



Vacancy Announcement

Job Title: Case Management Supervisor
Project Name: Juvenile Justices
Project Area: Duhok and Erbil Governorates
Vacancy Ref. No: 83
Applicants Residence: Erbil and Duhok
Preferable Gender: Female
Duration of Appointment: 1 Year
Expected Starting Date: December 2021
Deadline: 7 December 2021
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 fulfillment 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:

Harikar aims to provide support to children and youth in KR-I detention and reformatory facilities through an innovative project combining specialized JJ and MHPSS services with a supported curriculum, in a partnership with UNICEF Iraq, other related ministries in KR-I and others. The project aims to enable the target group to move forward with their lives as peaceful and productive members of society. Additionally, awareness work with the communities on social cohesion will help the children and youth reintegrate into the society. Child Protection committee is strongly based on child protection system strengthening, community empowerment objectives, fostered resilience of children and youth with a tailored-made

reintegration intervention, which includes a specialized justice approach. Therefore, civil society and government social workers will be trained on effective mental health and justices approaches.

Scope of Work (Duties and Responsibilities):

- Keeping track of and reporting on project progress.
- Completing any tasks assigned by the Project Manager in an efficient and timely manner.
- Performing administrative tasks such as preparing invoices, estimates, scheduling meetings, etc.
- Provide technical leadership related to project design and development, planning, implementation, and overall project management at the centers.
- Develop technically sound work plans consistent with program goals and objectives in coordination with the project staff – Case Workers and ensure timely implementation of the activities.
- Develop, design & share information on 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 beneficiaries.
- Develop project monitoring and evaluation plans and strategies to ensure timely and high-quality implementation of the work plan, in coordination with the project 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 centers level.
- Participate in all project meetings, take meeting minutes and distribute to all project team members in a timely fashion.

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 Case Workers to review case management issues and provide guidance on specific difficult cases.
- Help problem-solve issues and suggest ways to improve the project.

Training & Capacity Development:

- Provide ongoing oversight, training, and guidance to staff & partners.
- Provide ongoing technical support and mentorship for the Caseworkers and other related project staff to develop professional and technical competencies in GBV and other relevant Protection issues.

Additional Duties and Responsibilities:

- Travel within Iraq and KRI, as needed, on mission and for training.
- Maintain and ensure a culture of strict confidentiality among and between Harikar staff and non-Harikar employees or beneficiaries.
- Undertake all other duties as assigned by his/her supervisor that are compatible with the job.

Experience, Qualifications and Skills:

Educational Qualifications:

- A university Relevant university degree in sociology, psychology or law (Master is strongly preferred).

Skills:

- Knowledge of English and Arabic is mandatory; it is strongly recommended the applicant can speak and write in English, Arabic and Kurdish language very well.
- Able and or flexible in visiting various locations within Duhok and Erbil governorates.
- Preferably a minimum of 3 years of relevant work experience in the legal field, including protection and Child case management, delivering awareness sessions, information and counselling for displaced persons on civil documentation, women rights, etc.

- Proven skills and experience in case management and referral mechanisms.
- Advanced computer skills, particular Microsoft Word, Excel, Power Point and Outlook.
- Very good communication and interpersonal skills. Candidate needs to be flexible and creative, respectful and diplomatic. Results-driven and highly motivated to assist the project target groups and partners.

Reporting and Supervision

Reports to: Project Manager

Supervises: Project Staff

Expected Conduct:

- Ensure that confidentiality is always maintained when conducting the required duties and responsibilities.
- Work with the Harikar/UNICEF protection team in a cooperative and collaborative manner.
- 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.

HARIKAR NGO