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Approved



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

JOB ADVERT

- Job Title:** GBV 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:** 18th December 2025 at 5:00pm South Sudan time

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.

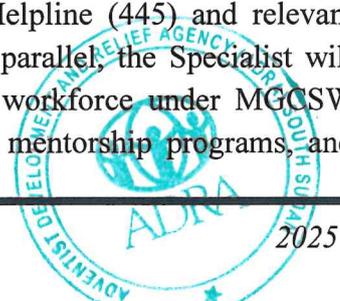
ADRA's Motto: *Justice. Compassion. Love*

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

JOB SUMMARY:

To lead and ensure the delivery of high-quality, survivor-centered GBV case management, providing technical supervision and mentorship to state-level social workers, while maintaining effective referral pathways, protection oversight, and adherence to PSEA, SEA/SH, and child safeguarding standards.

The Specialist will strengthen coordination with the National GBV Helpline (445) and relevant protection actors, ensuring timely and safe responses for survivors. In parallel, the Specialist will institutionalize a sustainable, government-led GBV case management workforce under MGCSW structures, through capacity transfer, development of SOPs and tools, mentorship programs, and



integration into government policies and budgets, thereby ensuring long-term sustainability, accountability, and government ownership of GBV response services across all states and administrative areas.

DUTIES & RESPONSIBILITIES:

Case Management Quality & Helpline Integration

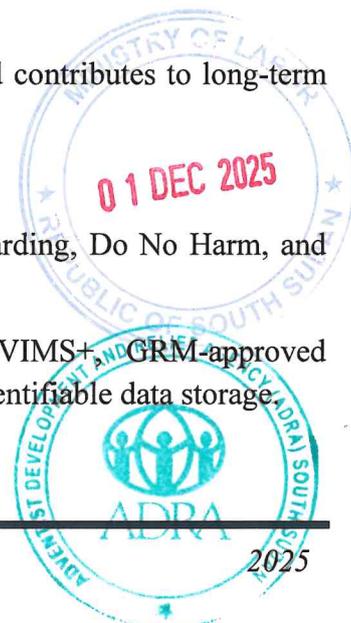
- GBV Case Management Lead, Conduct advanced case management, provide technical supervision and mentorship to state-level social workers and case workers, ensuring standardized, high-quality services.
- State-Level Caseworkers: Implement day-to-day case management following SOPs, document cases, and refer to the Helpline as needed.
- National GBV Helpline (445) Team: Serve as first-line responders, coordinate referrals with Case Management Specialist, and escalate high-risk or SEA/SH cases according to protocol.
- Lead case conferences and inter-agency high-risk case coordination, ensuring timely escalation to relevant actors (health, justice, protection) in alignment with ESS4 & ESS10.
- Ensure strict adherence to GBV, PSEA, child protection, Do No Harm, LIVES framework, and confidentiality standards, maintaining survivor-centered and trauma-informed approaches.
- Monitor and validate referral completion, quality of service, and follow-up actions.

Capacity Transfer & Institutionalization

- GBV Case Management Specialist: Design and deliver training and mentoring programs for government-assigned social workers, covering case management tools, documentation, risk assessment, survivor-centered care, and ethical standards.
- Government Social Workers (MGCSW Staff): Participate in training, apply learned skills, and gradually assume responsibility for case management functions.
- Develop competency-based capacity transfer frameworks, including quarterly progress scorecards, mentorship plans, and shadowing schedules to track skill acquisition.
- Document lessons learned, workflows, SOPs, checklists, and decision trees to ensure sustainable adoption by the government.
- Ensure that knowledge transfer is evidence-based, measurable, and contributes to long-term institutionalization.

Compliance, Reporting & Data Management

- GBV Case Management Specialist: Ensure SEA/SH, child safeguarding, Do No Harm, and accountability compliance across all cases.
- Integrate Helpline data with case management systems (GBVIMS+, GRM-approved platforms), ensuring accurate, encrypted, consent-based, and non-identifiable data storage.
- Produce monthly, quarterly, and annual technical reports, including:



- Service utilization and case typologies
- Referral trends and high-risk case follow-ups
- Cost-efficiency analysis per service delivered
- Gaps, challenges, and recommendations for policy and program adaptation
- Review and validate case records from state-level social workers for accuracy, completeness, and compliance with national SOPs and GRM/SEA-SH guidelines.

System Strengthening for Sustainability

- Support development, review, and revision of national SOPs, policies, operational standards, and referral pathways, ensuring alignment with MGCSW structures and budget allocations.
- Collaborate with MGCSW, partners, and implementing agencies to embed case management practices within the government system.
- Develop and hand over comprehensive tools and manuals for government adoption, including:
 - SOPs and workflows
 - Checklists and decision trees
 - Reporting templates and monitoring dashboards
 - Training packages and competency frameworks
- Support MGCSW in planning a phased handover and sustainability roadmap, including exit strategies, capacity milestones, and costed transition plans.



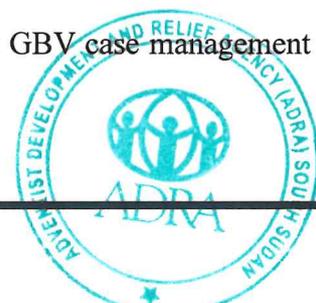
Expected Outputs- GBV Specialist

1. Annual Case Management Capacity-Building Plan

- A comprehensive plan detailing all capacity-building activities for MGCSW and state-level social workers for the year.
- Includes training modules, mentorship schedules, shadowing plans, refresher workshops, and on-the-job coaching sessions.
- Specifies target audience, learning objectives, expected competencies, and evaluation methods.
- Incorporates progress milestones and timelines to track completion and measure effectiveness.
- Aligned with gender, PSEA, SEA/SH, Do No Harm principles, and includes special provisions for marginalized groups (PwDs, adolescents, refugees).

2. Updated National SOPs, Tools, and Referral Pathways

- Revised and standardized Standard Operating Procedures for GBV case management at state and national levels.



- Includes risk assessment tools, intake forms, case documentation templates, referral forms, and checklists.
- Clearly defines referral pathways for health, psychosocial, legal, protection, child protection, and law enforcement services.
- SOPs include guidelines for high-risk cases, SEA/SH incidents, and sensitive case handling, aligned to ESS4, ESS10, and government policies.
- Incorporates decision-making flowcharts, escalation protocols, and quality assurance mechanisms.



3. **Integrated Case Management & Helpline Reports**

- Monthly, quarterly, and annual reports that synthesize data from the National GBV Helpline (445) and state-level case workers.
- Reports include call volumes, case typologies, high-risk case escalations, referral completions, service utilization trends, and geographic coverage.
- Incorporates data disaggregation by sex, age, disability, and other vulnerability factors.
- Highlights cost-efficiency indicators and service delivery performance, enabling data-driven decision-making.
- Reports also identify system gaps and recommendations for improving survivor access and quality case management.

4. **Case Supervision Audit Reports**

- Structured audit and supervision reports documenting compliance, performance, and quality of case management by state-level social workers.
- Includes review of case files, adherence to SOPs, PSEA/SEA/SH compliance, confidentiality, and survivor-centered approaches.
- Identifies training gaps, technical support needs, and corrective actions.
- Serves as a monitoring tool for PMU, MGCSW, and partners to ensure high-quality and standardized case management.

5. **Sustainability and Government Integration Memo with Evidence of Capacity Transfer**

- A formal memo summarizing progress in institutionalizing case management functions within MGCSW.
- Includes evidence of skills transfer, such as trained government staff, completed shadowing/mentorship, and adoption of SOPs/tools.
- Documents integration of case management processes into government systems, budget lines, and reporting mechanisms.
- Provides recommendations for long-term sustainability, continued oversight, and scaling of case management and referral services.
- Serves as a transition report to guide the government toward full ownership and operational independence by project end.



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

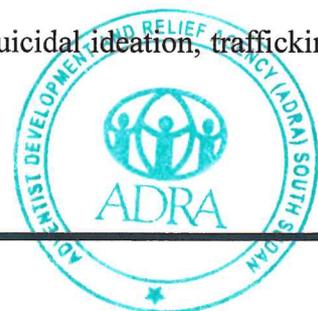
- Ensure case documentation using GBVIMS+ with secure data handling and regular anonymized analytics.
- Submit weekly, monthly, quarterly, and donor-required reports, including disaggregated data and learning.
- Lead incident reviews, case-learning discussions (while ensuring confidentiality), and after-action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

