ROLE PROFILE

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| Title: | **Case Management (CM) Coordinator** | | |
| Functional Area: | Programme | | |
| Reports to: | Project Manager (with a matrix relationship to the Case Management Specilist) | | |
| Location: | Teknaf Office, Cox’s Bazar | Travel required: | Yes |
| Effective Date: | Immediate | Grade: | C1 |

role PURPOSE

Plan International is an independent development and humanitarian organization that advances children’s rights and equality for girls. Plan International envisages a world in which all children and young people realise their full potential, a vision now shared by the 193 Heads of State and Government who adopted the 2030 Agenda for Sustainable Development in September 2015.

Plan International believes in the power and potential of every child. This is often suppressed by poverty, violence, exclusion and discrimination. Its girls who are most affected. Plan International’s Global Strategy aims to transform the lives of 100 million girls by implementing an integrated programme and influence approach. In view of that, the country programme is focusing towards a vision of empowering girls and young women, to be heard, to live without fear of violence and to achieve their rights.

To provide the day to day technical support and supervision to the Child Protection Case Management frontline staff and collaborate with the other work streams within the Child Protection in Emergencies response to the Forcibly Displaced Myanmar Nationals crisis in Cox’s Bazar, Bangladesh

To facilitate the Case Management program that will deliver a timely and appropriate (quality and scale) response to child survivors of violence and children at-risk to violence, abuse, neglect and exploitation. The CM Coordinator should build the capacity of Plan International and partner organisation Case Management Officers and CM Volunteers – providing coaching, supervision and technical expertise to ensure best practices and the best interest of the child.

Dimensions of the Role

1. Budget/Asset Management: This role does not have a delegated authority for expenditure. However, s/he needs to monitor expenditure on CM-related interventions implemented by Plan and the partner organization for relevant projects.
2. Direct and Indirect Reports: The position holder will report to the Project Manager and directly manage the CM Officers (within Plan International).
3. Communications Requirement: The CM Coordinator will work in close collaboration with the following individuals:
   1. CPiE Programme Lead, Case Management Advisor and the CPiE response team
   2. CM Specialist
   3. Plan International Bangladesh’s National Child Protection Advisor
   4. Other sector colleagues (ex: education, WASH, etc.)
4. Risk Management: S/he will take a proactive stance in identifying and mitigating exploitation and abuse and follow Plan International’s Child Protection Policy and code of conduct.
5. External Representation: S/he may provide backstop support to the CM Specialist in the Case Management Task Force.
6. Area of Responsibility: Ensures technical supports and capacity building of Plan and Partner staff members on CM in Cox’s Bazar.

Accountabilities

# 1. Provide technical support to ensure quality implementation of the CM component of the CPiE response

* In collaboration with the Case Management Specialist, ensure CM Officers have been oriented in the Case Management Standard Operating Procedures at the Cox’s Bazar level, and the Inter-agency Guidelines on Case Management and Child Protection as well as the inter-agency CM Tools and Flow Chart.
* Provide weekly one-to-one case supervision meetings with CM Workers in which complicated cases are discussed and jointly planned responses are developed. Prepare cases ready for closure and provide all necessary guidance.
* Conduct bi-weekly case management meetings to share case experience among Case Workers and work with other agencies where appropriate
* Apply the supportive child protection case management supervision tools and overview the quality implementation of case work by supervised CM Officers.
* Work together with the Family Tracing and Reunification (FTR) work stream and ensure that referrals are clearly documented and that services are provided to Unaccompanied and Separated Children.
* Ensure all cases are documented properly in the CP Information Management System (CPIMS+).
* Provide regular updates to CM Specialist on the progress of the implementation, challenges faced, and additional support needed.

# 2. Staff Capacity Building

* Design and facilitate capacity development activities/ training of CM staff and volunteers in the areas of CM guiding principles, identification, registration, case planning, referrals, follow-up, and case closure, communicating with children, identification of signs of abuse, working with community structures, providing psychological first aid, etc.
* Provide on-the-job coaching and support to the CM Officers (of Plan International and partner organization) in technical aspects of the program and cluster coordination.

Technical expertise, skills and knowledge

*[This section details the skills, knowledge and expertise the postholder will be required to demonstrate in doing the job well.*

*This should include clear levels of technical expertise and skills that support our work at national, international, and global level.]*

**Essential**

* Previous experience working in Child Protection Case Management services provision.
* University degree in social work, psychology, social sciences or related field.
* Good knowledge and understanding of humanitarian principles and established international child protection minimum standards.
* Experience in implementing programs focusing on: working with vulnerable children, social work with children and families, working with child survivors of abuse and violence, children outside of parental care, psychosocial support, etc.
* Proven project management skills, including in monitoring and evaluation for child protection projects.
* Proven experience of providing training and capacity building on child protection technical areas with a variety of audiences

**Desirable**

* Ability to work independently and as a team player who demonstrates leadership and is able to support and train local staff and also able to work with disaster affected communities in a sensitive and participatory manner.
* Well-developed written and oral communication skills. Able to communicate clearly and sensitively with internal and external stakeholders as a representative of Plan. This includes effective negotiation and representation skills.
* Works with trustworthiness and integrity and has a clear commitment to Plan's core values and humanitarian principles.
* Ability to operate effectively under extreme circumstances including stress, high security risks and harsh living conditions. Works and lives with a flexible, adaptable and resilient manner.
* Demonstrates awareness and sensitivity to gender and diversity. Have experience and the ability to live and work in diverse cultural contexts in a culturally appropriate manner. Has a capacity to make accurate self-assessment particularly in high stress and high security contexts.
* Is well planned and organized even within a fluid working environment and has a capacity for initiative and decision making with competent analytical and problem solving skills.
* Knowledge of Plan policies and procedures, Sphere and the Red Cross/NGO Code of Conduct. Requires general finance, administration, information management and telecommunication skills and proficiency in information technology/ computer skills.
* About 2-3 years working in a humanitarian context - experience in working with refugees or IDPs is preferable.
* Fluency in English and Bangla (both reading and writing).
* Prior experience of working in greater Chittagong Division and knowledge of Chittagonian or Rohingya is a plus.

Plan International’s Values in Practice

**We are open and accountable**

We create a climate of trust inside and outside the organisation by being open, honest and transparent. We hold ourselves and others to account for the decisions we make and for our impact on others, while doing what we say we will do.

**We strive for lasting impact**

We strive to achieve significant and lasting impact on the lives of children and young people, and to secure equality for girls. We challenge ourselves to be bold, courageous, responsive, focused and innovative.

**We work well together**

We succeed by working effectively with others, inside and outside the organisation, including our sponsors and donors. We actively support our colleagues, helping them to achieve their goals. We come together to create and implement solutions in our teams, across Plan International, with children, girls, young people, communities and our partners.

**We are inclusive and empowering**

We respect all people, appreciate differences and challenge inequality in our programmes and our workplace. We support children, girls and young people to increase their confidence and to change their own lives. We empower our staff to give their best and develop their potential.

Physical Environment

Based at Teknaf PO, Cox’s Bazar and frequent travel that include community, partner organizations, training institutes etc

Level of contact with children

High level: Frequent interaction with children