



# Vacancy Announcement

Job Title: Case Manager  
Project Name: UNFPA Country Programme for Iraq 2020-2024  
Project Area: Duhok and Ninewa Governorates  
Vacancy Ref. No: 96  
Number of Vacancies: 1  
Applicants Residence: Shekhan district, closed by areas and Mamrashan Camp  
Preferable Gender: Female  
Duration of Appointment: 11 Months  
Expected Starting Date: 1 February 2022  
Deadline: 29 January 2022  
Type of Contract: Employment Contract  
Working Hours: 8:00PM\_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 (Case Manager):

Under the overall supervision of the Programme coordinator and Senior Case Manager, the case manager will coordinate, manage & supervise direct implementation of GBV prevention and response activities. She will supervise a team of project staff to effectively design, Plan, Implement, Monitor & Document GBV Prevention and Response activities targeting IDPs, returnees and host community members. The scope of the work would include Comprehensive GBV case management and counselling, staff supervision, development or adaptation of training

& monitoring tools, training community members, monitoring programmes progress and making adjustments as necessary with prior consultation with the direct supervisor. She is also tasked with providing technical assistance and guidance to mainstream protection related issues across all service delivery/provision points in the area.

## Scope of Work (Duties and Responsibilities):

### ***Case Management:***

- Provide Comprehensive GBV Case management and counselling to GBV and SGBV survivors focused on the survivor centered case management approach.
- Provide assessment and counselling both at individual and group level as the situation demands.
- Ensure all work with SGBV survivors is confidential and that ethical practices are observed.
- Document client data accurately in the intake forms and ensure they are under lock and key.
- Accurately update GBV cases in the incident recorder as per the GBVIMS guidelines.
- Ensure all non-GBV cases are provided with appropriate support including provision of Psychosocial Support, documentation and referrals as may be deemed necessary.
- Lead in the development of the case management monitoring tools and systems and ensure that all staffs that are required to utilize them are trained on the correct way of handling them.

### ***Program Management, Development, Monitoring and Evaluation:***

- In coordination and collaboration with the Program Coordinator and senior case manager, provide technical leadership related to project design and development, planning, implementation, and overall project management at the center.
- Develop technically sound work plans consistent with program goals and objectives in coordination with the project staff – Social Workers and ensure timely implementation of the activities.
- Develop, design & share information education and communication (IEC) materials for use in partnership with the persons of concern and other protection partners.
- Ensure Mainstreaming of Age, Gender & Diversity (AGD) and other protection related guidelines within Harikar projects to promote safe, dignified, and equitable access to resources and services for all.
- Develop project monitoring and evaluation plans and strategies to ensure timely and high quality implementation of the work plan in coordination with the staff.
- On a monthly basis participate in a status review of the implementation of program activities.
- Take lead & coordinate Protection related events including donor field visits and ensure proper visibility of Harikar at the operation area level.
- Ensure timely & quality Procurement of the centre's items & services in liaison with the program coordinator and GBV focal point.

### ***Training & Capacity development:***

- Provide ongoing oversight, training, and guidance to staff & partners to ensure GBV programming meets best practice standards and prioritizes the safety and security of beneficiaries and staff.
- Provide ongoing technical support and mentorship for the Social Workers to develop professional and technical competencies in GBV Protection.

### ***Coordination & Partnership:***

- Ensure Harikar takes Lead, facilitates and actively participates in the GBV/CP Working Group Monthly Coordination Meetings at the camp level.
- Promote a positive profile of the program and good understanding among other sectors, partners and communities about the program.
- Within the bracket of confidentiality, encourage information sharing with other units and agencies.
- Develop and maintain strong working relationships with all stakeholders – Community support groups, community leaders and partner agencies to enhance multi-agency and multi-sectorial cooperation and coordination at the camp level.

- Strengthen the operationalization of the GBV Standard Operating Procedures (SOPs) by engaging relevant stakeholders in the review and updating of the processes.
- Establish and regularly review the referral systems and procedures whereby clients can receive appropriate and timely assistance.

#### ***Budget Management:***

- Manage the GBV budgets in order to maintain program expenditure within budget parameters, ensuring adherence to Harikar financial procedures and donor requirements.
- Support the team members to utilize financial planning tools, such as spending plans, procurement plans, and work plans based on activities and budgets.

#### ***Staff Management:***

- Hold regular meetings with staff to plan & address any team/individual concerns and share feedback.
- Monitor and provide objective feedback related to staff performance, including objective setting, Probation & Performance evaluations to promote growth and professional development.
- Provide leadership and support to ensure staff well-being, i.e. monitor and manage stress related issues by providing regular opportunities for staff debriefing to address vicarious trauma.
- Provide technical feedback to staff on monthly narrative reports received from them, ensuring that established program targets and objectives are being met.
- Conduct bi-weekly case conferences with Social Workers to review case management issues and provide guidance on specific difficult cases.

#### ***Report Writing & Documentation:***

- On a daily basis update the Incident Recorder and share to the senior case manager on a bi-weekly basis.
- Keep an updated inventory of all items in the center.
- Disaggregate all data for NFIs including dignity kits distributed by age, gender and diversity.
- Ensure proper documentation of all project activities including all activity forms; intake forms; case studies & human-interest stories.
- Lead the team in the interpretation of the analyzed data on trends and disseminate the information to all relevant stakeholders for their action.
- Maintain up to date records and data about counseling activities and referral made to and from other Harikar projects and partner agencies.
- Ensure timely project reports are consolidated and submitted to the supervisor and the information therein used as an integral part of ongoing advocacy efforts.
- Ensure that activities are implemented in accordance with agreed strategies, principles, implementation plans, and donor requirements.
- Identify protection gaps with a view to generating ideas for future projects.
- Develop concept notes and proposals in close cooperation with the GBV Consultant and other colleagues.
- Attend training forums relevant to the position requirements.

#### ***Mainstreaming the Humanitarian Standards:***

- Provision of technical support in linking Harikar programmes to relevant Humanitarian Accountability standards and ensuring a Survivor Centered and Rights Based approach to all programming.
- Ensure that the Harikar protection programmes are implemented in accordance with HARIKAR standard regulations and operational procedures (e.g. Code of Conduct and PSEA policy, Harikar Assistance Framework, Harikar Operation Guidelines).

### Additional Duties and Responsibilities:

- Perform any other tasks as assigned by supervisor.

### Experience, Qualifications and Skills:

#### Educational Qualifications:

The applicant must hold a university degree in Psychology or Sociology.

#### Professional Experience:

- Minimum one (1) years of experience in a relevant position within an (I)NGO.
- 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.
- Ability to work independently with a team player attitude and reporting skills.
- Leadership and training skills.
- Rigorous, organized, ethical mindset.
- Flexible.

### Reporting and Supervision

**Reports to:** Senior Case Manager and Program Coordinator.

**Supervises:** Social Workers and Community Mobilizers.

#### Expected Conduct:

- Ensure that confidentiality is always maintained when sharing data and information about persons of concern.
- Work with the Harikar/UNFPA country programme for Iraq 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.

