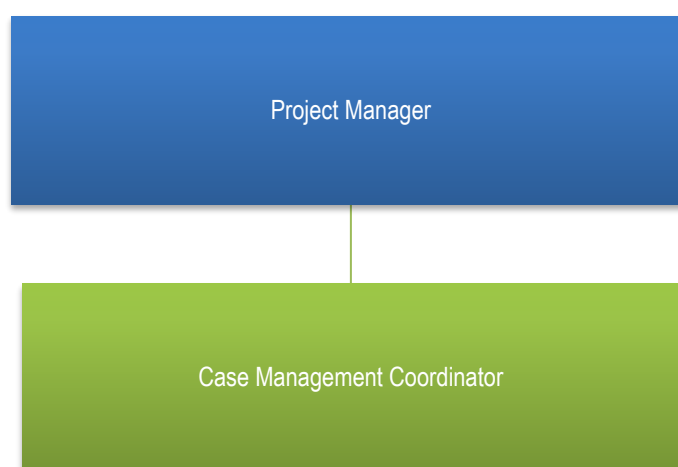




Position Name (Title) :	Case Management Coordinator	Position Level:	Grade 8
Reporting to (Title) :	Project Manager	No. of Direct Reporters:	N/A
Version:	1	Sector /Department/Section :	EDU

Position Reporting Lines



Main Job Purpose

The Case Management Coordinator 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. Ensuring effective referral system are in place to address psychosocial pillar of response. 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

- Capacity building for project staff and partners Psychological First Aid (PFA) training for community volunteers
- MHPSS activities (specialized and none specialized services - groups and individual sessions for children and their families)
- Case Management monitoring & follow-up visits.



Accountabilities

- 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 develop case management monthly reporting.
- Act as focal point internally and externally for assigned sub-working groups and meetings with partners and other service providers.
- Support in the relevant trainings of the respective thematic area
- Responsible for Internal referrals (Prevention & WFS activities)
- Act as focal point for the case management related services
- 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

<u>Internal Relationship</u>	<u>External Relationship</u>
<ul style="list-style-type: none"> • Project Manager • Program staff and advisor /s • Program support units (Finance & Procurement, Admin, HR, ICT) • Communication Unit • MEAL 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: 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	No Budget Control
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 GBV.• 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		