

CZARINA XANDRA ALMARIO GOZUN

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Brgy 169, Caloocan City, Philippines
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OBJECTIVE: To work in a growing company where I can utilize my skills and experiences for continuous learning for my personal growth and development.

EDUCATIONAL ATTAINMENT:

- | | |
|--------------------------|---|
| August 2022 – July 2023 | Master in Social Work
Miriam College
Katipunan Avenue, Loyola Heights, Quezon City |
| January 2022 – July 2022 | Post Graduate Diploma on Child Protection
Miriam College
Katipunan Avenue, Loyola Heights, Quezon City |
| June 2009 – March 2012 | Bachelor of Science in Social Work
Philippine Women’s University
Taft Avenue, Manila, Philippines |

CAREER SUMMARY:

July 26, 2022 - Present

Department of Social Welfare and Development

Pantawid Pamilyang Pilipino Program – Social Services Delivery and Management Division

Position: Project Development Officer III/Case Management Officer

- Manage and monitor the full deployment of the DSWD Integrated Electronic Case Management System (DSWD-IECMS) or the PRIMERO CPMIS+
- Provide technical assistance on the implementation of the 4Ps Kilos Unlad or the Case Management Strategy of the Pantawid Pamilyang Pilipino Program (4Ps) to 17 regional counterparts
- Prepares and draft policies and guidelines including guidance notes, concept paper, concept notes, and briefers based on the current needs of the Case Management Unit or the Program
- Coordinate and collaborate with external development partners and DSWD bureaus and regional counterparts on changes/enhancements of policies, systems, and processes on case management in the context of 4Ps
- Prepares unit reports, memorandums, acknowledgement reports and feedback reports
- Provide comments and inputs to the Department’s issuances e.g. enhancements of policies and guidelines

- Provide capability building activities to Field Offices to strengthen their skills and knowledge in case management, social work counseling, group and community organizing, supervision, and other related
- Augmentation support to other DSWD programs and services
- Perform other related tasks assigned by the Division Chief and National Program Manager

February 11, 2016 – July 25, 2022

Department of Social Welfare and Development

Pantawid Pamilyang Pilipino Program – Grievance Redress Division

Position: Project Development Officer II/Grievance Officer

- Provide technical assistance to Field Offices, conduct systems spot-check and facilitate appropriate resolution to filed grievances within time protocol
- Conduct field validation on identified special cases and/or any cases that needs thorough verification
- Facilitates activities and workshop during technical assistance and spot checks related to Grievance Redress
- Consolidate grievance data and prepares reports in relation to GRS data required by other divisions and offices
- Assists walk-in beneficiaries on their grievances and other program concerns and provide appropriate resolutions
- Verifies, validates and analyze grievance data trends of submitted grievances through the GRS information system
- Conduct quality assurance check on the encoded and reported grievances/complaints and the consistency on the provision of resolutions
- Prepares memorandum, correspondence to regional offices and bureaus
- Augmentation support to other DSWD programs and services
- Perform other related tasks assigned by the Division Chief and National Program Manager

April 6, 2015 – February 5, 2016

Municipal Government of San Mateo, Rizal

Municipal Social Welfare and Development Office

Position: Social Welfare Officer I

- Prepare social case study reports of indigent client in need;
- Conduct assessment and interview to walk in client;
- Provide crisis intervention to client in need of immediate attention
- Ensure the conduct of the Office of the Vice Mayor programs such as Disaster Response Orientation and Weekly Elderly Visitation to Indigent Senior Citizens

September 5, 2012 – April 5, 2015

Department of Social Welfare and Development – National Capital Region

Pantawid Pamilyang Pilipino Program

Position: Project Development Officer II (City Link/Field Coordinator)

- Profiling of beneficiaries, parent leaders and LGU links trained by the Program
- Conduct of Case Management of Pantawid Pamilya households

- Facilitate and ensure conduct of Family Development Sessions or any learning sessions that may help the beneficiaries to uplift their level of well-being
- Conducts home visitations to households that are identified non-complying with program conditions
- Ensure intensive case management to beneficiaries with special cases such as abuse, not attending school, begging and negligence to their children
- Provide counseling and briefing sessions based on the current needs of the beneficiaries □ Assists beneficiaries during the payout and give guidance on managing their grants

TRAININGS/SEMINARS:

November 13-17, 2023

Training on Case Management Supervision (Batch 2)

Conducted by: Department of Social Welfare and Development

February 7-10, 2023

Training of Trainers' on the Integrated Electronic Case Management System (IECMS)

Conducted by: United Nations Children Fund (UNICEF)

November 8-9, 2022

Behind the Screen: International Research Conference on Online Sexual Abuse and Exploitation of Children

Conducted by: World Hope International

PROFILE:

30 years old. Single. Can work with minimum supervision. Flexible and hardworking and has very good interpersonal skills. Enjoys travelling, watching movies and reading books.

EXAMINATION PASSED:

Licensure Examination for Social Workers: Passed (June 26-27, 2012)

REFERENCES:

Judge Felix P. Reyes (Ret.)
Member, Board of Directors, PCSO
+63(02) 8570 7088

Rosylyn M. Arnigo, RSW, MSSW, Ph.D.
4Ps Division Chief, DSWD
+63917 515 6634

I hereby certify that the given information above is true and correct to the best of my knowledge and belief.


CZARINA XANDRAA. GOZUN
Applicant Signature

LIST OF TRAININGS/SEMINARS ATTENDED:

1. November 13-17, 2023

Training on Case Management Supervision (Batch 2)

Conducted by: Department of Social Welfare and Development

2. February 7 -10, 2023

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Conducted by: Department of Social Welfare and Development

3. November 8 – 9, 2022

Behind the Screen: International Research Conference on Online Sexual Abuse and Exploitation of Children

Conducted by: World Hope International

4. October 19 – 22, 2021

Social Work in the Midst and Beyond the Pandemic: Pains and Gains

Conducted by: Philippine Association of Social Workers, Inc.

5. August 24 – 27, 2021

Training on Efficient Application of Google Workspace

Conducted by: Department of Social Welfare and Development

6. August 24, 2021

Orientation on Department of Social Welfare and Development's Occupational Safety and Health Standards for Pantawid Pamilya National Program Management Office Personnel

Conducted by: Department of Social Welfare and Development

7. April 27 – 30, 2021

Well-Being and Health at Work Series: Occupational Safety and Health and Mental Health Session

Conducted by: Department of Social Welfare and Development

8. November 26-28, 2020

PASWI National Convention: Social Work under the New Normal – Struggles, Resilience and Hope amidst the Pandemic and Complex Emergencies

Conducted by: Philippine Association of Social Workers, Inc.

9. September 8 – November 24, 2020

Ako Para sa Bata: Care of the child against Violence in the time of Disease

Conducted by: Child Protection Network

10. November 19-21, 2019

PASWI Annual Convention: Social Work in 2020 and Beyond

Conducted by: Philippine Association of Social Workers, Inc.

11. October 11-13, 2018

PASWI National Biennial Convention: Social Work models of Practice and the Roles of Social Workers in the Empowerment of the Internally Displaced Persons

Conducted by: Philippine Association of Social Workers, Inc.

12. December 6-9, 2017

Stress Management Part 3, Anxiety at Work: A Career-Busting Condition

Conducted by: Grievance Redress Division - Pantawid Pamilyang Pilipino Program, DSWD

13. November 27-30, 2017

Training on Advance Investigation, Interview Skills and Tactics

Conducted by: Grievance Redress Division - Pantawid Pamilyang Pilipino Program, DSWD

14. November 6-10, 2017

Trainer's Training on Child Sexual Abuse Prevention

Conducted by: Pantawid Pamilyang Pilipino Program, DSWD

15. August 15-18, 2017

Skills Enhancement Training for Grievance Handlers: Building and Managing Effective Client Relationships

Conducted by: Grievance Redress Division - Pantawid Pamilyang Pilipino Program, DSWD

16. July 25-28, 2017

Training on Gender Sensitivity and GAD Perspective for NPMO Staff

Conducted by: Pantawid Pamilyang Pilipino Program, DSWD

17. January 23-27, 2017

Capacitating Grievance Managers in Data Visualization and Technical Writing

Conducted by: Grievance Redress Division - Pantawid Pamilyang Pilipino Program, DSWD

18. December 7-10, 2016

GRS Training on Managing Stress Part 2: Work-Life Integration

Conducted by: Grievance Redress Division - Pantawid Pamilyang Pilipino Program, DSWD

19. November 29 – December 2, 2016

Enhancing Investigation and Report Writing Skills Training for Grievance Officers

Conducted by: Grievance Redress Division - Pantawid Pamilyang Pilipino Program, DSWD

20. November 11-13, 2015

PASWI Luzon Cluster Regional Convention: Promoting Dignity and Worth of Persons: Readiness, Opportunities and Challenges of Social Workers in Facing Globalization

Conducted by: Philippine Association of Social Workers, Inc.

21. November 25 – 26, 2014

Roll-out Training on the Use of Social Welfare and Development Indicators for City Action Team

Conducted by: DSWD – NCR

22. October 20 - 21, 2014

Orientation on Child Sexual Abuse and Prevention and Handling Disclosures

Conducted by: DSWD – NCR

23. March 28, 2014

Primer on Autism Awareness: A Basic Orientation for City Links

Conducted by: Autism Hearts Foundation and DSWD Central Office

24. December 3, 2013

Household Assessment Form Orientation

Conducted by: DSWD - NCR

25. November 6 – 8, 2013

Gender Sensitivity Training ***

Conducted by: DSWD – NCR

26. September 19 – 20, 2013

Orientation on GAD Mainstreaming Framework and on Women, Peace and Security

Conducted by: DSWD – NCR

27. September 18, 2013

Orientation on Active Citizenship

Conducted by: DSWD – NCR

28. July 22 – 26, 2013

Roll-Out Training on Implementers on the use of SWI as a Tool in Case Management

Conducted by: DSWD – NCR

29. May 15 – 24, 2013

Training – Orientation for City Links Set 5 Frontloaded and Set 6

Conducted by: DSWD - NCR

30. April 29 – May 3, 2013

Roll-Out Training on the Use of Enhanced Family Development Sessions Module

Conducted by: DSWD - NCR

Legend:

*** - No certificate

Prepared by:



Czarina Xandra A. Gozun, RSW