



Vacancy Announcement

Job Title: Case Manager (Full time)

Project Name: Providing specialized protection services to vulnerable returnees and IDPs in Duhok and Ninawa governorates, Iraq

Project Area: Duhok, Ninawa Governorates (Qahtanya , Hatara)

Vacancy Ref. No: 103

Number of Vacancies: 1

Applicants Residence: Summel Protection community center, with traveling to relevant centers in Ninawa Governorate.

Preferable Gender: Female and Male

Duration of Appointment: 7 Months

Expected Starting Date: 1 September 2022

Deadline: August 18th, 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.

Term of References

Job Overview:

Under the direct supervision of Project Assistant, the Case Manager is in charge of supervision and monitoring case workers, providing case management, psychosocial support upon sever cases, referrals to the identified

cases of rights-violation to help them recover from the experienced abuse. Also, encourage clients to discuss emotions and experiences. Examine issues including substance abuse, aging, bullying, anger management, careers, depression, relationships, help cases define goals, plan action and gain insight, develop therapeutic processes, and take a holistic (mind and body) approach to mental health care.

Scope of Work (Duties and Responsibilities):

- Actively identify protection concerns of the persons of concern and respond to them in an effective and timely manner.
- Provide protection and specialized services to the identified cases including case management and PSS (in person and remotely).
- Ensure confidentiality is maintained at all phases of client management and documentation.
- Use appropriate formats for documenting and referring protection interventions, including PAs (Protection Assessments).
- Maintain in-depth knowledge of referral pathways and eligibility criteria to services related to legal protection issues such as registration, documentation, civil status, detentions, SGBV and Child Protection and any other basic and most common protection concerns.
- Track & Maintain records of client referrals
- Follow up on all referred clients to ensure they are provided with the assistance needed.
- Ensure Humanitarian Accountability Principles are mainstreamed in the day-to-day project implementation
- Collecting data;s from Case workers by weekly and preparing tracking records of PSS, CM
- Assist in preparing daily, monthly, quarterly, and annual reports, progress notes, and treatment plans on time.

Summary:

- Work towards the achievement of overall goals through effective implementation, and coordination with other service providers.
- Ensure appropriate community involvement in design and delivery of services.
- Development and carry out need assessment, FGDs, interviews to improve the project.

Additional Duties and Responsibilities:

- Organizes and accurately completes multiple tasks by establishing priorities while taking into consideration special assignments, frequent interruptions, deadlines, available resources and multiple reporting relationships
- Plan, coordinate and organize workload while remaining aware of changing Priorities and competing deadlines.
- Team management abilities, decision making, and cultural awareness.
- Strong initiative to new ideas, flexibility in adapting to changes, and creativity in responding to challenges.
- Excellent communication skills (written and oral): Sensitivity to and responsiveness to project staff, local authorities, and the community.
- Commitment to the job and the organization.
- Responds positively to critical feedback and differing points of view.
- Solicits feedback from staff about the impact of his/her own behavior.

Experience, Qualifications and Skills:

Educational Qualifications:

- Bachelor's degree or higher in psychology, sociology, human sciences.

Professional Experience:

- Knowledge on Development, humanitarian field, and design of protection interventions.
- Having at least two years of experience working with an NGO in similar positions.
- Having at least two years of experience in the relevant fields.
- Good language skills (writing & speaking) Kurdish and Arabic and English.
- Excellent communication and reporting skills.

Skills:

- Fluency in written and spoken in Arabic, Kurdish and English.

Reporting and Supervision

Reports to: Project Assistant

Expected Conduct:

- Ensure that confidentiality is always maintained when sharing data and information about persons of concern;
- 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
 - Time keeping policy