



ACTED

Terms of Reference

JOB TITLE: Response Officer

Department: SGBV

Location: Doro Maban County

Date of Advert: 20/12/2016

Date of Closure: 10/01/2017

Reporting to: SGBV Program Manager/ SGBV Senior Officer



Background on ACTED

ACTED (the Agency for Technical Co-operation and Development) is an INGO registered in France with global operations in Central and South Asia, Europe, Latin America and Africa. ACTED has over 15 years of expertise and experience in addressing the needs of conflict and disaster affected populations, in emergency and development settings. ACTED's operations in Republic of South Sudan are centered on an integrated community development strategy supporting vulnerable communities. In Maban ACTED are implementing WASH, Infrastructure, FSL, Food Distribution and SGBV programmes.

Job Purpose

Under the supervision of SGBV Senior Officer and Project Manager the SGBV Response Officer will be responsible for leading the SGBV response in the designated Camp. The Response Officer will ensure that SGBV cases are identified, registered, referred and followed-up on in a timely a timely manner. The Response officer will work in-line with widely accepted case management standards and follow internal processes and procedures, as well as adhering to a Survivor Centered approach, ensuring that the departments work respects best-practice and international standards in SGBV response. The Response Officer will be directly responsible for the supervision of SGBV outreach workers in the safe identification of SGBV cases in their locations of responsibility, and of caseworkers in leading the contact with survivors. The Response Officer will work closely with all partner agencies and take part in relevant multi-agency coordination meetings. The Response Officer will contribute to the technical development of the department, and to SGBV prevention efforts.

CHAIN OF COMMAND

Under the authority of:

- SGBV Program Manager
- SGBV Senior Officer

Responsible for:

- SGBV Case Workers
- SGBV Outreach Workers

WORKING RELATIONS

Internal:

- SGBV Program Manager
- SGBV Senior Officer
- SGBV Case Workers
- SGBV Outreach Workers

External:

- Partner Service Providers
- SGBV and Protection Working Groups

OBJECTIVES

Case Management

- Ensure the department adheres to the case management cycle, using provided tools and following internal processes and procedures, informed by international best practice
- Supervise case workers in all aspects of case management – including joint visits and joint case work where necessary

- Lead on particularly sensitive cases in consultation with the Senior Officer and Project Manager
- Keep timely and detailed written records and ensure case notes are filed away appropriately at all times
- Take part in bi-weekly case review through preparing cases in need of discussion and feedback from the team, through consultation with case workers
- Ensure an overview of caseloads of each case worker at all times
- Promote and ensure the principles of case management and a survivor centred approach to SGBV response at all times
- Contribute to the monthly completion of the GBVIMS database

Coordination and Communication

- Develop and maintain effective working relationships with relevant stake holders, including partner agencies, camp sectoral committees and community leaders
- Ensure timely responses to all communications regarding case referral and follow-up
- Actively participate in multi-agency case conferences through providing accurate information on cases and prioritising cases as per needs of the survivor
- Adhere to confidentiality and data sharing principles at all times
- Maintain high professional standards in internal and external written and verbal communications

Team Management and Capacity Building of staff

- Supervise case workers and provide daily coaching related to case management and working with survivors
- Appraise case workers and outreach workers under direction of the Project Manager
- Co-facilitate training related to SGBV response as required by the department
- Actively support SGBV Response department to build all round skills and capacities by seeking to share professional strengths and to seek out support for professional weaknesses

Other

- Contribute to the prevention activities of the department through specific response inputs, and knowledge of causes and consequences of SGBV
- Represent ACTED in a professional and fair manner at all times
- Undertake any other tasks as given by the Senior SGBV Officer and Project Manager

KEY PERFORMANCE INDICATORS

- SGBV response in designated camp is running effectively and efficiently
- Referrals to partners are received in a timely manner and followed-up on
- Case documentation is stored adequately and maintained over the life-span of a case
- The capacity of case workers and outreach workers is built

PERSON SPECIFICATION

Essential

- 2+ years' experience in SGBV response work in South Sudan
- Good standard of written and verbal English
- Good standard of written and verbal classical Arabic
- Demonstrable understanding of SGBV causes and consequences
- Demonstrable understanding of standard SGBV referral pathway

- Demonstrable knowledge of survivor centred approach to working with survivors
- Demonstrable knowledge of psychosocial support
- Solid ability to use Microsoft Word, Excel and Outlook
- Willingness to live and work in Maban, Upper Nile

Desirable

- Specific knowledge of South Sudanese law related to SGBV
- Experience supervising staff
- Experience in attending multi-agency meetings
- Counselling qualification

Applications

- Applications should be submitted in English, and should include:
- detailed CV
- cover letter
- photocopy of all university degrees
- photocopy of national ID card,
- photocopies of work certificates related to past jobs
- All applications should be submitted to the ACTED Country Office in Juba (Hai Malakal, and ACTED Office in Maban (Doro Compound) in hard copy by January 10, 2017. Or by mail to ; juba.hrofficer@acted.org; gendrassa.administration@acted.org; hannah.cattermole@acted.org
- Shortlisted candidates will be contacted by ACTED Human Resources Department within two weeks of the application deadline.
- Application materials are not returnable, therefore applicants are strongly recommended not to submit original documents.
- Note: This position is open to South Sudan Nationals & Women are encouraged to apply.