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Approved by  
SI Inspector of  
Labour  
01/10/2024



**Job Title: GBV Helpline Case Worker**

**Location: Juba South Sudan**

**Open Positions: 26**

**Advertisement period- 1st October to 18th October 2024**

**Job Description:**

**Overview:** The Ministry of Gender, Child, and Social Welfare (MGCSW), with support from the World Bank through the South Sudan Women's Social and Economic Empowerment Project (SSWSEEP), is in the process of establishing a National Gender-Based Violence (GBV) Helpline. To ensure its effective operation, the MGCSW is seeking to recruit qualified case workers for the helpline. These GBV Helpline Case Workers will play a critical role in providing direct support and assistance to survivors of GBV, operating from the national helpline based in Juba, South Sudan.

Reports to case Workers Team Leaders

**Responsibilities:**

**1. Crisis Intervention and Support:**

- Respond to incoming calls to the GBV helpline, providing immediate crisis intervention and emotional support to survivors of gender-based violence.
- Conduct thorough assessments of callers' needs and safety risks, utilizing trauma-informed approaches and active listening skills.
- Offer guidance, validation, and empowerment to survivors, helping them navigate their options and make informed decisions.

**2. Case Management:**

- Provide comprehensive case management services to survivors of GBV, including safety planning, goal setting, and resource coordination.
- Develop individualized care plans in collaboration with survivors, addressing their immediate and long-term needs.
- Maintain accurate and confidential case records, documenting interventions, referrals, and progress towards goals.





### 3. Information and Referrals:

- Offer information and education about GBV, legal rights, available support services, and other relevant resources to callers.
- Make appropriate referrals to community-based organizations, shelters, legal services, healthcare providers, and other agencies as needed.
- Follow up with survivors to ensure they have connected with referred services and provide ongoing support as necessary.

### 4. Safety Planning:

- Assist survivors in developing personalized safety plans to mitigate risk and enhance their safety in situations of ongoing or imminent violence.
- Collaborate with survivors to identify support networks, access emergency shelters, and explore legal options such as restraining orders or protective measures.

### Qualifications:

- Diploma or bachelor's degree in social work, psychology, counseling, or a related field.
- Previous experience working with survivors of gender-based violence and/or in crisis intervention settings.
- Strong understanding of trauma-informed care principles and best practices in working with survivors of trauma.
- Excellent communication and interpersonal skills, with the ability to build rapport and establish trust with diverse populations.
- Knowledge of relevant laws, policies, and services related to GBV, including mandatory reporting requirements and confidentiality guidelines.
- Ability to work independently and collaboratively within a multidisciplinary team.
- Compassion, empathy, and a commitment to social justice and human rights.
- Proficiency in relevant software and databases for case management and documentation
- **Ability to work in shifts, including night shifts, to ensure continuous support for survivors.**

**If you are qualified**, please send your application to [HR@helplinesouthsudan.org](mailto:HR@helplinesouthsudan.org) by **18<sup>th</sup> October 2024, 5:00 pm Juba time**. Applications will be screened on a rolling basis and applications received after the deadline will not be considered.

