



Terms of Reference Community Based Child Protection (CBCP)/Case Management Coordinator

Job Purpose:

Following the Rohingya's influx in Bangladesh, Plan International is setting up a CPIE prevention and response program in the refugee and host community, in Cox's Bazar district (Teknaf). The scope of the coordinator position is to ensure child protection mechanism strengthening through the establishment of PSS activities for children and youth, youth engagement and community based group empowerment and provision of specialised case management (CM) services for children at risk of and survivors of violence and abuse. Communication with community and case management are the core components of the program, including awareness raising activities (sessions, broad cast), life skills, advocacy activities to promote CPIE standards and providing case management services to vulnerable children.

Duration: 12 (Twelve) months

Job Location: Teknaf sub-district in Bangladesh, Cox Bazar district

Reporting Lines: Project Manager

Technical supervision: CBCP and Case Management Specialist

Supervision lines: CBCP officers and volunteers

Scope of the job

1. Provide technical support to ensure quality implementation of the CBCP & Case Management component of the CPIE response

The coordinator will:

- Supervise and provide ongoing mentoring to CBCP and Case Management officers on the preparation of life skills and awareness raising sessions (CPIE, youth engagement, GBV, SHRH, UASC, DRR) and case management activities. This includes reviewing and contributing to the development of programmatic tools, designing training session and development of IEC material.
- Support the elaboration of the monthly and weekly work plan to ensure that activities take place in a high quality and timely manner, according to program plans
- Contribute to the elaboration of project reports (data collection, and narrative report) according to donor/projects requirements
- Supervise and monitor the psychosocial activities in the CFS (fix and mobile units) ensuring Child protection minimum standards, child safeguarding policies, and child/youth participation and gender balance
- Set up, supervise and monitor youth club activities and the quality of the life skills sessions delivered by the workers and the volunteers
- Set up, supervise and monitor child protection community based groups (CPCBG) activities including their training and the awareness raising activities related to strengthen the community based child protection mechanisms (mapping of existing community structures, community dialogue and engagement, awareness raising activities responding to the needs of adolescents)
- Set up, supervise and monitor the delivery of case management services including providing ongoing supervision to case management officers and volunteers, support capacity building and training initiatives, and provide one-on-one coaching to ensure quality of case management services;
- Support in the set up of advocacy activities (campaign, radio broad cast)
- Ensure PSS and case management teams coordinate and cooperate to ensure that referrals of vulnerable children are done in a safe and timely manner

2. Staff Capacity Building

- In coordination with the Project Manager and/or Specialist, design and facilitate staff capacity building plan
- Carry out performance appraisals
- Support in the recruitment of staff and volunteers
- Provide on-the-job coaching and support to the staff (of Plan International and partner organization) in technical aspects of the program.

3. Coordination

- **External Representation:** He/she represents Plan International in the Communicating with Communities Working Group, Protection Working Group and relevant Task Forces as needed in Teknaf and camp level and, when needed, in Cox's Bazar
- Staff meeting in Cox's Bazar and Teknaf

Other dimensions of the job

1. **Budget/Asset Management:** This role does not have a delegated authority for expenditure. However, he/she needs to monitor expenditure on CBCP/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 has a technical link to the CBCP and Case Management Specialist. You will directly manage the case management officers and CBCP Workers (within Plan International) and provide dotted line management to CBCP Officers from the partner organization as appropriate.
3. **Communications Requirement:** The CBCP/CM Coordinator will work in close collaboration with the following individuals:
 - a. CPIE Program Lead, CPIE Program Manager, Case Management Advisor and the CPIE response team
 - b. Youth engagement specialist
 - c. Plan International Bangladesh's National Child Protection Advisor
 - d. Other sector colleagues (ex: education, Hygiene Promotion, 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.

CORE COMPETENCIES

Technical Skills

- Previous experience working in Child Friendly Space (recreational activities), engagement with community based groups and youth clubs, Awareness raising activities, advocacy and case management.
- 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, refugees, youth engagement,
- Proven experience in coordination of project activities, staff supervision and monitoring of activities related to work with children and young people.

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.
- Previous experience managing a diverse and multicultural team is an asset.
- Knowledge of Plan policies and procedures, NGO Code of Conduct is an asset.
- Requires general finance, administration, information management and telecommunication skills and proficiency in information technology/ computer skills.
- Minimum of 2 years working in a development or humanitarian context is required. Experience in working with refugees or IDPs is an asset.

- Fluency in English and Bangla (both reading and writing) is required. Knowledge of Chittagong language and or Burmese is an asset.
- Prior experience of working in greater Chittagong Division and knowledge of Chittagong or Rohingya is a plus