



OFFICE OF THE GOVERNMENT REMUNERATION TRIBUNAL

GRT DETERMINATION 13 of 2024

Notice No. ... of 2024

PUBLIC SERVICE COMMISSION

THE GRT DETERMINATION ON THE JOB CLASSIFICATION STANDARDS AND THE SALARY STRUCTURE FOR THE POSITIONS OF ANCILLARY CARE AND SUPPORT OF THE GOVERNMENT CLINICAL SECTOR EMPLOYED BY THE PUBLIC SERVICE COMMISSION

This Determination sets out the Job Classification Standards and the salary structure for the positions of Ancillary Care and Support of the Government clinical sector employed by the Public Service Commission. It comprises:

PART	CONTENTS	PAGE
1	GENERAL	2
2	THE RULES OF APPLICATION OF DETERMINATION FOR ANCILLARY AND SUPPORT STAFF OF CLINICAL SECTOR	2
3	RELATED MATTERS	3
4	THE JOB CLASSIFICATION STANDARDS TABLES FOR THE POSITIONS OF ANCILLARY CARE AND SUPPORT STAFF OF THE GOVERNMENT CLINICAL SECTOR AS ASSIGNED TO THE OPERATIONS CAREER PATHWAYS	4
5	THE SALARY STRUCTURE TABLE FOR THE POSITIONS OF ANCILLARY CARE AND SUPPORT STAFF OF THE GOVERNMENT CLINICAL SECTOR AS ASSIGNED TO THE OPERATIONS CAREER PATHWAY	10
6	THE JOB CLASSIFICATION STANDARDS TABLES FOR THE POSITIONS OF ANCILLARY CARE AND SUPPORT STAFF OF THE GOVERNMENT CLINICAL SECTOR AS ASSIGNED TO THE CUSTOMER AND BUSINESS SUPPORT CAREER PATHWAY	12
7	THE SALARY STRUCTURE TABLE FOR POSITIONS OF THE ANCILLARY CARE AND SUPPORT STAFF OF THE GOVERNMENT CLINICAL SECTOR AS ASSIGNED TO THE CUSTOMER AND BUSINESS SUPPORT CAREER PATHWAY	18

PART 1 - GENERAL

1.1 Authority:

- 1.1.1** This Determination is issued pursuant to section 13(1) of the Government Remuneration Tribunal Act No. 20 of 1998 [CAP 250].
- 1.1.2** The Tribunal may issue guidance notes from time to time to assist employing bodies in the administration of this Determination.

1.2 Application:

- 1.2.1** The Determination applies exclusively to those persons employed by or appointed to positions by the Public Service Commission as Ancillary Care and Support staff of the Government Clinical Sector.
- 1.2.2** This Determination applies to all jobs assigned to the Operations (Levels O1-O6) and the Customer and Business Support (Levels S1-S6) career pathways of SP10 JobWise® Framework.

1.3 Effective Date:

- 1.3.1** This Determination takes effect as of 1st December 2024.
- 1.3.2** This Determination supersedes any determination or decision made on the salary of employees appointed by the Public Service Commission as Ancillary Care and Support staff of the Government Clinical Sector.

PART 2 - THE RULES OF APPLICATION OF DETERMINATION FOR THE POSITIONS OF ANCILLARY AND SUPPORT STAFF OF CLINICAL SECTOR

2.1 Setting the Salary:

- 2.1.1** The Employing Body shall determine the work value for the position of the Officer stated on 1.2.1, of this Determination in accordance with the Classification Standards and Salary Structure Tables for those positions in this Determination.
- 2.1.2** In determining the work value and salary of a position, the Commission is expected to exercise prudent business judgement by applying the salaries commensurate with the responsibilities and accountabilities of the office as depicted by the Job Classification Standards in this Determination.
- 2.1.3** An Officer, other than a Probation Officer, when acting on a position higher than her or his substantive position should be paid the salary for that position until such time she or he is no longer acting.

- 2.1.4 A new person appointed to a vacant or new position shall be paid the minimum annual salary (or base salary) belonging to the Band and pathway Level to which the position has been formally assigned.

PART 3 RELATED MATTERS

3.2 Adjustment to Salary:

- 3.2.1 Pursuant to the Job Classification Standards set out in this Determination, adjustment to salary shall be made in accordance with established performance guidelines and within the ability of the Employing body to retain the person with the necessary qualification and skills.
- 3.2.2. A pay increment shall be applied only to a person who has demonstrated, based on established performance standards, an outstanding performance consistently for two (2) consecutive years or more.
- 3.2.3 A pay increment to be applied to the pay grades which are below the midpoint within a salary Band shall be subject to the approval of the Head of Agency.
- 3.2.4. An increment that is to be applied to the grades which are above the midpoint shall be subject to a recommendation made by the Head of Agency to the Commission for approval and a note of commendation for excellence to the officer.
- 3.2.4 The Commission may promote an officer to higher salary Band than the officer's current Band, only if, the officer has met the job requirements contained in the Job Classification Standards Table relative to that higher Band.
- 3.2.6. Pursuant to paragraph 3.2.4, an officer who is moved from a salary Band to the next Band higher, shall be paid the minimum salary of that new Band.

3.3 Take home pay entitlements:

- 3.3.1 An officer, as specified in 1.2.1, other than an Intern, shall be entitled to (i) a Housing Allowance, and (ii) a Child Allowance.
- 3.3.1 The Commission may implement any additional allowances deemed payable to officers in high level Operations and Support career pathways.
- 3.3.2 The details on allowances are presented in GRT Determination 33 of 2024.



PART 4 THE JOB CLASSIFICATION STANDARDS TABLES FOR THE POSITIONS OF ANCILLARY CARE AND SUPPORT STAFF OF THE GOVERNMENT CLINICAL SECTOR AS ASSIGNED TO THE OPERATIONS CAREER PATHWAYS

[GRT Determination 13 of 2024: The Job Classification Standards Tables of the positions for Ancillary Care and Support (ACS) Staff of Government Clinical Sector as assigned to Band A – Band F and the Operations career pathway Level O1 – Level O6.]

Table F. O6		The Job Classification Standards Table of the positions for Ancillary Care and Support Staff of Government Clinical Sector as assigned to Band F and the Operations pathway Level O6 (ACS O6)			
Band	Grade & Score	Jobwise Pathway Descriptor	Operations Career Pathway O6 Factor Descriptors (Jobs that related mostly to technical roles and trades requiring use of tools, equipment, machine, etc and applications of specialised knowledge and skills to analyse and solve technical problems)		Typical ACS O6 Positions
F	O6 335-394 ACS O6	Technician 2: Specialised Technical roles accountable for complex tasks requiring analytical and creativity input, judgement, element of research. As senior technicians, jobs at this level access, investigate, analyse and interpret information	Education	I. TERTIARY / SPECIALIST Requires a specialist diploma at under-graduate level or a generic university bachelor's degree, i.e., no specific discipline, or equivalent level of education. Requires a command of specialized technical or scholastic skills to analyse, evaluate and interpret a wide range of information and resolve both concrete and sometimes abstract problems and issues. Specialized knowledge with depth in more than one area.	
			Experience	F. SKILLED The job requires highly relevant experience in a specific area of work, often involving specialised training in order to achieve competence. This is not short-term experience, but significant, longer-term experience, predominantly focused on acquiring the job skills. (2 – 5 years' relevant experience)	
			Complexity	C. DEFINED The end results required and policy frameworks are defined but independent thought is necessary to coordinate conflicting demands and optimise efficiency.	
			Scope	B. Related Supervision of others not required but close liaison with others is necessary in coordinating specific activities.	
			Problem Solving	C. Routine/Variied Much of the work is routine but problems require reference to precedents and /or extensive interpretation of detailed instruction.	
			Freedom to Act	C PROCEDURES Work conforms to specific procedures and the results are clearly defined. Work is subject to in progress review and guidance and assistance are readily available.	
			Impact of Decisions	A. Impact Single Division Direct impact of a single discretionary decision course minor impact. Manage own budget.	
			Interpersonal Skills	B-Relate Discuss work with employees and communicates information to others.	
			Authority	A. No authority to commit routine expenditure or capital expenditure, approve loans or extend credit. At the upper level there may be authority to sign external correspondence.	
			People Management	A. Controls no staff. At middle and upper levels, there may be a requirement to allocate tasks to others, possibly with limited supervisory responsibility, or with some involvement in training / guiding or project management.	

Table E. O5		The Job Classification Standards Table of the positions for Ancillary Care and Support Staff of Government Clinical Sector as assigned to Band E and the Operations pathway Level O5 (ACS O5)			
Band	Grade & Score	Jobwise Pathway Descriptor	Operations Career Pathway O5 Factor Descriptors (Jobs that related mostly to technical roles and trades requiring use of tools, equipment, machine, etc and applications of specialised knowledge and skills to analyse and solve technical problems)		Typical ACS O5 Positions
E	O5 286-334 ACS O5	Technician 1: Specialised technical roles at advanced trades or certificate level accountable for moderately complex tasks with some impact on the work unit or wider organisation. Jobs at this level tend to involve more complex problem-solving, requiring judgment, interpretation and perhaps analysis and research	Education	H. TERTIARY / DIPLOMA Requires 4 – 5 years' secondary schooling and a further full-time course of study for 2 – 3 years in a technical or specialised field; or significant and regular part-time courses of study extending over 5 or more years. -VQF 4-6	Chief Cook Senior Plumber Senior Electrician Senior Blood Bank Technician Dietician
			Experience	E. PROFICIENT The job requires adeptness in a skill and experience in a variety of tasks. The skill may be related to specific activities, equipment or general activities that take time to acquire, extending beyond the short term. (typically, 1 – 2 years' related experience)	
			Complexity	B. PRACTICAL The application of practical skills or acquired knowledge to undertake well-defined activities, but with the need for individual judgement.	
			Scope	B. RELATED Supervision of others is not required, but close liaison with others is necessary in coordinating specific activities to achieve common objectives.	
			Problem Solving	C.ROUTINE / VARIED Much of the work is routine but problems require reference to precedents and / or extensive interpretation of detailed instructions.	
			Freedom to Act	C. PROCEDURES Work conforms to specified procedures and the results are clearly defined. Work is subject to in-progress review and guidance and assistance are readily available.	
			Impact of Decisions	A. Impact Single Division Direct impact of a single discretionary decision course minor impact. Manage own budget.	
			Interpersonal Skills	B-Relate Discuss work with employees and communicates information to others.	
			Authority	A. No authority to commit routine expenditure or capital expenditure, approve loans or extend credit. At the upper level there may be authority to sign external correspondence.	
People Management	A. STAFF RESPONSIBILITY There may be a requirement to allocate tasks to others, possibly with limited supervisory responsibilities. (up to 8 Staff)				

Table D. O4 The Job Classification Standards Table of the positions for Ancillary Care and Support Staff of Government Clinical Sector as assigned to Band D and the Operations pathway Level O4 (ACS O4)

Band	Grade & Score	Jobwise Pathway Descriptor	Operations Career Pathway O4 Factor Descriptors (Jobs that related mostly to technical roles and trades requiring use of tools, equipment, machine, etc and applications of specialised knowledge and skills to analyse and solve technical problems)		Typical ACS O4 Positions
D	O4 236-285 ACS O4	Trades 2: Skilled trades or technical roles with accountability for results of and processes within portions of work or projects. Work under limited supervision performing moderately complex and Varied problems requiring judgement and interpretation.	Education	H. TERTIARY / DIPLOMA Requires 4 – 5 years’ secondary schooling and a further full-time course of study for 2 – 3 years in a technical or specialized field; or significant and regular part-time courses of study extending over 5 or more years. Requires a wide range of specialized technical or scholastic skills to determine solutions -VQF 4-6	
			Experience	D. SEMI ROUTINE Routine work practices, but experience in dealing with exceptions and special circumstances required. Experience may be related to the specific task or involve wider issues affecting the organization’s operations. Able to be mastered relatively quickly, within a year. (6 – 12 months’ experience)	
			Complexity	B. PRACTICAL The application of practical skills or acquired knowledge to undertake well-defined activities, but with the need for individual judgement.	
			Scope	B. RELATED Supervision of others is not required, but close liaison with others is necessary in coordinating specific activities to achieve common objectives.	
			Problem Solving	C.ROUTINE / VARIED Much of the work is routine but problems require reference to precedents and / or extensive interpretation of detailed instructions.	
			Freedom to Act	C.PROCEDURES Work conforms to specified procedures and the results are clearly defined. Work is subject to in-progress review and guidance and assistance are readily available.	
			Impact of Decisions	IMPACT A 1. Direct impact of a single discretionary decision causes minor impact, which can be expressed in vatu terms of less than VT 7,000. (The cost of the individual’s own time)	
			Interpersonal Skills	B. RELATE Discusses work with employees and communicates information to other people.	
			Authority	A. FINANCIAL AUTHORITY No authority to commit routine expenditure or capital expenditure.	

Table C. O3		The Job Classification Standards Table of the positions for Ancillary Care and Support Staff of Government Clinical Sector as assigned to Band C and the Operations pathway Level O3 (ACS O3)			
Band	Grade & Score	Jobwise Pathway Descriptor	Operations Career Pathway O3 Factor Descriptors (Jobs that related mostly to technical roles and trades requiring use of tools, equipment, machine, etc and applications of specialised knowledge and skills to analyse and solve technical problems)		Typical ACS O3 Positions
C	O3 191-235 ACS O3	Trades 1: Skilled or semi-skilled roles working more independent on varied range of well-defined tasks requiring a broader understanding of processes, procedures and work routines. May be required to operate machinery requiring proficiency	Education	G. SECONDARY / VOCATIONAL Requires 4 – 5 years' secondary schooling through to achievement of school leaving qualification and / or extended on-the-job training. Requires a range of well-developed skills and some relevant theoretical knowledge to deliver assigned job outcomes with some autonomy, discretion and judgement -VQF 2-4	House Keeping Supervisor Driver Supervisor Maintenance Supervisor Kitchen Supervisor Senior Hospital HIS Officer Captain Senior Cook Dispenser OPD Carpenter Dispenser Stores Senior Driver
			Experience	C. ROUTINE Experience Familiarity with standardized work routines which may involve the use of simple equipment and machines. Able to be mastered over several months. (3 – 6 months' experience)	
			Complexity	B. Practical The application of practical skills or acquired knowledge to undertake define activities.	
			Scope	B. Related Supervision of others not required but close liaison with others is necessary in coordinating specific activities to achieve common objectives.	
			Problem Solving	C.ROUTINE / VARIED Much of the work is routine but problems require reference to precedents and / or extensive interpretation of detailed instructions.	
			Freedom to Act	B. Instructions Detailed instruction are given on a range of tasks but the jobholder has some freedom to determine the order of task to be commenced. work is closely monitored and checked.	
			Impact of Decisions	IMPACT A 1. Direct impact of a single discretionary decision causes minor impact, which can be expressed in vatu terms of less than VT 7,000. (The cost of the individual's own time)	
			Interpersonal Skills	B. RELATE Discusses work with employees and communicates information to other people.	
			Authority	A. FINANCIAL AUTHORITY No authority to commit routine expenditure or capital expenditure.	
			People Management	A. STAFF RESPONSIBILITY There may be a requirement to allocate tasks to others, possibly with limited supervisory responsibilities. (up to 8 Staff)	

Table B. O2		The Job Classification Standards Table of the positions for Ancillary Care and Support Staff of Government Clinical Sector as assigned to Band B and the Operations pathway Level O2 (ACS O2)			
Band	Grade & Score	Jobwise Pathway Descriptor	Operations Career Pathway O2 Factor Descriptors (Jobs that related mostly to technical roles and trades requiring use of tools, equipment, machine, etc and applications of specialised knowledge and skills to analyse and solve technical problems)		Typical ACS O2 Positions
B	O2 145-190 ACS O2	Manual Labour 2: Unskilled or semi-skilled roles where accountability is limited to achievement of, straight forward day to day tasks under close supervision in routine situations.	Education	B. ELEMENTARY (PRIMARY) Basic schooling with ability to read and write and understand simple written instructions to carry out set and familiar routines as directed.	Laundress Ambulance Driver Senior Laundress Supply Officer Supply Officer Assistant Laboratory Technician Tailor Dispenser Inpatient Store Keeper Electrician Driver Porter Cook Senior Carpenter Dispenser Stores Supply Officer
			Experience	B. SIMPLE TASKS Simple tasks which can be adequately learned within a few weeks. Instruction is normally given verbally but basic written procedures maybe provided.	
			Complexity	B. PRACTICAL The application of practical skills or acquired knowledge to undertake well-defined activities, but with the need for individual judgement.	
			Scope	B. RELATED Supervision of others is not required, but close liaison with others is necessary in coordinating specific activities to achieve common objectives.	
			Problem Solving	A. ROUTINE Problems are minor. Some individual judgement is required to interpret rules and instructions.	
			Freedom to Act	B. INSTRUCTIONS Detailed instructions are given on a range of tasks, but the jobholder has some freedom to determine the order of tasks to be commenced. Work is closely monitored and checked regularly.	
			Impact of Decisions	A 1. IMPACT. Direct impact of a single discretionary decision causes minor impact, which can be expressed in vatu terms of less than VT 7,000. (The cost of the individual's own time)	
			Interpersonal Skills	A. COURTESY Little contact with other staff other than normal pleasantries and basic courtesy.	
			Authority	A. FINANCIAL AUTHORITY No authority to commit routine expenditure or capital expenditure.	
			People Management	A. STAFF RESPONSIBILITY There may be a requirement to allocate tasks to others, possibly with limited supervisory responsibilities. (up to 8 Staff)	

Table A. O1		The Job Classification Standards Table of the positions for Ancillary Care and Support Staff of Government Clinical Sector as assigned to Band A and the Operations pathway Level O1 (ACS O1)			
Band	Grade & Score	Jobwise Pathway Descriptor	Operations Career Pathway O1 Factor Descriptors (Jobs that related mostly to technical roles and trades requiring use of tools, equipment, machine, etc and applications of specialised knowledge and skills to analyse and solve technical problems)		Typical ACS O1 Positions
A	O1 177-144 ACS O1	Manual Labour 1: Task focused manual roles where the work is limited to clearly defined and straight forward tasks governed by simple rules and clear or detailed instructions	Education	A. Basic No schooling required, and no clear requirement for reading / writing skills. Limited training in simple manual activities may be required to carry out simple tasks under close direction.	Cleaner Porter Laundress
			Experience	A. BASIC Basic tasks requiring no prior experience. Any training can be given on the job in a matter of hours.	Handyman Driver
			Complexity	A -Basic Simple and routine tasks specifically defined, easily learnt and requiring minimal independent thought or significant decision making by jobholder.	Stock Control Officer Dispenser Stores
			Scope	A. HIGHLY SPECIFIC Performance of specific tasks and activities that do not involve supervision or close liaison with others.	Supply Officer
			Problem Solving	A. REPETITIVE Work is simple and repetitive. Problems are minor and are solved by the simple choice of responses or actions already learnt.	Cooks Groundsman
			Freedom to Act	A. CLOSE Work is subject to close supervision. Simple tasks are assigned and all work is checked in detail.	Carpenter Plumber
			Impact of Decisions	A. IMPACT Direct impact of a single discretionary decision causes minor impact, which can be expressed in vatu terms of less than VT 7,000. (The cost of the individual's own time)	Maintenance Officer Cook/Kitchenhand
			Interpersonal Skills	A COURTESY Little contact with other staff other than normal pleasantries and basic courtesy.	Security Store Keeper
			Authority	A. FINANCIAL AUTHORITY No authority to commit routine expenditure or capital expenditure.	Electrician
			People Management	A. STAFF RESPONSIBILITY There may be a requirement to allocate tasks to others, possibly with limited supervisory responsibilities. (up to 8 Staff)	Distribution Officer Stock Control Officer

Signed this 17th of December, 2024.

Saby Natonga
Chairman

Rosemary Leona
Member

Nigel Malosu
Member

Effective as of date of determination



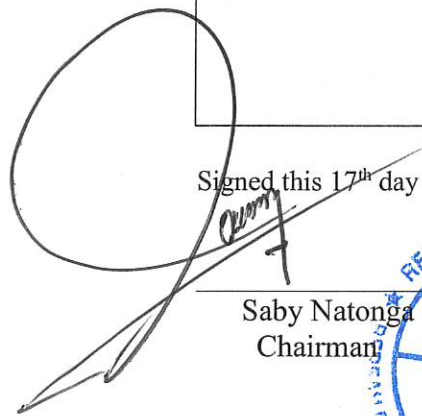
PART 5 THE SALARY STRUCTURE TABLE FOR THE POSITIONS OF THE ANCILLARY CARE AND SUPPORT STAFF OF THE GOVERNMENT CLINICAL SECTOR AS ASSIGNED TO THE OPERATIONS CAREER PATHWAYS


[GRT Determination 13 of 2024: The Salary Structure Table for the positions of the Ancillary Care and Support (ACS) Staff of Government Clinical Sector as assigned to Band A – Band F and the Operations career pathway Level O1 – Level O6.]

GRT Determination 13 of 2024: Table 5.O – Salary Structure			
The Salary Structure for the Ancillary Care and Support Staff of Government Clinical Sector positions as assigned to Band A – Band F and the Operations Career pathway Level O1 – Level O6.			
VANUATU GOVERNMENT - GOVERNMENT REMUNERATION TRIBUNAL			
PERFORMANCE-BASED SALARY STRUCTURE			
Ancillary Care and Support (ACS) Staff of Government Clinical Sector			
Band	Grade	Salary	Range
F	ACS O 6.9	3,000,000	Maximum
	ACS O 6.8	2,914,000	
	ACS O 6.7	2,827,000	
	ACS O 6.6	2,741,000	
	ACS O 6.5	2,654,000	Midpoint
	ACS O 6.4	2,568,000	
	ACS O 6.3	2,481,000	
	ACS O 6.2	2,394,000	
	ACS O 6.1	2,308,000	Minimum
E	ACS O 5.9	2,221,000	Maximum
	ACS O 5.8	2,135,000	
	ACS O 5.7	2,048,000	
	ACS O 5.6	1,961,000	
	ACS O 5.5	1,875,000	Midpoint
	ACS O 5.4	1,788,000	
	ACS O 5.3	1,702,000	
	ACS O 5.2	1,615,000	
	ACS O 5.1	1,528,000	Minimum
	ACS O 4.9	1,435,000	Maximum
	ACS O 4.8	1,421,000	
	ACS O 4.7	1,407,000	
	ACS O 4.6	1,393,000	

D	ACS O 4.5	1,378,000	Midpoint
	ACS O 4.4	1,364,000	
	ACS O 4.3	1,350,000	
	ACS O 4.2	1,336,000	
	ACS O 4.1	1,321,000	Minimum
C	ACS O 3.9	1,307,000	Maximum
	ACS O 3.8	1,293,000	
	ACS O 3.7	1,279,000	
	ACS O 3.6	1,265,000	
	ACS O 3.5	1,250,000	Midpoint
	ACS O 3.4	1,236,000	
	ACS O 3.3	1,222,000	
	ACS O 3.2	1,208,000	
	ACS O 3.1	1,193,000	Minimum
B	ACS O 2.9	1,179,000	Maximum
	ACS O 2.8	1,165,000	
	ACS O 2.7	1,151,000	
	ACS O 2.6	1,137,000	
	ACS O 2.5	1,122,000	Midpoint
	ACS O 2.4	1,108,000	
	ACS O 2.3	1,094,000	
	ACS O 2.2	1,080,000	
	ACS O 2.1	1,065,000	Minimum
A	ACS O 1.9	1,058,000	Maximum
	ACS O 1.8	1,008,000	
	ACS O 1.7	957,000	
	ACS O 1.6	906,000	
	ACS O 1.5	855,000	Midpoint
	ACS O 1.4	805,000	
	ACS O 1.3	754,000	
	ACS O 1.2	703,000	
	ACS O 1.1	652,000	Minimum

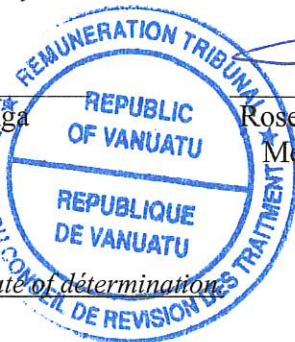
Signed this 17th day of December 2024.


Saby Natonga
Chairman


Rosemary Leona
Member


Nigel Malosu
Member

Effective as of date of détermination





PART 6 THE JOB CLASSIFICATION STANDARDS TABLES FOR THE ANCILLARY CARE AND SUPPORT STAFF OF THE GOVERNMENT CLINICAL SECTOR AS ASSIGNED TO THE CUSTOMER AND BUSINESS SUPPORT CAREER PATHWAYS

[GRT Determination 13 of 2024: The Job Classification Standards Table for the positions of the Ancillary Care and Support Staff of Government Clinical Sector as assigned to Band A – Band F and the Customer and Business Support career pathway Level S1 – Level S6.]

Table F. S6		The Job Classification Standards Table of the positions for the Ancillary Care and Support Staff of Government Clinical Sector as assigned to Band F and the Customer and Business Support pathway Level S6 (ACS S6)				
Band	Grade & Score	Jobwise Pathway Descriptor	Customer & Business Support Career Pathway Level S6 Factor Descriptors (Jobs that are client facing and most of the tasks relate to varied degree of administrative functions.)			Typical ACS S6 Jobs
F	S6 335-394 ACS S6	Senior Specialised Business Support: Accountability for a specialised area of admin or customer support, involving conflicting and diverse activities requiring high level of individual judgement. Problems of moderate scope and complexity requiring analytical and creative input, Initiative and judgement.	Education	J. TERTIARY / PROFESSIONAL Requires applied knowledge and understanding of the theoretical knowledge base in a specialised field or equivalent level of management. One or more academic degrees in a specific discipline is essential to perform complex assignments and formulate appropriate responses to resolve both concrete and abstract problems requiring analytical, specialist technical and creative input. -VQF 8-9		Asset Manager Human Resource Manager Senior Registrar Prosthodontics
			Experience	G. ADVANCED The job requires experience of a broad nature, above that of a skilled operator / technician. Normally involves an awareness of work activities beyond the immediate job situation and the impact of the job on these activities. Thus, it may be necessary to work in harmony with conflicting and diverse activities and usually involves control of resources and people. (5 – 10 years' relevant experience)		
			Complexity	D. INVOLVED While the end results are generally defined, the means of achieving them are unspecified. Continuous balancing of conflicting demands from diverse sources is required and a high level of unpredictability and variability.		
			scope	C. INFLUENCING / SUPERVISORY Supervision of others required and / or coordination of resources and processes (human /physical / financial), or a high degree of influence across the organization, in order to achieve significant outcomes.		
			Problem solving	E. COMPLEX Problems contain unusual and unexpected elements which have not been previously encountered. Extensive research may be required, possibly extending up to 9 – 12 months. Corporate policies and in-house expertise will not provide a complete answer to the problem.		
			Freedom to act	E. GUIDANCE The jobholder is expected to work with a large degree of independence within the organisation's plans, policies and reporting requirements. Overall guidelines and objectives are discussed initially, and progress is reviewed intermittently and informally.		
			Impact of Decisions	IMPACT B. Direct impact of a single discretionary decision causes some impact, which can be expressed in vatu terms of hundreds of vatu. (supervise small team or provides advice)		
			Interpersonal skills	D. INFLUENCE / PERSUADE Considerable contact influencing staff either in a management role requiring sound communication skills or in roles requiring well-developed advisory / consultative / facilitation skills.		
			Authority	A. No authority to commit routine expenditure or capital expenditure, approve loans or extend credit. At the upper level there may be authority to sign external correspondence.		
People Management	A. Controls no staff. At middle and upper levels, there may be a requirement to allocate tasks to others, possibly with limited supervisory responsibility, or with some involvement in training / guiding or project management.					

Table E. S5		The Job Classification Standards Table of the positions for the Ancillary Care and Support Staff of Government Clinical Sector as assigned to Band E and the Customer and Business Support pathway Level S5 (ACS S5)			
Band	Grade & Score	Jobwise Pathway Descriptor	Customer & Business Support Career Pathway Level S5 Factor Descriptors (Jobs that are client facing and most of the tasks relate to varied degree of administrative functions.)		Typical ACS S5 Jobs
E	S5 286-334 ACS S5	Specialised Admin/Customer Focus Jobs at this level tend to be more self-directed. Accountability for a specialised area of administration for the organisation with measurable impact. Varied problems of moderate complexity, requiring judgement and interpretation and perhaps analysis and research	Education	I. TERTIARY / SPECIALIST Requires a specialist diploma at under-graduate level or a generic university bachelor's degree, i.e., no specific discipline, or equivalent level of education. Requires a command of specialised technical or scholastic skills to analyse, evaluate and interpret. -VQF 6 & 7	Principal HR Management
			Experience	E. PROFICIENT The job requires adeptness in a skill and experience in a variety of tasks. The skill may be related to specific activities, equipment or general activities that take time to acquire, extending beyond the short term. (typically, 1 – 2 years' related experience)	Coordinator Nutrition and Dietetics
			Complexity	C. DEFINED The end results required and policy frameworks are defined but independent thought is necessary to coordinate conflicting demands and optimise efficiency.	Coordinator – Tuberculosis and Leprosy
			Scope	C. INFLUENCING / SUPERVISORY Supervision of others required and / or coordination of resources and processes (human /physical / financial), or a high degree of influence across the organization, in order to achieve significant outcomes.	Public Health Manager
			Problem Solving	D. VARIED Problems are varied and the solution requires research through diverse and perhaps contradictory cases. Initiative and judgement is necessary in interpretation. In general, many of these problems extend far beyond the need for short term solutions, with the research required extending between 1 – 3 months.	Senior Surveillance Officer
			Freedom to Act	D. GENERAL INSTRUCTIONS Work is subject to general instructions only, and specific completion targets are normally specified. Progress reviews are usually undertaken but in most instances assistance by a superior is given only when requested.	Provincial Health Administrator
			Impact of Decisions	IMPACT B. Direct impact of a single discretionary decision causes some impact, which can be expressed in vatu terms of hundreds of vatu. (supervise small team or provides advice)	Senior Assets & Inventory Officer
			Interpersonal Skills	C. ADVISE / SUPERVISE Discusses and seeks cooperation from people in other areas of the organisation, and / or has some supervisory responsibility.	Senior Emergency & Disaster Response Officer
			Authority	Financial Authority B. Authorises minor expenditure from another person's budget. (i.e. not accountable for an expenditure budget)	Senior M&E Officer
People Management	A. STAFF RESPONSIBILITY There may be a requirement to allocate tasks to others, possibly with limited supervisory responsibilities. (up to 8 Staff)	Reproductive Health Supervisor			
					Coordinator Mental Health
					Coordinator Non-Communicable Diseases

Table D. S4		The Job Classification Standards Table of the positions for the Ancillary Care and Support Staff of Government Clinical Sector as assigned to Band D and the Customer and Business Support pathway Level S4 (ACS S4)			
Band	Grade & Score	Jobwise Pathway Descriptor	Customer & Business Support Career Pathway Level S4 Factor Descriptors (Jobs that are client facing and most of the tasks relate to varied degree of administrative functions.)		Typical ACS S4 Jobs
D	S4 236-285 ACS S4	Technical Admin/Customer Focus Technical administrative roles with accountability for results of and processes within portions of work or projects. Varied problems requiring judgement and interpretation within recognized patterns	Education	H. TERTIARY / DIPLOMA Requires 4 – 5 years’ secondary schooling and a further full-time course of study for 2 – 3 years in a technical or specialized field; or significant and regular part-time courses of study extending over 5 or more years. Requires a wide range of specialized technical or scholastic skills to determine solutions -VQF 4-6	Compliance Officer Health Planner Finance Officer Senior Finance Officer Desktop Support Officer Field Officer Malaria Supervisor Graphic Artist Public Health Surveillance Officer Cold Chain Officer Primary Health Care Officer Mother and Child Health Officer Monitoring and Evaluation Officer
			Experience	E. PROFICIENT The job requires adeptness in a skill and experience in a variety of tasks. The skill may be related to specific activities, equipment or general activities that take time to acquire, extending beyond the short term. (typically, 1 – 2 years’ related experience)	
			Complexity	C.DEFINED The end results required and policy frameworks are defined but independent thought is necessary to coordinate conflicting demands and optimize efficiency.	
			Scope	B. RELATED Supervision of others is not required, but close liaison with others is necessary in coordinating specific activities to achieve common objectives.	
			Problem Solving	C.ROUTINE / VARIED Much of the work is routine but problems require reference to precedents and / or extensive interpretation of detailed instructions.	
			Freedom to Act	C.PROCEDURES Work conforms to specified procedures and the results are clearly defined. Work is subject to in-progress review and guidance and assistance are readily available.	
			Impact of Decisions	IMPACT A 1. Direct impact of a single discretionary decision causes minor impact, which can be expressed in vatu terms of less than VT 7,000. (The cost of the individual’s own time)	
			Interpersonal Skills	B. RELATE Discusses work with employees and communicates information to other people.	
			Authority	A. FINANCIAL AUTHORITY No authority to commit routine expenditure or capital expenditure.	
			People Management	A. STAFF RESPONSIBILITY There may be a requirement to allocate tasks to others, possibly with limited supervisory responsibilities. (up to 8 Staff)	

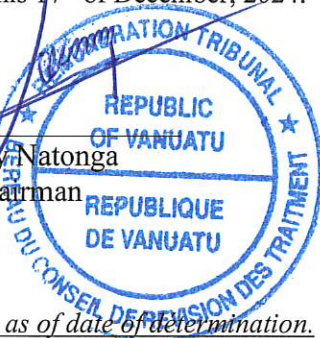
Table C. S3		The Job Classification Standards Table of the positions for the Ancillary Care and Support Staff of Government Clinical Sector as assigned to Band C and the Customer and Business Support pathway Level S3 (ACS S3)			
Band	Grade & Score	Jobwise Pathway Descriptor	Customer & Business Support Career Pathway Level S3 Factor Descriptors (Jobs that are client facing and most of the tasks relate to varied degree of administrative functions.)		Typical ACS S3 Jobs
C	S3 191-235 ACS S3	Administration/Customer Support: Process focused administrative or support roles with accountability for own day to day tasks requiring knowledge of procedures and processes within a work area. This level may also include customer facing roles with varied transactions, explaining, resolving enquiries.	Education	G. SECONDARY / VOCATIONAL Requires 4 – 5 years’ secondary schooling through to achievement of school leaving qualification and / or extended on-the-job training. Requires a range of well-developed skills and some relevant theoretical knowledge to deliver assigned job outcomes with some autonomy, discretion and judgement VQF 2-4	Dispenser Inpatient Microscopist Accounts Clerk Supply and Clearance Officer Executive Secretary Finance Officer Filing Clerk Librarian HR Officer Assistant HR Officer Administration and Support Officer HIS Data Coordinator Officer
			Experience	C. ROUTINE Familiarity with standardised work routines which may involve the use of simple equipment and machines. Able to be mastered over several months. (3 – 6 months’ experience)	
			Complexity	C.DEFINED The end results required and policy frameworks are defined but independent thought is necessary to coordinate conflicting demands and optimise efficiency.	
			Scope	B. RELATED Supervision of others is not required, but close liaison with others is necessary in coordinating specific activities to achieve common objectives.	
			Problem Solving	C.ROUTINE / VARIED Much of the work is routine but problems require reference to precedents and / or extensive interpretation of detailed instructions.	
			Freedom to Act	C.PROCEDURES Work conforms to specified procedures and the results are clearly defined. Work is subject to in-progress review and guidance and assistance are readily available.	
			Impact of Decisions	IMPACT A 1. Direct impact of a single discretionary decision causes minor impact, which can be expressed in vat terms of less than VT 7,000. (The cost of the individual’s own time)	
			Interpersonal Skills	B. RELATE Discusses work with employees and communicates information to other people.	
			Authority	A. FINANCIAL AUTHORITY No authority to commit routine expenditure or capital expenditure.	
			People Management	A. STAFF RESPONSIBILITY There may be a requirement to allocate tasks to others, possibly with limited supervisory responsibilities. (up to 8 Staff)	

Table B. S2		The Job Classification Standards Table of the positions for the Ancillary Care and Support Staff of Government Clinical Sector as assigned to Band B and the Customer and Business Support pathway Level S2 (ACS S2)			
Band	Grade & Score	Jobwise Pathway Descriptor	Customer & Business Support Career Pathway Level S2 Factor Descriptors (Jobs that are client facing and most of the tasks relate to varied degree of administrative functions.)		Typical ACS S2 Jobs
B	S2 145-190 ACS S2	Office Support: These are likely to be clerical or semi-skilled positions in support roles where accountability is limited to achievement of own day – to – day tasks, set and monitored by others. May also include customer facing roles, routine tasks.	Education	E. BASIC OCCUPATIONAL Requires 2 – 3 years' secondary schooling plus a course of basic occupational skills, mostly learnt on the job. Utilises a narrow range of knowledge and cognitive skills, such as the basic use of computers, to perform a range of repetitive and familiar tasks under supervision. VQF 1	Receptionist Clerk Cashier Provincial HIS Officer Secretary Senior Clerk Hospital HIS Officer Dental Clerk Senior OPD Clerk
			Experience	C. ROUTINE Familiarity with standardised work routines which may involve the use of simple equipment and machines. Able to be mastered over several months. (3 – 6 months' experience)	
			Complexity	A. PRACTICAL The application of practical skills or acquired knowledge to undertake well-defined activities, but with the need for individual judgement.	
			Scope	B. RELATED Supervision of others is not required, but close liaison with others is necessary in coordinating specific activities to achieve common objectives	
			Problem Solving	C. ROUTINE Problems are minor. Some individual judgement is required to interpret rules and instructions.	
			Freedom to Act	B. INSTRUCTIONS Detailed instructions are given on a range of tasks, but the jobholder has some freedom to determine the order of tasks to be commenced. Work is closely monitored and checked regularly.	
			Impact of Decisions	IMPACT A 1. Direct impact of a single discretionary decision causes minor impact, which can be expressed in vatu terms of less than VT 7,000. (The cost of the individual's own time)	
			Interpersonal Skills	B. RELATE Discusses work with employees and communicates information to other people.	
			Authority	A. FINANCIAL AUTHORITY No authority to commit routine expenditure or capital expenditure.	
			People Management	A. STAFF RESPONSIBILITY There may be a requirement to allocate tasks to others, possibly with limited supervisory responsibilities. (up to 8 Staff)	

Table A. S1		The Job Classification Standards Table of the positions for the Ancillary Care and Support Staff of Government Clinical Sector as assigned to Band A and the Customer and Business Support pathway Level S1 (ACS S1)			
Band	Grade & Score	Jobwise Pathway Descriptor	Customer & Business Support Career Pathway Level S1 Factor Descriptors (Jobs that are client facing and most of the tasks relate to varied degree of administrative functions.)		Typical ACS S1 Jobs
A	S1 177-144 ACS S1	Task Support: Task focused support roles where the work is limited to clearly defined tasks governed by simple rules and clear or detailed instructions	Education	B. ELEMENTARY (PRIMARY) Basic schooling with ability to read and write and understand simple written instructions to carry out set and familiar routines as directed.	Filing Clerk Environmental Health Officer
			Experience	B. SIMPLE TASKS Simple tasks which can be adequately learned within a few weeks. Instruction is normally given verbally but basic written procedures may be provided.	
			Complexity	A. BASIC Simple and routine tasks specifically defined, easily learnt and requiring minimal independent thought or significant decision making by jobholder	
			Scope	A. HIGHLY SPECIFIC Performance of specific tasks and activities that do not involve supervision or close liaison with others.	
			Problem Solving	A. REPETITIVE Work is simple and repetitive. Problems are minor and are solved by the simple choice of responses or actions already learnt.	
			Freedom to Act	A. CLOSE Work is subject to close supervision. Simple tasks are assigned and all work is checked in detail.	
			Impact of Decisions	C. IMPACT Direct impact of a single discretionary decision causes minor impact, which can be expressed in vatu terms of less than VT 7,000. (The cost of the individual's own time)	
			Interpersonal Skills	A COURTESY Little contact with other staff other than normal pleasantries and basic courtesy.	
			Authority	A. FINANCIAL AUTHORITY No authority to commit routine expenditure or capital expenditure.	
			People Management	A. STAFF RESPONSIBILITY There may be a requirement to allocate tasks to others, possibly with limited supervisory responsibilities. (up to 8 Staff)	

Signed this 17th of December, 2024.

Saby Natonga
Chairman



Rosemary Leona
Member

Nigel Malosu
Member

Effective as of date of determination.



PART 7 THE SALARY STRUCTURES TABLE FOR THE ANCILLARY CARE AND SUPPORT STAFF OF THE GOVERNMENT CLINICAL SECTOR AS ASSIGNED TO THE CUSTOMER AND BUSINESS SUPPORT CAREER PATHWAY.

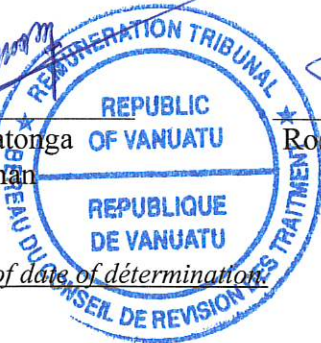
[GRT Determination 13 of 2024: The Salary Structure Table for the positions of the Ancillary Care and Support Staff of Government Clinical Sector as assigned to Band A – Band F and the Customer and Business Support career pathway Level S1 – Level S6.]

GRT Determination 13 of 2024: Table 7.S – Salary Structure			
The Salary Structure for the Ancillary Care and Support Staff (ACS) of Government Clinical Sector positions as assigned to Band A – Band F and the Customer Business Support Career pathway Level S1 – Level S6.			
VANUATU GOVERNMENT - GOVERNMENT REMUNERATION TRIBUNAL			
PERFORMANCE-BASED SALARY STRUCTURE			
Ancillary Care and Support Staff of Government Clinical Sector.			
Band	Grade	Salary	Range
F	ACS S 6.9	3,100,000	Maximum
	ACS S 6.8	3,035,000	
	ACS S 6.7	2,970,000	
	ACS S 6.6	2,904,000	
	ACS S 6.5	2,839,000	Midpoint
	ACS S 6.4	2,774,000	
	ACS S 6.3	2,708,000	
	ACS S 6.2	2,643,000	
	ACS S 6.1	2,577,000	Minimum
E	ACS S 5.9	2,512,000	Maximum
	ACS S 5.8	2,447,000	
	ACS S 5.7	2,381,000	
	ACS S 5.6	2,316,000	
	ACS S 5.5	2,250,000	Midpoint
	ACS S 5.4	2,185,000	
	ACS S 5.3	2,120,000	
	ACS S 5.2	2,054,000	
	ACS S 5.1	1,989,000	Minimum
	ACS S 4.9	1,924,000	Maximum
	ACS S 4.8	1,858,000	
	ACS S 4.7	1,793,000	
	ACS S 4.6	1,727,000	

D	ACS S 4.5	1,662,000	Midpoint
	ACS S 4.4	1,597,000	
	ACS S 4.3	1,531,000	
	ACS S 4.2	1,466,000	
	ACS S 4.1	1,400,000	Minimum
C	ACS S 3.9	1,380,000	Maximum
	ACS S 3.8	1,359,000	
	ACS S 3.7	1,338,000	
	ACS S 3.6	1,316,000	
	ACS S 3.5	1,295,000	Mid-point
	ACS S 3.4	1,273,000	
	ACS S 3.3	1,252,000	
	ACS S 3.2	1,230,000	
	ACS S 3.1	1,209,000	Minimum
B	ACS S 2.9	1,187,000	Maximum
	ACS S 2.8	1,166,000	
	ACS S 2.7	1,144,000	
	ACS S 2.6	1,123,000	
	ACS S 2.5	1,101,000	Mid-point
	ACS S 2.4	1,080,000	
	ACS S 2.3	1,058,000	
	ACS S 2.2	1,037,000	
	ACS S 2.1	1,015,000	Minimum
A	ACS S 1.9	1,002,000	Maximum
	ACS S 1.8	958,000	
	ACS S 1.7	914,000	
	ACS S 1.6	871,000	
	ACS S 1.5	827,000	Midpoint
	ACS S 1.4	783,000	
	ACS S 1.3	740,000	
	ACS S 1.2	696,000	
	ACS S 1.1	652,000	Minimum

Signed this 17th of December, 2024.

Saby Natonga
Chairman



Rosemary Leona
Member

Nigel Malosu
Member

Effective as of date of détermination.