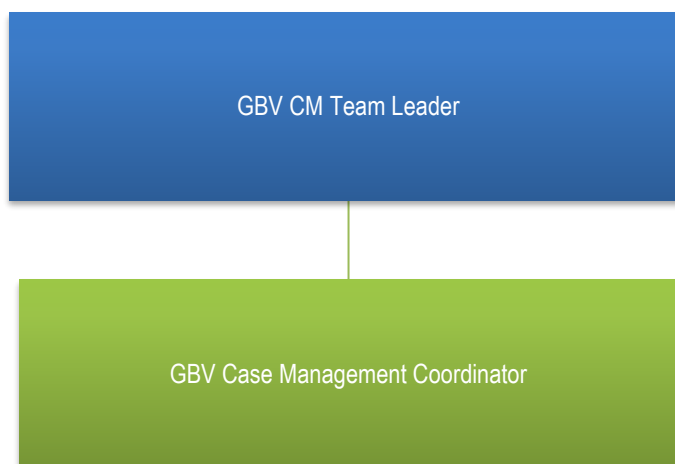


<b>Position Name (Title) :</b>	GBV Case Management Coordinator	<b>Position Level:</b>	Grade 8
<b>Reporting to (Title) :</b>	GBV CM Team Leader	<b>No. of Direct Reporters:</b>	N/A
<b>Version:</b>	1	<b>Sector /Department/Section :</b>	Women's Rights Program

**Position Reporting Lines**



**Main Job Purpose**

CARE Egypt has been selected by UNHCR to develop a program addressing GBV. The Case Management Coordinator will be responsible of taking the lead in one of the three case management's thematic areas (Violence against women, child protection, and special profiles (people with disabilities/ other). 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. He/she will be responsible for providing basic psychosocial support to asylum seekers and refugees in Cairo who were subjected to 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. The case management Coordinator will be based in Cairo, however, will supervise the caseworkers in Cairo and Alexandria.

**Objectives**

- Conduct case management for refugee survivors of GBV.

**Accountabilities**

- Responsible for handling high profile cases using the survivor centre-approach.
- Perform clear and accurate screenings, interviews, and incident report forms.
- Act as internal &/ external focal point for the assigned thematic area. (VAWG, CP, Special profiles)
- Establish an action plan, setting achievable goals in partnership with the survivor; establish agreed time scales for each action; carry out the identified actions within the agreed time frame.
- Facilitate survivor's own advocacy efforts, and advocate with partner organizations on a case by case basis and/or accompany the survivors to other services when appropriate.
- Maintain clear, comprehensive and accurate records of all contact with survivors following CARE case management standards operating procedures.
- Identify international and local organizations, and formal or informal networks to increase opportunities and advocate for the respective thematic area.
- Contribute to project annual planning and participate in developing case management monthly reporting.
- Act as focal point internally and externally for assigned sub-working groups and meetings with partners and other service providers.
- Responsible for emergency/ overnight helpline which operates from 5 PM till 9 AM, during the weekends and the official holidays. (Caseworkers while on overnight duty, are to conduct assessments to all emergency cases who reach us outside working hours, and to immediately respond to emergency cases with relocation solutions to ensure their safety)
- Support in the relevant trainings of the respective thematic area
- Act as focal point for the case management related services such as legal assistance, livelihoods, cash, RST/D, and PSS.
- Ensure case management documentation, filing, and following up for the assigned caseload
- Responsible for CM financial documentation (Advances and settlement)
- Accountable for the in-take email and helpline functions

### Position Relationship with Other Parties

Internal Relationship	External Relationship
<ul style="list-style-type: none"> <li>• Other programs.</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: 70 %

Outdoor: 30 %

Working Hazard: Medium

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	Coach New Employees
	Supervises Two - Three 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"> <li>• 2 years in case management and GBV.</li> <li>• Experience in counselling individual or families to help them understand problems, define goals, and develop realistic action plans, is an asset.</li> <li>• Ability to assess and react to emergency situations calmly and quickly.</li> </ul>
Computer Skills	MS Office
Languages:	<ul style="list-style-type: none"> <li>• Arabic</li> <li>• English Intermediate level</li> </ul>

## Signatures

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Employee		
Manager		
Human Resources		

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