



Munuki SDA  
Compound  
P.O Box 247  
Juba, South Sudan

## JOB ADVERT

- Job Title:** National GBV Helpline Specialist
- Qualification:** Master's preferred in Psychology, Clinical Social Work, Counseling, Gender/Protection, Public Health or related field. Bachelor's degree with equivalent experience will be considered.
- Experience:** 5 years' experience in GBV case management, helpline operations, safe shelter management or clinical psychosocial support.
- Job Location:** Juba/Roving
- Supervisor:** Project Coordinator
- Closing date:** 18<sup>th</sup> December 2025 at 5:00pm South Sudan time

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**Introduction:** The Adventist Development and Relief Agency (ADRA) is a global humanitarian organization of the Seventh Day Adventist Church whose Purpose is “**To serve humanity so all may live as God intended**”. ADRA South Sudan has been actively serving the communities of South Sudan for over 35 years. ADRA South Sudan's thematic areas are health, education, food security and livelihood and emergency response.

**ADRA's Motto:** *Justice. Compassion. Love*

**ADRA's Values:** *Courageous. Compassionate. Connected*

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### **JOB SUMMARY:**

To lead, operationalize, and institutionalize a national, government-owned GBV Helpline (445) that provides 24/7, confidential, survivor-centered crisis support, information, and referral services across all ten states and administrative areas. The Specialist will ensure that the helpline functions as an entry point for survivors, linking calls to state-level case management, protection actors, health services, legal aid, and psychosocial support, while maintaining strict adherence to PSEA, SEA/SH, child safeguarding, Do No Harm, and LIVES principles.

The role will also integrate GRM-linked incident reporting, ensuring timely escalation, documentation, and feedback for SEA/SH cases in line with SSWSEEP ESS10 requirements and

national SOPs. The Specialist will establish data management systems that are secure, consent-based, encrypted, and compatible with GBVIMS+ or other approved reporting platforms, producing monthly, quarterly, and annual reports that capture service utilization, case trends, high-risk incidents, and cost-efficiency indicators.

A key focus of the assignment is progressive capacity transfer to MGCSW staff, including training, mentoring, shadowing, SOPs, job aids, call scripts, and operational manuals, to ensure government ownership, sustainability, and integration of helpline functions into national structures and budgets. The Specialist will also develop an exit and sustainability roadmap, enabling MGCSW to independently manage helpline operations, maintain quality assurance, and uphold survivor-centered service delivery beyond the project lifecycle.

## **DUTIES & RESPONSIBILITIES:**

### **Service Delivery & Quality Assurance**

- Lead the operationalization and continuous management of a 24/7 National Survivor Helpline, ensuring uninterrupted availability and inclusive access for all population categories, including persons with disabilities (PwDs), adolescents, refugees, displaced and returnee populations, and hard-to-reach communities.
- Ensure full compliance with GBV Core Principles, PSEA standards, WHO LIVES, Do No Harm, safety planning, trauma-informed and survivor-centered approaches throughout service delivery.
- Maintain strict confidentiality, informed consent, and non-judgmental service delivery in line with national and global protection standards.

### **GRM, SEA-SH & Accountability System Integration**

- Record, classify, triage, and escalate calls in accordance with SSWSEEP GRM protocols, including SEA/SH categorization, Survivor Feedback Mechanisms, and ESS10 requirements.
- Ensure timely escalation of SEA/SH-related reports to authorized Government and Project entities as per grievance redress timelines and complaint resolution workflow while prioritizing survivor safety and consent.
- Strengthen two-way accountability by enabling feedback, follow-up communication, and quality monitoring.

### **Referral, Coordination & Case Linkage**

- Maintain an up-to-date, verified national referral directory and ensure informed consent-based linkage to appropriate service providers, including:
  - Caseworkers/Protection partners
  - Health and clinical services
  - MHPSS providers
  - Police and judiciary



- Legal aid actors
- CP/Family tracing services
- Livelihood support services
- Track referral completion and barriers to ensure continuity and quality of care.

### **Data Management, Documentation & Reporting**

- Utilize approved, secure information management systems (GBVIMS, GBVIMS+, or Government-approved GRM/CRM platform) ensuring encrypted, de-identified and confidential data handling.
- Produce and submit timely monthly, quarterly, annual and donor-specific reports, including:
  - Case trends and typology
  - Cost-efficiency and resource utilization
  - Accessibility and equity metrics (including disability inclusion and geographic reach)
  - Risk and incident analysis to support program adaptations

### **Government Capacity Strengthening & Sustainability**

- Develop training material and train people that will work at the helpline.
- Support institutional capacity transfer through coaching, mentoring, shadowing, structured learning, competency assessments, and performance monitoring for permanent MGCSW staff.
- Develop comprehensive knowledge products including SOPs, operational manuals, training packages, call scripts, decision trees, FAQs, job aids, and quality assurance tools.
- Lead planning and implementation of a phased handover and sustainability strategy, including:
  - Costed transition plan
  - Government staffing strategy
  - Institutional ownership and policy anchoring
  - Long-term maintenance, hosting, and funding roadmap
- Maintain a 24/7 national helpline, ensuring zero downtime, accessible to all population groups including PwDs, adolescents, refugees, and remote communities.
- Apply PSEA and GBV guiding principles, including Do No Harm, LIVES, safety planning, and confidential data use.

### **Expected Outputs- Helpline Specialist-SSWSEEP Project**

**24/7 Operational National Helpline With <2% Downtime**



Ensure uninterrupted, nationwide helpline service availability with proactive technical monitoring, backup systems, and contingency plans maintaining a minimum 98% operational uptime across all hours, including nights, weekends, and public holidays. This includes documentation of service interruptions, root-cause analysis, and continuous improvement measures.

### **Quarterly Cost-Efficiency & Service Utilization Dashboard**

Develop and submit a data-driven dashboard every quarter that analyzes:

- Call volumes, trends, typologies, demographic categories, and referral pathways
- Unit cost per call and cost per successfully completed referral
- Workload distribution, peak hours, and staffing optimization needs
- Accessibility barriers and efficiency recommendations

The dashboard must be user-friendly, evidence-based, and aligned to World Bank and Government accountability standards.

### **National Handover & Institutionalization Package**

Produce a comprehensive, Government-owned helpline asset and knowledge transfer package which includes:

- Full SOPs and operational manuals
- Training curriculum, job aids, scripts, and quality assurance tools
- Approved key performance indicators (KPIs) and minimum quality standards
- Updated referral directory, stakeholder mapping, and service access protocols
- Staffing and shift-roster templates for permanent Government absorption
- Handover checklist and verification sign-off

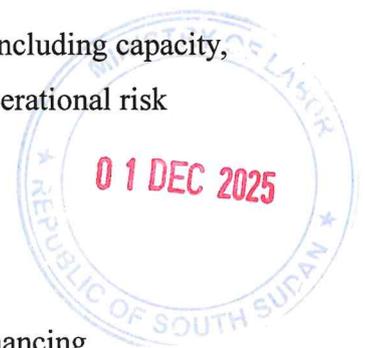
### **Annual Sustainability & Readiness Assessment Report**

Conduct a structured annual assessment measuring Government readiness, including capacity, infrastructure, policy anchoring, budget allocation, human resources, and operational risk management. The report must outline:

- Progress against the sustainability roadmap
- Gaps, risks, mitigation actions, and support needs
- Recommendations for long-term Government hosting and financing
- Status rating (red/amber/green) with evidence-based metrics

### **Additional Outstanding Deliverables**

- Monthly, quarterly, and annual helpline activity reports, including high-risk case escalations, referral completion rates, and survivor feedback trends.



- Documentation of coordination with Safehouse and state-level case management teams for integrated GBV response.
- Capacity building records and competency assessments for government staff absorbing helpline responsibilities.
- Recommendations and tools for continuous quality improvement, system integration, and government-led sustainability.

### **Coordination, Advocacy & Networking**

- Actively participate in national and sub-national GBV Working Groups, PSEA Network, Child Protection AoR, Health Cluster, Legal Aid Forums, and relevant coordination mechanisms.
- Maintain updated service mapping and referral directories across states.
- Represent the program in external meetings, donor missions, and government engagements.

### **Monitoring, Evaluation, Learning and Reporting**

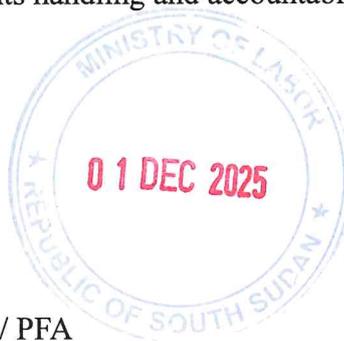
- Ensure case documentation using GBVIMS+ with secure data handling and regular anonymized analytics.
- Submit weekly, monthly, quarterly, and donor-required reports, including disaggregated data and learning.
- Lead incident reviews, case-learning discussions (while ensuring confidentiality), and after-action reviews.
- Support development of learning briefs, best practices, and knowledge-sharing tools.

### **Compliance & Risk Mitigation**

- Ensure Do No Harm application, ethical data management, and informed consent at all stages.
- Ensure strict compliance with UN and donor safeguarding, PSEA, data protection, and security protocols.
- Support beneficiary feedback, complaints handling and accountability mechanisms (including GRM/CEA).

### **Required skills:**

- Strong knowledge of:
  1. GBV Minimum Standards
  2. IASC Guidelines
  3. Remote PSS protocols / LIVES / PFA
  4. Clinical management of sexual assault (CMR) pathways



## 5. Disability inclusion, child safeguarding and PSEA

- Ability to handle crisis calls and complex cases including suicidal ideation, trafficking, IPV and child protection.

### **PERFORMANCE INDICATORS:**

1. Meet at least 75% of project work plan indicators.
2. Complete at least 75% of planned field activities.
3. Ensure timely submission of all sites reports.
4. Time management

### **INSTRUCTIONS FOR APPLICATIONS:**

All applications should be delivery to ADRA office-Juba or by email to [jobs@adrasouthsudan.org](mailto:jobs@adrasouthsudan.org)  
Qualified female South Sudanese nationals are highly encouraged to apply.

#### **Note:**

1. A CV of 4 pages or less coupled with a one-page cover letter will be required. Telephone contact details will be required.
2. Relevant **copies (NOT ORIGINALS)** of certificates and testimonials
3. Only Shortlisted candidates will be invited for interviews.
4. The CVs will be reviewed on a rolling basis

#### **SAFEGUARDING:**

*ADRA South Sudan has a zero tolerance to Sexual Exploitation and Abuse of beneficiaries. Protection from Sexual Exploitation and Abuse (PSEA) is everyone's responsibility, and all staff are required to adhere to the Code of Conduct, that enshrines principles of PSEA, always (both during work hours and outside work hours). Familiarization with, and adherence to, Code of Conduct is an essential requirement of all staff, in addition to related mandatory training. All staff must ensure that they understand and act in accordance with this clause.*

