

TERMS OF REFERENCE

Position:	Case Manager (Protection and HLP)
No of Positions:	1
Duty station:	Yei, Central Equatoria State, South Sudan
Application start:	13 May 2026
Application end:	29 May 2026
Length of the contract:	6 months (3 months probationary period), with possibility of extension

OVERVIEW OF CTG GLOBAL

CTG support and manage humanitarian projects in fragile and conflict-affected countries around the world. With past performance in 15 countries – from the Middle East, Africa, Europe, Asia and Central and South America – we offer a holistic fabric of project management, implementation, and support. Skilled in emergency response to crises such as the Ebola outbreak in West Africa, we can act quickly (crisis response teams can be on the ground in 24 hours) and to establish structured operations in high-risk environments. CTG recruit and manage qualified, skilled teams with extensive experience operating in challenging conditions.

OVERVIEW OF THE POSITION

The Case Manager (Protection and Housing, Land and Property) is required to provide overall case management for individuals experiencing HLP and Protection risks as part of IOM's programming in Yei, South Sudan. This includes supervision of Case Workers (Protection and Housing, Land and Property) and provision of appropriate Case Management services for identified vulnerable individuals, including development of PSS/counselling plans, confidential case file management, case follow up and referral to other services (health, protection, MHPSS, legal and livelihood). Under the overall supervision of the Field Protection Officer, and under the direct supervision of the Protection/HLP Assistant, the Case Manager for Protection and HLP will undertake the tasks outlined below:

GENERAL FUNCTIONS

- Supervise the day-to-day activities of the Case Workers (Protection/HLP);
- Review identified HLP/Protection cases with Case Workers to agree on case management plans;
- Conduct household visits and centre-based interviews to assess the needs of individuals and families;
- Provide information and follow up to individuals and families about their rights and entitlements, including what services are available.
- Work with identified individuals and families to develop and implement an action plan in accordance with their needs, capacities and goals.
- Assess risk and support clients in understanding risks relevant to their situation.
- Provide individual support to individuals and families, in line with their case action plan, including referrals to other specialized partners and service providers, accompaniment, and follow-up.
- Ensure complete and updated documentation related to each individual case, using agreed templates and forms.
- Manage file and store data, ensuring the confidentiality of the information collected, and maintain oversight of cases entered into the beneficiary management system to ensure accurate and updated data management.
- Prepare and submit weekly and monthly work plans, participate in case meetings, flag issues and challenges to the HLP/Protection Assistant.
- Support the implementation of monitoring and evaluation tools and report on problems in the implementation of the programme.
- Strengthen and maintain networks with other service providers, including multisectoral humanitarian and protection partners and government service providers, as well as relevant colleagues from other IOM units.

- Work with the Protection/HLP Assistants and Protection and HLP Officers to update the Case Management SOPs and tools to incorporate standardized approaches for managing different types of cases.
- Perform such other duties as may be assigned.

Staff Code of Conduct

- The staff assumes the duty of humanitarian care and ethical conduct that goes with the responsibilities. By signing a code of conduct, the staff thereby signals responsibilities to uphold its standards of behaviour accordingly.
- Maintain protection guiding principles and survivor centered approach.
- A staff must adhere to the guiding principles of Protection from Sexual Exploitation and Abuse and ensure all survivors as further protected from harm.
- Be friendly and welcoming
- Be careful in the words and actions you choose.
- Help create welcoming, inclusive, safe space for people from diverse against others because of their identity (race, gender, sexuality, age, class background, ability, religion and more)
- Protect the integrity of the organization.

REQUIREMENTS

1. **Education:** Bachelor's degree in law, Social Work, Public Administration, Counselling, Development Studies, Gender, or completion of secondary school with 4 years of experience working on protection with displaced or other vulnerable populations.
2. **Experience:**
 - Experience in working with individuals in vulnerable situations or exposed to protection risks/threats, including victims/survivors of rights violations.
3. **Additional Requirements:**
 - Excellent interpersonal communication skills and outgoing personality
 - Ability to maintain and respect the confidentiality
 - Respect the code of conduct and policies of IOM
 - Promotes and encourages a culture of compliance and ethics
 - Demonstrated commitment to gender equality and ending marginalization of women and girls
4. **Languages:**
 - Proficiency of English is required. Ability to speak other local languages is an added advantage.

Qualified female candidates are encouraged to apply for this role.

In order to apply for this role please deliver your CV, cover letter and copies of your academic documents, most preferably by email to the address: southsudan@ctg.org
Please make sure **the subject of your email states "Case Manager (Protection and HLP) – Yei"**, or your application might be overlooked.

IMPORTANT REQUEST

