



## ROLE PROFILE

Title	Case Management (CM) Advisor		
Functional Area	CPiE		
Reports to	CPiE Lead		
Location	Cox's Bazar, Bangladesh	Travel required	Frequent
Effective Date	ASAP	Grade:	D2

## ROLE PURPOSE

### BACKGROUND:

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.

We believe 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 new Global Strategy aims to transform the lives of 100 million girls by implementing an integrated programme and influence approach. National level influencing in Bangladesh and Plan's other country offices – will play a key role in delivering results at scale.

Plan has been working in Cox Bazar to respond to the Rohingya refugee influx since 24 September 2017 implementing the following key objectives: 1. Ensure girls and boys affected by the crisis are protected from violence, abuse, neglect and exploitation through appropriate prevention and response interventions in line with minimum standards. 2. Reduce the transmission of disease from feces to mouth through the promotion of good hygiene practice and the reduction of health risks related to poor sanitation 3. Restore and increase access to safe quality and inclusive educational opportunities for refugee children and adolescents (girls and boys) affected by the Rohingya crisis.

Plan is cognizant that its response should build strong links to the existing programmes in Bangladesh and build's on Plan's experience of 1st phase refugee responses.

### About the job:

The Case Management Advisor works as part of Plan Bangladesh Child Protection in Emergencies (CPiE) Quality team under direct line management and technical guidance from CPiE Lead. Primary objectives of the case management advisor will be

- ensuring quality in the timely and effective delivery of Plan's child protection case management activities in the assigned locations and ensuring activities comply with technical standards. The Case Management Advisor will line manage one child protection specialist and provide technical supervision to teams of case management officers from different projects and will play a key role in capacity building and mentoring of case management staff, partner staff and community volunteers on case management standards, tools, approaches and communicating effectively with affected populations,
- providing technical guidance and coordination to Case Management Task Force within the overall Child Protection Sub-Sector Working Group (CPSS) for the response to Forcibly Displaced Myanmar Nationals crisis in Cox's Bazar, Bangladesh, and
- co-chairing the Case Management Task Force at Cox's Bazar level on behalf of Plan International Bangladesh and the Child Protection Sub-sector Working Group to ensure all Child Protection actors



– including the Ministry of Social Welfare, international and national NGOs – providing Case Management and Family Tracing and Reunification services are coordinated, timely and age and gender appropriate. In addition to leading the Task Force, the role has a strong focus on mentoring and capacity building of child protection actors, providing comprehensive services (ex: Family Tracing and Reunification and Alternative Care) and linking with other sectors to ensure access to holistic services and referral pathways.

## **DIMENSIONS OF THE ROLE**

The Case Management Advisor will dedicate 70% of their time to support the Cox's Bazar programme, and 30% of the post holder's time will be focused on building a strong Case Management Sector for the Rohingya Response under the leadership and coordination from CPSS.

The post holder will support the Cox's Bazar team to build a strong Case Management team within the protection sector. The person will build the capacity of national staff and Rohingya Community volunteers to be advocates for Case management and Protection within their communities.

## **RESPONSIBILITIES AND TASKS**

### **1. Manage the Case Management coordination mechanism on behalf of Plan International Bangladesh and the Child Protection Sub-Sector. .**

- As Co-Chair of the Case Management Technical Working Group, provide technical support to case management field practitioners, develop tools and guidance documents for case management and promote effective application of Child Protection Minimum Standards in humanitarian settings in line with UNICEF's Handbook for Coordinators.
- Prepare agenda items for Case management technical working group meeting, and prepare and send out Minutes of Meeting to the members.
- Support the implementation of the Standard Operating Procedures (SOPs) of the CPSS
- Support localized/camp level service mapping and the continuous improvement of referral pathways
- Facilitate bi-weekly Case Management Task Force meetings with members and provide linkages to other Protection Sector Working Groups and relevant services providers
- Support the rollout and effective use of Child Protection Information Management System and Child Protection Minimum Standards.

### **2. Provide technical support and capacity building to Child Protection Actors to ensure quality implementation of comprehensive Case Management as part of a larger CPIE response.**

- Develop and deliver training and capacity building activities for Protection Case Management staff in case management guiding principles and methodology, gender and diversity issues, other protection issues, identification of signs of abuse, case planning, referrals and case closure, psychosocial support service provision, and participatory protection data collection through training, mentoring and coaching.
- Provide ongoing coaching/individual technical supervision to case management team members in order to strengthen their capacity to implement protection case management safely and effectively, particularly in complex cases.
- Adapt capacity building programs and ensure that effective technical supervision is at the core of the case management system
- Provide on-the-job coaching and support to the Plan Case/Social Workers and those external to Plan including Family Tracing and Reunification agencies
- Conduct capacity assessments and provide targeted training to develop specific skills related to the context (ex: communicating with distressed children, confidentiality and foster parent skills building among others)



- Link with related sectors to ensure child protection mainstreaming and integration (ex: training of Case/Social Workers in screening for malnutrition, or Community Health Workers in identification and referral of vulnerable/at-risk children)
- Identify opportunities for Child Protection Systems Strengthening and future programming (ex: working to improve government social welfare systems or responding to vulnerable host community children).
- Coordinate with the Information Management unit and ensure that Protection and Case Management are imbedded across all Plan's Cox Bazar programming.
- Share data analysis through dashboards, mapping, trends analysis, and contribute to assessment planning and implementation
- Contribute actively to advocacy actions, funding appeals and documents.
- Foster a collaborative environment through participatory leadership, effective communication, management, and conflict resolution within the team and with external partners
- Facilitate with the project management team in the recruitment of protection case management staff as needed.
- Liaise with relevant departments (such as Logistics, Finance-Administration, Human Resources and Safety) to facilitate the required resources to be allocated to the case management program to permit an efficient and effective implementation of relevant case management activities.

## DIMENSIONS

1. **Budget/Asset Management:** This role does not have a delegated authority for expenditure. However, he/she needs to monitor expenditure on Case Management TF-related activities.
2. **Direct and Indirect Reports:** The position holder will report to the Child Protection in Emergencies Lead and will have a dotted line management of the Information Management Officer who is responsible for maintaining the IMS for the Case Management Task Force.
3. **Communications Requirement:** The Case Management Advisor will work in close collaboration with the following individuals:
  - CPIE Quality Team including case management specialist and the CPIE response team
  - CPSS Coordinator
  - UNICEF and UNHCR Child Protection Officers and ICRC (for Family Tracing and Reunification)
  - Other sector colleagues (ex: education, WASH, etc.)
4. **Risk Management:** He/she 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:** He/she will work for Plan International, however, he/she will need to act as Co Chair of the Case Management Technical Working Group in support of all Child Protection Actors fairly and prevent any conflict of interest where possible.
6. **Area of Responsibility:** Ensures Quality of the response and capacity building of all Case Management implementers in Cox's Bazar.

## Key relationships

### Internal:

- CPIE Lead, Case Management Specialist, and Case Management Team of Cox's Bazar Response team.
- Program Manager CPIE, Program Manager-Ukhiya & Program ManagerTeknaf

### External:

- Other INGO leaders and networks.
- Government, UN and donor representatives
- Case Management Technical Working Group

## TECHNICAL EXPERTISE, SKILLS AND KNOWLEDGE



### **Technical Skills**

- Extensive technical working experience in Case Management services provision in emergencies (coordination preferred) as well as strong coordination experience
- An excellent professional track record with a minimum of five year working experience in child protection, GBV, and case management in a humanitarian context.
- Extensive experience in capacity building in Case Management, GBV, family tracing, child survivors of violence, children outside of parental care and psychosocial support.
- Ability to ensure capacity building in non-native languages.
- 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 violence, children outside of parental care, psychosocial support, etc.
- Proven coordination skills, including consensus building, conflict management, project management skills (ex: monitoring and evaluation), effective communication and collaboration, meeting management, etc.
- Proven experience of providing training and capacity building on Case Management technical areas with a variety of audiences.

### **Skills and Behaviours**

- Ability to work in collaboration with others 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. 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, culture and diversity. Has 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.
- At least 5 years working in a humanitarian context - experience in case management with refugees is preferable.
- Fluency in written and spoken English (knowledge of Bangla a plus)

### **PLAN INTERNATIONAL'S VALUES IN PRACTICE**

#### **We are open and accountable**

- Promotes a culture of openness and transparency, including with sponsors and donors.
- Holds self and others accountable to achieve the highest standards of integrity.
- Consistent and fair in the treatment of people.
- Open about mistakes and keen to learn from them.
- Accountable for ensuring we are a safe organisation for all children, girls & young people



### **We strive for lasting impact**

- Articulates a clear purpose for staff and sets high expectations.
- Creates a climate of continuous improvement, open to challenge and new ideas.
- Focuses resources to drive change and maximise long-term impact, responsive to changed priorities or crises.
- Evidence-based and evaluates effectiveness.

### **We work well together**

- Seeks constructive outcomes, listens to others, willing to compromise when appropriate.
- Builds constructive relationships across Plan International to support our shared goals.
- Develops trusting and 'win-win' relationships with funders, partners and communities.
- Engages and works well with others outside the organization to build a better world for girls and all children.

### **We are inclusive and empowering**

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

### **PHYSICAL ENVIRONMENT**

Based at Cox's bazar Office with travel to projects areas, donor agencies, government offices and partner organization.