



Job Advertisement – Child Protection & Case Management Officer

Position Description

Position Title: Child Protection & Case Management Officer

Supervisor: Case Management Coordinator

Location: Nairobi, Kenya

About RefuSHE

RefuSHE protects, nurtures, educates, and empowers young refugee women and girls in East Africa through a unique holistic model that provides protection, shelter, education, case management, counselling, childcare, vocational training, and legal support. RefuSHE's holistic programming meets the imminent needs of unaccompanied, separated, and orphaned refugee girls, young women, and their children.

Founded in 2008, RefuSHE is a registered non-governmental organization with headquarters in Nairobi, Kenya and a 501(c)3 charitable organization with offices in Chicago, USA. It is the first and only organization dedicated to refugee girls in East Africa. Over the past fifteen years, RefuSHE has grown to become a leading institution and global thought-leader in the field of refugee protection.

Job Purpose

The purpose of the Child Protection and Case Management Officer role is to provide case management services to Girls Empowerment Program (GEP) participants/Safe House residents/Community-based Protection program beneficiaries. This includes conducting assessments to identify the needs of individuals, determine appropriate responses to these needs, and coordinating the provision of relevant activities and services.

Key Responsibilities

- Provide refugee girls and young women with relevant assistance by determining eligibility to admission in RefuSHE programs or referring them to other relevant agencies such as UNHCR/Department of Refugee Services.
- Initiate relationships with RefuSHE program participants and conduct individual case management for them, in close coordination with other departments.
- Assess the physical, mental, emotional, and social needs of each participant and establish a trust relationship to support and facilitate their growth and development.
- Based on the results of the assessments, develop individual support plans with participants in the GEP program/implement appropriate short and long-term plans of care for children/participants in the Safe House/community, and document progress against milestones on a quarterly basis.



- Work closely with participants in the GEP/Community (including Women Ambassador Groups) to identify unaccompanied minors (UAMs) and separated children and place children in appropriate care (e.g. with foster parents or in the Safe House) based on protection issues and individual case needs.
- Participate in the development of case management monitoring systems/receive and review referrals and requests for services to determine eligibility to admission in RefuSHE programs and grant-funded projects.
- Link participants to community resources, government agencies, and other partners when appropriate.
- Complete requirements for court hearings, with support from the Legal and Advocacy Manager, if and where the law may require preparation of evidence materials.
- In collaboration with other departments, conduct training on sexual and gender-based violence, reproductive health, refugee rights, and foster parenting as required.
- Participate in regular inter-unit coordination meetings to discuss the provision of services to program participants.
- Prepare accurate, thorough and timely recording of case information both in online databases and participant files, including case notes, modules, reports, family histories, correspondence, and legal forms as required by other agencies/organizations such as UNHCR and the Department of Refugee Services.
- Prepare monthly progress reports on core tasks depicting social work interventions and milestones achieved.
- Represent RefuSHE in different forums as assigned by your supervisor.

Education Requirements

- Degree in Social Sciences/Social Work or other related studies from a recognized institution
- Additional Certificate/Diploma in Nursing is an advantage.

Related Experience/Qualifications

- 3-5 years' work experience in implementing projects.
- Working with refugees is an added advantage.

Technical & Behavioral Skills

- Good understanding of case management model.
- Strong self-starter, able to take initiative and adapt to changing circumstances and priorities.
- Good planning and coordination skills, with the ability to organize a substantial workload comprised of complex and diverse tasks.
- Ability to remain flexible in a dynamic environment and work well in a team.
- Good interpersonal and communication skills.
- Good report writing and computer skills.
- Good command of English both oral and written.



Application Procedure

Send your CV and a cover letter indicating your current/previous salary and your expectation to hr@refushe.org, citing the position title “**Child Protection & Case Management Officer**” in the email subject line, by close of business on **Friday 23rd June 2023**.

We appreciate all applications received, however, please note that only shortlisted candidates will be contacted.

Consent: *By applying for this position, I hereby consent for RefuSHE to collect, process, and store my personal data in accordance with the privacy policy. I understand I may withdraw my consent at any time by contacting the email address provided in this job advert to withdraw my application.*