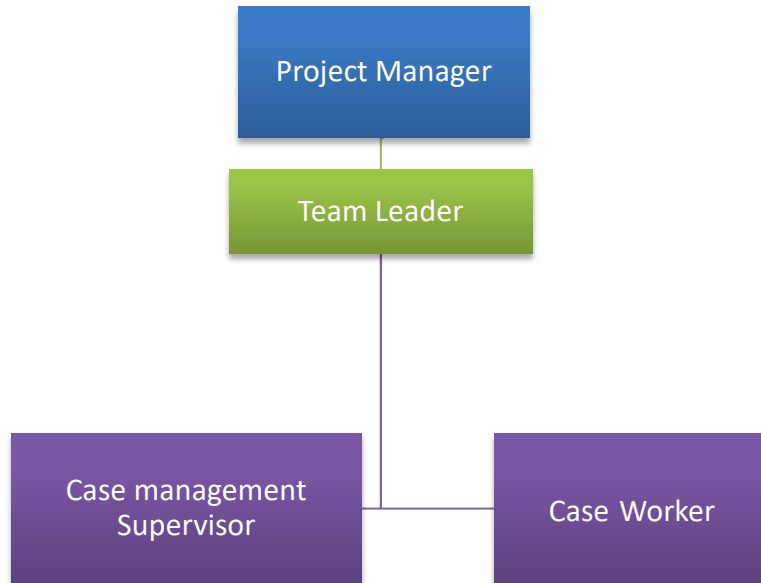


<b>Position Name (Title) :</b>	Team Leader	<b>Position Level:</b>	Grade 9
<b>Reporting to (Title) :</b>	Project Manager	<b>No. of Direct Reporters:</b>	
<b>Version:</b>	2	<b>Sector /Department/Section :</b>	WR Programs

**Position Reporting Lines**



**Main Job Purpose**

This position will be responsible for ensuring that CARE Case Management team is following effectively the inter-agency and CARE case management standards operating procedures.

**Objectives**

- Ensure Effective implementation of the Project’s qualitative and quantitative Case management target.
- Providing on-going technical support for all caseworkers and ensuring the overall quality of the case management process.
- Ensure proper spending of budgeted case management field.

## Accountabilities

- Supervise a team of case management supervisors and caseworkers ensuring that they conduct clear and accurate incident report form, assessment and care plan in addition to providing technical advice.
- Revise caseworkers' and case management supervisors' caseload to ensure that they are in compliance with their target.
- Ensuring a positive workplace well-being and engagement of the team.
- Ensure that caseworkers and case management supervisors maintain clear, comprehensive and accurate records of all contact with clients following CARE case management standards operating procedures.
- Conduct regular case file audit to ensure that they are up to date and check quality and consistency of work.
- Identify and organize collaborative partnership with new services providers.
- Handle a yearly caseload of complex cases using the survivor centre-approach.
- Contribute in project annual planning and responsible for donor's monthly reporting.
- Co-ordinate with CARE's full-time psychologist on the cases' status and closely follow up on their closure.
- Responsible for GBV case management advertising and raising awareness of the available services.
- Assist in the ongoing training for all case management supervisor's /case workers to ensure the quality of the case management process.

## Position Relationship with Other Parties

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

## Working Environment

The position follows the normal working environment of the organization.

Indoor: 50 %

Outdoor: 50 %

Working Hazard: Normal

Working Days: 5 days

Days Off: 2 days

Working Hours: 8 hours

## Position Dimensions

POSITION DIMENSION	
<b>Level of Authority</b>	Authority Within the Departement
<b>Budget Control</b>	No Budget Control
<b>Budget Amount</b>	No Budget Control
<b>Hiring Authority &amp; Promotion</b>	Coach New Employees
	Supervises More Than Three Employees
	Does not Participate in the Promotion Cycle
	Approve Hiring New Employees
<b>Consequence of Error</b>	Impact Own Tasks

## Job Requirements

<b>Education:</b>	BSc of relevant field
<b>Experience:</b>	Experience from 3:5 Years in GBV/ Humanitarian field in the development sector. Preferably with supervision and people management experience.
<b>Computer Skills</b>	MS Office
<b>Languages:</b>	<ul style="list-style-type: none"> <li>• English</li> <li>• Arabic</li> </ul>

## Reports

**Signatures**

		Date
Employee		
Manager		
Human Resources		

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