



## **SAfAIDS Zimbabwe District Office Gender Based Violence Toll Free Agent (GBV-TFA) Advert**

**Position:** Gender Based Violence Toll Free Agent (GBV-TFA)

**Placement:** SAfAIDS Zimbabwe District Office - Bubi, Lupane, Nkayi, Seke and Tsholotsho

### **Background:**

SAfAIDS under the Zimbabwe Partnership to Accelerate AIDS Control (ZimPAAC) DREAMS Program which seeks to reduce new HIV infections in Zimbabwe is looking for an active listener, detail and results focused individual with multi-tasking abilities, quality conscious, empathetic, patient and experienced in the use of electronic data collection applications Gender Based Violence Toll Free Agent (GBV-TFA) for each district office in the following areas; Bubi, Lupane, Nkayi, Seke and Tsholotsho. The GBV-TFA manages the SAfAIDS DREAMS Toll-Free line and comprehensively records the summary for each call. She/He/They captures correct information and probes for clarity which will ensure timely need-based service provision and linkages. She/He/They ensures that the caller receives timely support through linking them with service providers in collaboration with nearest community cadres. She/He/They is accountable for managing the SAfAIDS DREAMS MobiSAfAIDS Application through opening of service referral tickets, tracking service provision until case closure. She/He/They will be guided by the Multi-Sectoral Management of Sexual Abuse and Violence in Zimbabwe Standard Operating Procedure in timely responding to sexual violence cases within 48 hours. She/He/They work closely with the District Data Entry Clerk to ensure proper documentation and entry of service referrals, including collaborations with Department of Social Development (DSD) and Ministry of Women Affairs, Community, Small and Medium Enterprises Development (MWACSMED) in ensuring complete and accurate case management documentation.

### **Requirements**

The Ideal Candidate should have the following qualifications and experience:

- A Degree in Social Work from a certified and recognized institution. LIVES Certification/Training is an added advantage.
- At least 1 years' relevant experience in GBV response and case management.
- Multi-lingual with good working knowledge of the commonly (spoken and written) local languages e.g., Ndebele, Shona and Tonga.
- Excellent interpersonal and people engagement skills with effective communication, problem-solving, sound timely decision-making including ability to prioritize multiple tasks in a demanding environment.
- Preferred candidates should be domiciled/ physically stationed in the district (Bubi, Lupane, Nkayi, Seke and Tsholotsho).
- MS Proficient including use of electronic/mobile data collection applications.

SAfAIDS is committed to equality in all our work. Gender Equality, Social Inclusion and Diversity is core to our internal and external work. Internally, this enriches the ideas, perspectives and competencies, for fulfilling our commitment to serving diverse populations across the SADC region. Our Fit-For-Purpose employee recruitment and consultant engagement approach; welcomes applicants who identify as PLHIV, persons with disability, non-binary persons, and all sexual orientations and gender identities

### **Application Requirements and Deadline:**

Application packages must be submitted via email; including (i) One-page motivational letter, (ii) Curriculum vitae, which includes contact details for at least 3 referees, (iii) information on current salary and benefits. Applications must be in English, and emailed with subject: Application – SAfAIDS Zimbabwe District Office-Bubi\*1, Lupane\*1, Nkayi\*1, Seke\*1 and Tsholotsho\*1; to [recruitments@safaid.net](mailto:recruitments@safaid.net) by 22<sup>nd</sup> April 2024.

**Only short-listed candidates will be contacted.**