|  |
| --- |
| **TITLE:**  Case Management Coordinator |
| **TEAM/PROGRAMME:** CP/ MHPSS | **LOCATION:** Gaza FO  |
| **GRADE**: 3 | **CONTRACT LENGTH:** 6 Months  |
| **CHILD SAFEGUARDING: (select only one)**Level 3: The role holder will have contact with children and/or young people either frequently (e.g. once a week or more) or intensively (e.g. four days in one month or more or overnight) because they work in country programmes, are visiting country programs or because they are responsible for implementing the police checking/vetting process staff.As part of these responsibilities the post holder will support the establishment of child safeguarding systems, promote a culture of keeping children safe, and ensure that potential harm to children (by our own staff and/or as a result of how we do our work) is identified and addressed on an ongoing basis. The post holder should report and respond to interventions as determined by position related responsibilities identified in the Child Safeguarding Policy. |
| **ROLE PURPOSE:** As a member of the Child Protection Team, and under the direct supervision of the Child Protection Program Manager (and overall guidance of the Child Protection Technical Advisor) the Child Protection Case Management Coordinator will focus primarily on managing the Case Management Officers, and provide technical supervision to the field team.The CM Coordinator will lead the implementation of case management activities, alternative care, provision of training to the CM team as well as to foster families and independent living mentors. To ensure the quality of intervention, decision making for any high-risk case or tracing (as per the risk level guidelines) will be the responsibility of the CM Coordinator.  |
| **SCOPE OF ROLE:** **Reports to:** Child Protection Program Manager**Staff reporting to this post:** Case Management Officers |
| **KEY AREAS OF ACCOUNTABILITY:*** Development and technical supervision of the case management team from partners.
* Provide training and on the job mentoring and technical guidance to the CM Officers, partners and teams across the field offices.
* Conduct regular case management meetings with partners staff to review case and decide on actions plans (at least once every two weeks).
* Provide technical support and/or manage the most complex cases, as necessary, and with the support of the CP Manager
* In case of referrals, conduct case management conferences with relevant actors (INGOs, local NGOs and other external stakeholders) to ensure plans are developed together in the best interest of the child.
* Ensure that assessments are conducted by partners, and case plans developed and reviewed.
* Ensure that case plans are developed within two weeks of the assessment, and developed in collaboration with partners, children and families, and regularly updated.
* Ensure that caseloads are manageable, and that cases are followed up regularly (frequency depends on the urgency on the case and as per case plan) by partners.
* Ensure that cases are regularly documented, as per data protection protocols (all hard and soft copies are coded, soft documents are password protected, hard copies are kept in a locked cabinet, etc).
* Ensure that relevant, accurate and timely information is shared to Senior CP Manager and Technical Specialists for reporting.
* In collaboration with the MEAL department and with support of the Senior CP Manager, facilitate the participation and feedback of children and families assisted through case management and alternative care activities.
* Conduct regular child satisfaction surveys; once anonymised, coordinate with MEAL for analysis and inclusion in reports and lessons learnt.
* Supervise and support the alternative care arrangements, where present.
* Provide regular coaching and mentoring to foster families and independent living mentors throught partners.
* Conduct regular field visits to monitor the quality of activities and adherence to standards, SOPs and guidelines.
* Provide technical input and support the integration and links between case management and other program activities, including, but not limited to, psychosocial support, Emergency Health Unit, education and nutrition.
* Inform the CP Manager about any challenges, difficulties and concerns in the implementation of activities or issues in the social context.
* Any other task as necessary, and after discussion with the line manager.

**Human resource management*** Responsible for mentoring, coaching and capacity building of the case management staff and partners staff in the respective field bases.
* In coordination with the CP Manager, organize technical team meetings and cases management meetings and case conferences as needed.
* Follow up staff attendance, leaves, and coverage during leave for the staff under her/his supervision.
* Ensure regular feedback to the staff under her/his responsibility and appraisal process when needed.
* Support disciplinary measures application if needed.

**Other*** Ensure a strict adherence to the principles of child protection and child safeguarding at all times, including respect for confidentiality and always acting in the best interests of the child.
* Comply with Save the Children policies and practices with respect to child protection, code of conduct, health and safety, equal opportunities and other relevant policies and procedures.
 |
| **BEHAVIOURS (Values in Practice**)**Accountability:*** holds self-accountable for making decisions, managing resources efficiently, achieving and role modelling Save the Children values
* holds the team and partners accountable to deliver on their responsibilities - giving them the freedom to deliver in the best way they see fit, providing the necessary development to improve performance and applying appropriate consequences when results are not achieved.

**Ambition:*** sets ambitious and challenging goals for themselves and their team, takes responsibility for their own personal development and encourages their team to do the same
* widely shares their personal vision for Save the Children, engages and motivates others
* future orientated, thinks strategically and on a global scale.

**Collaboration:*** builds and maintains effective relationships, with their team, colleagues, Members and external partners and supporters
* values diversity, sees it as a source of competitive strength
* approachable, good listener, easy to talk to.

**Creativity:*** develops and encourages new and innovative solutions
* willing to take disciplined risks.

**Integrity:*** honest, encourages openness and transparency; demonstrates highest levels of integrity
 |
| **QUALIFICATIONS** * Bachelor’s degree in social work, sociology, psychology, law or other relevant field.
 |
| **EXPERIENCE AND SKILLS*** Experience and/or excellent understanding of child rights, child protection in emergencies, case management, alternative care, psychosocial support, child and youth development, child and youth resilience and empowerment.
* At least +4 years’ experience in child protection and/ or working with vulnerable families, caregivers, communities and individuals.
* Strong interpersonal, communication and presentation skills and capacity to maintain relations with government officials, community leaders, children and youth.
* At least +2 years of experience in managing projects, including supervision of staff, budget overview, MEAL, etc.
* In-depth experience of training-development and delivery, including Child Protection and Case Management.
* Good level of English written and spoken.
* Proficiency in computer use including Microsoft Office and excel.
* Commitment to and understanding of Save the Children’s aims, values and principles including rights-based approaches and child safeguarding policies and procedures.
* Flexibility and willingness to change work practices and hours and spend time in the field, sometimes in difficult conditions and with limited resources, and with remote management.
 |
| **Additional job responsibilities**The duties and responsibilities as set out above are not exhaustive and the role holder may be required to carry out additional duties within reasonableness of their level of skills and experience. |
| **Equal Opportunities** The role holder is required to carry out the duties in accordance with the SCI Equal Opportunities and Diversity policies and procedures. |
| **Child Safeguarding:**We need to keep children safe so our selection process, which includes rigorous background checks, reflects our commitment to the protection of children from abuse. |
| **Safeguarding our Staff:**The post holder is required to carry out the duties in accordance with the SCI anti-harassment policy |
| **Health and Safety**The role holder is required to carry out the duties in accordance with SCI Health and Safety policies and procedures. |
| **JD written by:** | **Date: 16/12/2024** |
| **JD agreed by:**  | **Date:** |
| **Updated By:** | **Date:** |
| **Evaluated:** | **Date:** |