



JOB OFFER

Terre des hommes/ARSIS recruit a **Case Management (CM) Team Leader (National Contract)** for Thessaloniki

Category: <input checked="" type="checkbox"/> Collaboration <input type="checkbox"/> Consultant <input type="checkbox"/> Management	
Function: Project Officer or equivalent	Name of the position: Case Management (CM) Team Leader
Duration : 3 months (subject to funding)	
Reports to: Child Protection Project Manager	Number of subordinate employees: Directs: 9 Indirect: 0
Classification of the function:	Activity rate % : 100

Context:

In 2015, 850 000 refugees arrived by sea to the Greek islands and up to 28th June 2016 an additional 158 000 refugees entered Greece. Following the closure of borders throughout the Balkans (8 March 2016) and the implementation of the EU-Turkey Agreement (20 March), refugees arriving in Greece could not continue on their journey towards Western Europe and more than 50 000 refugees are currently stranded in Greece.

Terre des hommes (Tdh) in partnership with the Greek NGO ARSIS (Association for the social support of youth) is providing aid to refugees in Greece in 4 emergency reception sites (3 in/around Thessaloniki and 1 near Katerini). The aim of this project is to improve the well –being and strengthen the resilience of refugee children and their families in emergency reception sites through creation of Child Friendly Spaces and Mother & Baby areas, provision of psychosocial activities for children, caregivers and targeted camps communities while strengthening the protection response mechanism, in particular through providing child protection case management services.

General description of the position:

This position is under the administrative management of ARSIS but the chosen candidate will be working under Terre des hommes' operational management in Greece.

The main purpose of the position is to carry out efficient management of the social work undertaken by the case management team (4 case workers, 4 translators and 1 lawyer).

The CM team leader is responsible for the provision of case management services for Children in need of protection, which include unaccompanied or separated children, if at risk and/or exposed to violence, neglect, exploitation, early marriage, trafficking or sexual and gender based violence.



Key responsibilities :

- **Development and supervision of a case management response for refugee children in need of protection in target locations**
 - Ensure the CP case management system implemented by Tdh/ARSIS field team is consistent with, aligned and where possible interlinked with existing Greek CP system and adheres to the main inter-agency standard operating procedures in case management and documentation
 - Ensure initial and refresh trainings of caseworkers on the case management system put in place
 - Provide daily guidance on case management activities to the caseworkers in location, in accordance with the standard tools and procedures
 - Ensure that case management steps, documentation and referrals are happening in timely and quality manner
 - Regularly update the mapping of specialized services for children and develop and maintain referral pathways allowing children in need of protection to access services
 - Ensure monitoring system and tools are in place for the follow-up of all CM activities and cases
 - Ensure appropriate information management protocol is in place, particularly in terms of confidentiality of data
 - Facilitate community mobilization and ownership for community-based self-help
 - Ensure regular communication with the Protection Project Manager about updates, achievements and challenges through meetings, reports and ad hoc communication upon request and needs
 - Support the Child Protection Project Manager with updating the work plan and following up the activities' budget.
 - Organize evaluation process of the project activities for lessons learned exercise and reporting purposes

- **Child Protection**
 - Promote, and ensure project activities are on line with, child protection principles
 - Ensure the project activities are integrated in the Greek child protection system and humanitarian coordination practices and guidelines
 - Identify and propose trainings for her/his team related to child protection principles and best practices
 - Report serious cases of abuse on children identified by the project team to the management team. Strict confidentiality must be respected.

- **RH management**
 - Provide appropriate training, mentoring, coaching and capacity building of the team under her/his responsibility
 - Organize team meetings and provide weekly program update and staff planning
 - Follow up staff attendances, leaves and provide monthly attendance sheets to her/his manager to facilitate payroll process
 - Ensure regular feedback to the staff under her/his responsibility and appraisal process when needed
 - Support disciplinary measures application if needed

- **Coordination and representation**
 - Work in close collaboration with ARSIS management team and other ARSIS' projects and departments



- Coordinates with other Tdh sectors to ensure implementation of standardized activities and with other departments (program and support) of Tdh in Greece as necessary.
 - Represent Tdh/ARSIS project in fora and meetings held at location or regional level in her/his field of expertise
 - Develop a network to facilitate the project acceptance and stakeholder's contribution and ownership.
- **Other**
- Agree to comply with Tdh Code of Conduct and ensures Child Safeguarding standards are upheld.
 - Adhere to and ensure the team under her/his responsibility follows Tdh administrative and logistical regulations and procedures.

Job requirements:

Knowledge:

- Professional diploma or University degree in social work
- At least 2 years' experience working with children in need of Protection
- Basic IT knowledge (Microsoft Office, Internet)
- Previous experience with a child protection organization is desirable
- Previous experience in emergency response is appreciated
- Very good knowledge of key child protection issues and best practices
- Very good knowledge of child protection system in Greece

Skills:

- This position requires the control of basic personnel, social and leadership skills, as well as technical, organizational and methodological competences.
- Required qualities: proactive, autonomous, rigorous, organized, good communication and interpersonal skills.
- To have a valid driving license is an asset.

Languages:

- Fluent in English and Greek
- Knowledge of Arabic, Farsi or Kurdish is an asset.

If you are interested by this position, please send a CV and cover letter to:

tdh.greece.recruitment@gmail.com

For the application to be considered, the email and cover letter subject should mention:

Application for CM Team Leader 1720