**ALIA ALI**

Child Protection & Case Management Specialist

Amman, Jordan Email: [a@alradaideh.info](mailto:a@alradaideh.info)

0793362323

**PROFESSIONAL SUMMARY**

Experienced Child Protection & Case Management Specialist and Senior Nurse with 12+ years of expertise in safeguarding, trauma-informed care, crisis management, and programme development. Proven track record in designing and implementing child protection programmes, integrating clinical knowledge with case management for vulnerable children and families. Skilled in capacity building, staff development, and multi-stakeholder coordination across healthcare and humanitarian sectors.

**CORE COMPETENCIES**

* Child Protection Program Development
* Case Management & Service Delivery
* Trauma-Informed Care
* Healthcare Management
* Staff Training & Capacity Building
* Risk Assessment & Mitigation
* Emergency Response
* Stakeholder Coordination
* Cross-Cultural Communication

**PROFESSIONAL EXPERIENCE**

**CASE MANAGER AND CHILD PROTECTION SPECIALIST**

Smart Initiatives Lebanon (Remote from Amman) | August 2024 - Present

Program Development & Technical Leadership:

* Designed and implemented comprehensive Case Management Program aligned with inter-agency guidelines
* Developed and updated case management tools, SOPs, and data protection protocols
* Created service mapping and referral pathways for child protection services
* Conducted needs assessments and field monitoring to ensure program quality
* Integrated children and family feedback into case management activities

Staff Development & Management:

* Provided training, mentoring, and technical guidance to Case Management team and partners
* Led recruitment and capacity building initiatives for team members
* Coordinated technical meetings and case conferences
* Managed performance appraisals and staff development programs

Stakeholder Engagement:

* Coordinated with humanitarian actors, authorities, and community groups
* Represented organization in inter-agency forums
* Advocated for service delivery improvements and gap resolution

**SENIOR DISABILITY ASSESSOR**

Capita, London, UK | January 2024 - July 2024

* Conducted comprehensive capability assessments for daily activities
* Produced detailed evaluation reports for Department for Communities
* Applied clinical expertise to complex case management
* Ensured ethical handling and documentation of assessments

**SENIOR NURSE (SISTER)**

Haileybury UK, Hertford, UK | March 2021 - January 2024

* Managed student health consultations and vaccination programs
* Supervised mental health referrals and vulnerable group care
* Led Health Centre operations and team coordination
* Implemented emergency response protocols

**TRAUMA AND ORTHOPAEDIC STAFF NURSE**

East and North Hertfordshire NHS Trust | April 2020 - March 2021

* Provided comprehensive patient care including emergency response
* Managed post-operative recovery and rehabilitation
* Coordinated with multidisciplinary teams for patient care
* Ensured compliance with Trust policies and care standards

**HEALTH CARE ASSISTANT**

Garden House Hospice Care | September 2018 - September 2020

* Coordinated patient discharge planning and end-of-life care
* Supported families through grief and long-term illness management
* Maintained dignity in personal care delivery
* Collaborated with hospice and community care teams

**EDUCATION**

**Master of Science in Security, Conflict and International Development** University of Leicester | September 2024 - May 2026 (In Progress)

**Bachelor of Science in Adult Nursing** University of Hertfordshire | September 2017 - September 2020

**Higher Education Diploma in Nursing** City and Islington College | September 2015 - September 2016

**CERTIFICATIONS**

* Medical emergency management in organisations
* Project management essentials
* Do No Harm: Practical Framework on Conflict
* Child Protection Case Management
* Global Health and Humanitarianism
* Protection in Humanitarian Action

**LANGUAGES**

* Arabic (Native)
* English (Native)
* Nationality: British and Jordanian