



# Vacancy Announcement

Job Title: Case Worker  
Project Name: Protection and Assistant Programme for Refugees and IDPs in Duhok – Iraq  
Project Area: Duhok Governorate  
Vacancy Ref. No: 85  
Applicants Residence: Bardarash District  
Preferable Gender: Female  
Duration of Appointment: 1 Year  
Expected Starting Date: 16 January 2022  
Deadline: 8 January 2022  
Type of Contract: Employment Contract  
Working Hours: 8:00am\_3:30PM

## Background:

Harikar NGO is a neutral, non-governmental, non-profit humanitarian organization established on 30th May 2004 by a group of social activists. Harikar NGO as stated in its mission statement strives toward the fulfilment of human and women rights in Dohuk Governorate as stipulated in the new Iraqi constitution of 15th October 2005. Harikar is committed to- within its resources- contribute towards the achievement of the internationally agreed Millennium Development Goals. Harikar believes in human rights, the right of every person to reach his/her potential without discrimination on the basis of race, gender, religion, social segment and ethnicity. Harikar strives to achieve social justice especially among the marginalized vulnerable groups and works towards eliminating all forms of discrimination against women by promoting their capacity to fully participate in community development. Harikar has been able to successfully carry out more than 80 projects, through funding from various partners including UNFPA, RRT/PRT, UNHCR, UNESCO, UNICEF, UNOCHA, Diakonia, UNDP, UNOPS, IRD, Mercy Corps, CARE International, ASB, GIZ, Acted, IRC, IRI, NDI, SCF-UK, Mission east, ICSP and others.

## Terms of References

### Job Overview:

The Case Worker under the supervision of Community Listening Center's Manager will Provide Psychosocial support to the survivors of GBV from Syrian refugees and asylum seekers at

refugee camps in Duhok governorate. The Case worker in collaboration with GBV actors will provide case management, counselling, and trainings to the survivors of the GBV in line with international standards as following;

### Scope of Work (Duties and Responsibilities):

- Manage and assist cases of GBV survivors in urban area, particularly responsible of Psycho-social cases.
- Provide comprehensive psychosocial counseling to GBV survivors focused on the survivor centered case management approach.

- Provide assessment and counseling both at individual and group level as the situation demands.
- Document beneficiaries' data accurately using all GBV standard forms and ensure that they are kept in appropriate places that only authorized persons can access.
- Maintain and strengthen existing networks with other service providers at the camp level, to ensure that GBV survivors receive qualitative services and support.
- Work in close collaboration with the Volunteers and Community leaders to ensure on-going needs of at-risk groups and that community members are met in the outreach related activities.
- Identify and strengthen Community structures through engaging community leaders, women and youth groups as well as other stakeholders to ensure that the survivors receive adequate support at the community level.
- Attend training forums relevant to the job.
- Conduct trainings on GBV Core Concept and Safety audit..etc to community leaders, community members, volunteers and support them as required.
- Responsible of referring beneficiaries to the concerned service provider by using referral pathway and referral inter-agency form.
- Raising the awareness of GBV survivors through conducting awareness sessions about how victims of GBV are impacted by the traditional cultural practices and always prepare a topic for her/his session and inform her/his manager before conducting.
- Don't share any information of GBV survivors with other service providers or any other people without the permission of her supervisor and keep the confidentiality of the case.
- Sending all of the required documents on time to his/her manager.
- Data entry according to the various lists of Community Listening Center (job seekers, NFI requests, health issues, GBV) using the needed form of Non-GBV and other social cases.
- Report activities on weekly basis (data gathered, cases identified/monitored) to the Women Listing Center Manager.
- Support Community Listening Center team when needed as well the Project Manager for any necessary support to the proper conduct of the activities including community activities, trainings and international events.
- Conduct additional duties assigned by supervisor as may be needed to support the team and the activities.

#### **Additional Duties and Responsibilities:**

- Attend and participate in trainings, workshops and other capacity building exercises as required by the line manager;
- Case Worker is a member of Harikar emergency response team; responds to any emergency situations that might occur in KR-I border points with Syria and Turkey
- Fulfil other duties as required by your line manager.

#### **Experience, Qualifications and Skills:**

##### **Educational Qualifications:**

- Bachelor's Degree in Law, Social Work or other Social Science related field.

##### **Professional Experience:**

- Ability to communicate in a highly professional manner with beneficiaries, community members, and partners.
- Able to complete required reporting and documentation within the set deadlines.

- Highly motivated, creative, and compassionate person who is dedicated to ensuring that models of best practice are utilized.

**Skills:**

- Fluent in written and spoken English, Kurdish and Arabic
- Good team player; able to take direction and work collaboratively with others.
- Excellent written and verbal communication skills.
- Able to maintain the highest levels of confidentiality.
- Problem solving and conflict resolution skills.
- Ability to work in a challenging environment.
- Ability to promote the values of equality, non-discrimination, and human rights for all.

**Reporting and Supervision**

**Reports to:** Community Listening Center Manager

**Supervises:** None

**Expected Conduct:**

- Ensure that confidentiality is always maintained when sharing data and information about persons of concern;
- Work with the Harikar/UNHCR protection team in a cooperative and collaborative manner;
- Maintain cooperative relationships with partners;
- Maintain high professional and ethical standard when both on and off duty, including upholding the principles and practices set out in the Code of Conduct and adhering to international standards;
- Seek guidance and technical support when needed with “Do no harm” principle being the priority at all times.

**Commitment:**

- All Harikar staff must be committed to the Core Humanitarian Principles as well as the Core Humanitarian Standards in Accountability and Quality Management
- All Harikar policies and guidelines are an integral part of this Job Description and must be implemented, e.g.:
  - Harikar operational guidelines and Policies.
  - Guideline prevention of corruption.
  - Guideline on PSEA.
  - Harikar Code of Conduct
  - Child Safeguarding