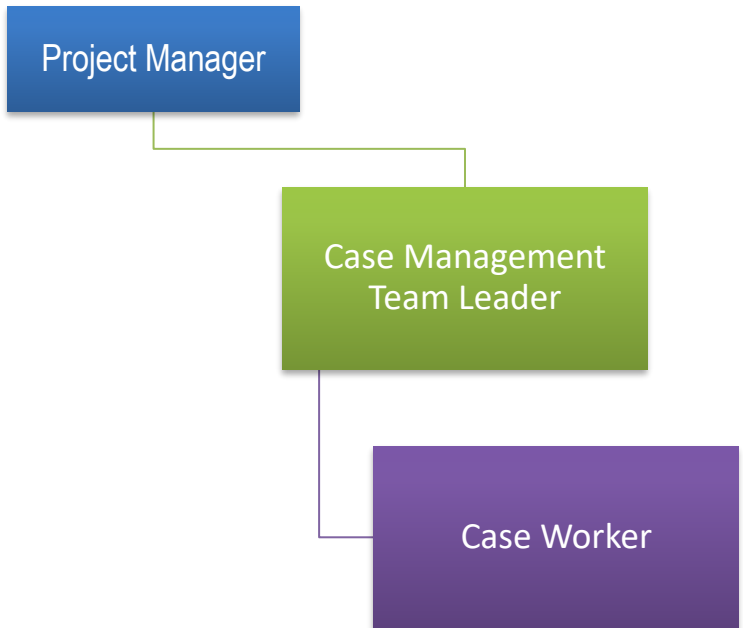


<b>Position Name (Title) :</b>	Team Leader	<b>Position Level:</b>	Grade 9
<b>Reporting to (Title) :</b>	Project Manager	<b>No. of Direct Reporters:</b>	
<b>Version:</b>	2	<b>Sector /Department/Section :</b>	WR Programs

**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 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 action 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 approximately 30 clients using the survivor centre-approach.
- Contribute in project annual planning and assist in monthly reporting.
- Co-ordinate with CARE's full-time psychologist on the clients' status and closely follow up on their closure.
- Responsible for SGBV case management advertising and raising awareness of the available services.
- 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

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## Position Dimensions

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

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## Job Requirements

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

## Reports

**Signatures**

		Date
Employee		
Manager		
Human Resources		

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