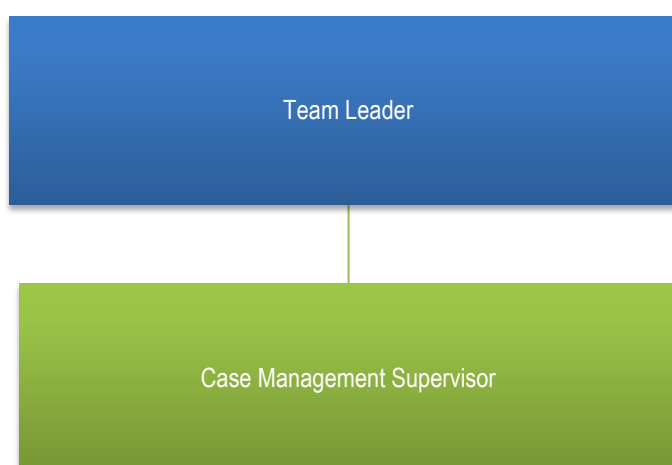




Position Name (Title) :	Case Management Supervisor	Position Level:	Grade 8
Reporting to (Title) :	Team Leader	No. of Direct Reporters:	N/A
Version:	1	Sector /Department/Section :	Women's Rights Program

Position Reporting Lines



Main Job Purpose

The Case Management Supervisor will be responsible of taking the lead in case management. S/he will be responsible in ensuring targets and objectives are met with the required level of quality and timeliness. Ensuring quality of implementation is crucial to this position. He/she has to maintain positive relationship with the different partners. S/he is also responsible for and keeping the filing system accurate and up to date. He/she will be responsible in compiling and tracking initiative data, information, achievements and activities based on initiative M&E plan. The case management supervisor will be responsible for maintaining a case load of an average 20 active cases. He/she will be responsible for providing basic psychosocial support to asylum seekers and refugees in Cairo who were subjected to sexual and gender based violence. Ensuring effective referral system are in place to address the 4 pillars of response (psychosocial, medical, legal, and safety/security). He/she will also be responsible to advocate and network with partner, local, and community based networks and organizations for the best interest of clients.

Objectives

- Conduct case management for refugees' survivors of SGBV.

Accountabilities

- Perform clear and accurate screenings, intake interviews, and incident report forms.
- Respond to inquiries coming through the helpline.
- Handle a caseload of approximately 60 clients using the survivor centre-approach.



- Establish an action plan, setting achievable goals in partnership with the client; establish agreed time scales for each action; carry out the identified actions within the agreed time frame.
- Facilitate client's own advocacy efforts, and advocate with partner organizations on a case by case basis and/or accompany the clients to other services when appropriate.
- Maintain clear, comprehensive and accurate records of all contact with clients following CARE case management standards operating procedures.
- Identify international and local organizations, and formal or informal networks to increase opportunities and advocate for survivors of SGBV.
- Contribute in project annual planning and assist in monthly reporting.
- Ensure proper data gathering, data accuracy and filing as per monitoring and evaluation plan.
- Act as focal point internally and externally for assigned sub-working groups and meetings with partners and other service providers.

Position Relationship with Other Parties

<u>Internal Relationship</u>	<u>External Relationship</u>
<ul style="list-style-type: none"> • Other program. • Program support unit. 	<ul style="list-style-type: none"> • Partner Organizations. • Local governmental bodies

Working Environment

The position follows the normal working environment of the organization.

Indoor: 70 %
 Outdoor: 30 %
 Working Hazard: Normal
 Working Days: 5 days
 Days Off: 2 days
 Working Hours: 8 hours per day

Position Dimensions

POSITION DIMENSION	
Level of Authority	Minor Judgement Within Guidelines
Budget Control	Make Expenditure on a Predefined Budget



Budget Amount	From 10,000 to 100,000 EGP
Hiring Authority & Promotion	Does not Coach New Employees
	Does Not Supervise Employees
	Does not Participate in the Promotion Cycle
	Does not Approve Hiring New Employees
Consequence of Error	Impact Own Tasks

Job Requirements

Education:	BSc of relevant field
Experience:	<ul style="list-style-type: none"> • 2 years in case management and SGBV. • Experience in counselling individual or families to help them understand problems, define goals, and develop realistic action plans, is an asset. • Ability to assess and react to emergency situations calmly and quickly.
Computer Skills	MS Office
Languages:	<ul style="list-style-type: none"> • Arabic • English Intermediate level

Signatures

		Date
Employee		
Manager		



Human Resources		
