



ROLE PROFILE

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

Job PURPOSE:

To develop a comprehensive 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 role has a strong focus on mentoring and capacity building of Plan International staff and its partner organisations, working alongside the Department of Social Services.

RESPONSIBILITIES AND TASKS

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

- With the CM Advisor, support the design and technical delivery of the CM program supporting child survivors of violence and children at-risk to violence, abuse, neglect and exploitation. This includes review and development of inter-agency tools, designing training, and monitoring the work of the CM staff.
- Ensure the CM program adheres to the Case Management Standard Operating Procedures at the Cox's Bazar level, and the Inter-agency Guidelines on Case Management and Child Protection.
- Provide linkages with the FTR work stream and ensure that referrals are clearly documented and that the teams work together to provide services to Unaccompanied and Separated Children and Orphaned Children.
- Represent Plan International at the Case Management Task Force and related CPiE coordination meetings as required and ensure regular feedback is provided to agencies referring tracing cases to Plan International.
- Ensure all cases are documented properly in the Information Management System (IMS), and conduct weekly meetings with the CM team. Supporting the roll out of CPIMS+ in the organisation.
- Provide regular updates to Programme Manager / CM Advisor 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 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 supervision, on-the-job coaching and support to the CM Coordinators and Case Management Officers (of Plan International and partner organization) in technical aspects of the program and cluster coordination.

DIMENSIONS

- 1. Budget/Asset Management:** This role does not have a delegated authority for expenditure. However, he/she 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 Case Management Advisor, and technically supervise the CM Coordinator who is responsible for the direct supervision and monitoring of implementation of field level CM Workers.
- 3. Communications Requirement:** The CM Specialist will work in close collaboration with the following individuals:
 - a. CPiE Programme Lead, CM Advisor, PSS Advisor and the CPiE response team
 - b. Plan International Bangladesh's National Child Protection Advisor
 - c. Other sector colleagues (ex: education, WASH, etc.)
 - d. Through the CPiE Programme Lead/Advisors, provide technical inputs to proposal development and compliance/reporting for ongoing projects.
- 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 represents Plan International 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.

Key relationships

Internal:

- CPiE Lead, Case Management Advisor, and Case Management Team of Cox's Bazar Response team.
- Program Manager CPiE.
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External:

- Other INGO leaders and networks.
- Government, UN and donor representatives
- Case Management Task Force



CORE COMPETENCIES

Technical Skills

- Previous experience working in 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 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.

Skills and Behaviours

- 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 4-5 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 Chittagong or Rohingya is 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.