent Development, Child & Family Studies, Early Childhood & Family Studies, Child & Adolescent Mental Health, Child & Adolescent Mental Wellbeing, Adolescent Health & Wellbeing.</p> <p>Family Studies, Marriage & Family Studies, Marriage & Family, Marriage & Family Therapy, Human Development & Family Studies, Family & Human Development, Family Therapy, Behavioural Health Science.</p> <p>Child Protection & Juvenile Justice, Juvenile Justice, Corrections & Juvenile Justice Studies, Youth Work & Criminal Justice, Administration of Juvenile Justice.</p>						
Areas of work experience (recruiting institution to select the relevant area or areas depending on the job description)		Social assistance and protection related work.						
Typical core job duties (note: The examples specified here are possible duties equivalent for a job at this rank of this job matrix. The recruiting institution is required to		<p><u>Social Services Coordinator</u></p> <ol style="list-style-type: none"> 1. Develop the skills and abilities, and create awareness needed to protect children's rights, strengthen family relationships and raise children in a conducive environment. 						

make necessary amendments for each job)

2. Ensure that the services provided at the island level are carried out in accordance with the relevant rules, regulations and standards in cases of various types of injury or violation of rights.
3. Monitor and provide advise at the atoll level on the performance and compliance of relevant standards by the relevant institutions on providing services to women, children, elderly and persons with disabilities.
4. Monitor the pending cases submitted to the centres in the atolls and give advice and guidance on how to proceed in such cases.



Optional Job Titles:					Basic Salary (monthly in MVR):		12,261	
<ul style="list-style-type: none"> • Senior Social Service Worker • Senior Juvenile Justice Officer • Senior Family Support Worker • Senior Child Protection Officer 								
MISSCO Code	Skill Level	Public Service Rank	Job Family	Institutional Category	Attendance Benefit (daily in MVR)	Job Allowance (monthly in MVR)		
						Step 1	Step 2	Step 3
2635	4	7	Legal, Cultural & Social Service	3	155	5,721	6,579	7,437
Licenses and professional trainings		There is no mandatory license or training.						
Education qualification		Maldives National Qualifications Framework level 7/8 qualifications in a related field of study.						
Field of study (recruiting institution to select a field or fields depending on the job description)		<p>Social Services, Social Work, Psychology, Counselling, Sociology.</p> <p>Child Protection & Child Welfare, Child Youth & Family Practice, Child Welfare Work, Child Advocacy & Policy, Child & Community, Child & Adolescent Development, Child & Family Studies, Early Childhood & Family Studies, Child & Adolescent Mental Health, Child & Adolescent Mental Wellbeing, Adolescent Health & Wellbeing.</p> <p>Family Studies, Marriage & Family Studies, Marriage & Family, Marriage & Family Therapy, Human Development & Family Studies, Family & Human Development, Family Therapy, Behavioural Health Science.</p> <p>Child Protection & Juvenile Justice, Juvenile Justice, Corrections & Juvenile Justice Studies, Youth Work & Criminal Justice, Administration of Juvenile Justice.</p>						
Typical core job duties (note: The examples specified here are possible duties equivalent for a job at this rank of this job matrix. The recruiting institution is required to make necessary amendments for each job)		<p><u>Senior Child Protection Officer</u></p> <ol style="list-style-type: none"> 1. In accordance with standards of the practice, work with relevant authorities to provide assistance to children with various types of injuries. 2. Support the establishment of alternative care provision centres for children who are placed in state custody, and make arrangements to provide services through such centres or through private organizations. 3. Seek the cooperation of the private sector and associations in the work required for the protection of children and families and to work with them by providing necessary assistance and advice for such activities. 						

4. Examine the cases of children who are abused in various ways and take all necessary steps to bring the children under the custody of the state and take necessary steps to find a solution to the case.
5. Investigate cases of violation of child dignity, provide social security and cooperate with other relevant sectors regarding such cases.
6. Provide information to the courts in cases under investigation and appear before the courts and give statements.
7. Visit households, relevant government institutions and other places to collect information and assess the situation of children's cases and ensure that necessary measures are taken.
8. Prepare the "Social Situation Report" of children in accordance with the prescribed procedures and share it with the relevant institutions within the stipulated time.
9. Coordinate with the National Drug Agency on treatment of children who have become victims of drugs.
10. Take necessary steps to provide advice on how to proceed in child and family matters to those who request the service.
11. Investigate cases of child abuse under the Child Rights Protection Act and other related laws and provide the necessary protection to the children.



Optional Job Titles:					Basic Salary (monthly in MVR):		9,194	
<ul style="list-style-type: none"> • Social Service Worker • Social Protection Officer • Family Support Worker • Child Protection Officer • Juvenile Justice Officer 								
MISSCO Code	Skill Level	Public Service Rank	Job Family	Institutional Category	Attendance Benefit (daily in MVR)	Job Allowance (monthly in MVR)		
						Step 1	Step 2	Step 3
3412	3	5	Legal, Cultural & Social Service	3	116	4,290	4,934	5,578
Licenses and professional trainings		There is no mandatory license or training.						
Education qualification		Maldives National Qualifications Framework level 5/6 qualifications in a related field of study.						
Field of study (recruiting institution to select a field or fields depending on the job description)		Social Services, Social Work, Psychology, Counselling, Sociology.						
Typical core job duties (note: The examples specified here are possible duties equivalent for a job at this rank of this job matrix. The recruiting institution is required to make necessary amendments for each job)		<p><u>Juvenile Justice Officer</u></p> <ol style="list-style-type: none"> 1. Plan and implement diversion, rehabilitation and reintegration programmes with the participation of relevant agencies to protect and prevent children at risk of crime and children under the age of 15 from committing crimes. 2. Work with the children, their families and the community to rehabilitate children who are found to be vulnerable to illegal activities. In this regard, include children in reform programmes and monitor their progress. 3. Section 27 of the Child Justice Act (18/2019) provides for the provision of treatment and assistance to children and their families who commit acts contrary to social norms. Develop and conduct correctional and rehabilitation programmes to provide various types of treatment and assistance for such children and their families. That includes undertaking the following programmes: <ul style="list-style-type: none"> • Programmes dedicated to correcting ethical problems; • Correctional programmes for children involved in violent and non-serious crimes; • Rehabilitation programmes for children involved in immoral and sexual activities; • Programmes for the rehabilitation of children involved in violent and serious crimes; 						

- Programmes of re-integration and after-care that will prepare them for reintegration into the community following isolation;
- Special programmes for the correction and rehabilitation of children at risk of committing other crimes and those involved in crime for various reasons;

4. Take necessary steps to provide employment opportunities to the children who complete the rehabilitation programmes.
5. Plan and implement programmes for children in jail and children in investigative custody.
6. Provide necessary advice and guidance in the formulation of laws, rules and regulations to strengthen the juvenile justice system.
7. Plan and implement programmes for children in juvenile prisons.
8. Plan diversion programmes and community conferencing.



Optional Job Titles:						Basic Salary (monthly in MVR):		8,865	
• Assistant Social Service Worker			• Assistant Social Protection Officer						
MISSCO Code	Skill Level	Public Service Rank	Job Family	Institutional Category	Attendance Benefit (daily in MVR)	Job Allowance (monthly in MVR)			
						Step 1	Step 2	Step 3	
3412	3	4	Legal, Cultural & Social Service	3	72	2,659	3,058	3,457	
Licenses and professional trainings		There is no mandatory license or training.							
Education qualification		Maldives National Qualifications Framework level 4 qualification in a related field of study.							
Field of study (recruiting institution to select a field or fields depending on the job description)		Social Services, Social Work, Psychology, Counselling, Sociology.							
Typical core job duties (note: The examples specified here are possible duties equivalent for a job at this rank of this job matrix. The recruiting institution is required to make necessary amendments for each job)		<p><u>Assistant Social Protection Officer</u></p> <ol style="list-style-type: none"> 1. Coordinate with the relevant authorities in connection with cases submitted to the Family & Children Service Centre involving children, women, persons with special needs and the elderly. 2. Participate in various programmes conducted in the field of social service in the atolls and work to increase public awareness. 3. In connection with the cases submitted to the centre, make necessary trips to the Atolls, and make home visits to identify the situation of the case and provide necessary assistance. 4. In connection with the cases submitted to the Family & Children Service Centre, make necessary trips to the Atolls and make home visits as necessary to ascertain the status of the cases. 5. Regularly maintain records of cases submitted to the Family & Children Service Centre, prepare reports and send them to the relevant authorities. 6. Participate in juvenile court hearings and case conferences and follow the prescribed procedures. 7. Implement all programmes and activities in the atolls in collaboration with the Ministry. 8. Work under the prescribed rules in cases where assistance is required in another area of work of the Ministry. 							