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Approved



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

### JOB ADVERT

- Job Title:** Safehouse 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 manage safe, confidential, survivor-centered, and cost-efficient shelter services, ensuring that all operational processes including admissions, stay, discharge, protection, psychosocial support, and resource management adhere to international best practices, WB Good Practice Notes, and survivor-centered principles.

**The safehouse is still under construction and the person will be responsible for ensuring the operationalization of the safehouse.**

The Specialist will oversee the integration of the GBV Helpline (445) for urgent support, referral, and follow-up, while ensuring compliance with PSEA, SEA/SH, child safeguarding, Do No Harm, and confidentiality standards.

### **DUTIES & RESPONSIBILITIES:**

- Safehouse Specialist (Lead): Oversee all aspects of safehouse operations, including admissions, stay, discharge, psychosocial support, safety, and wellbeing of residents.
- State/Facility Safehouse Staff: Implement day-to-day operations under guidance of the Specialist, ensuring compliance with SOPs, safety standards, and survivor-centered practices.
- Align operations with international shelter standards, World Bank Good Practice Notes, SSWSEEP guidelines, and MGCSW policies.
- Integrate GBV Helpline (445) support to ensure timely response and safe referral of survivors to and from the safehouse.
- Establish and monitor performance indicators for service quality, resident satisfaction, and safety protocols.
- Lead case coordination and reporting with other GBV actors, protection partners, and local authorities.

### **Cost-Efficient, Transparent Resource Management**

- Plan and implement value-for-money budgeting, including allocation for food, utilities, accommodation, staff salaries, and operational expenses.
- Maintain inventory management systems for shelter supplies, assets, and consumables, ensuring accountability and cost control.
- Track and report resource utilization, expenditure, and shared-cost planning with MGCSW and implementing partners.
- Conduct quarterly cost-efficiency assessments to ensure optimal use of resources without compromising service quality.
- Ensure transparency in procurement, asset allocation, and financial reporting, aligned with WB and government standards.

### **Protection, Safety & Confidentiality**

- Maintain strict security protocols, including visitor restrictions, perimeter monitoring, and emergency response systems.
- Implement gender-sensitive accommodations to meet the needs of women, girls, and other vulnerable groups (PwDs, adolescents, refugees).
- Ensure confidential data management for all residents, integrating safehouse records with GRM, GBV case management systems, and SEA/SH reporting mechanisms.
- Conduct regular risk assessments and safety audits, addressing threats to residents, staff, and operational continuity.

- Uphold PSEA, child safeguarding, Do No Harm, and survivor-centered principles in all interactions and processes.

### **Government Capacity Strengthening**

- Train and mentor MGCSW officials, safehouse staff, and implementing partners in administration, safeguarding, operational management, reporting, and resource planning.
- Develop structured mentorship and shadowing programs to build government skills in shelter management.
- Support the development of national SOPs, operational manuals, job aids, and training packages for government adoption.
- Implement a transition model for eventual government ownership, including integration of safehouse operations into state budgets, staffing, and reporting structures.
- Facilitate joint monitoring and evaluation with MGCSW to ensure standards, compliance, and sustainability.

### **Exit Preparation & Sustainability**

- Develop a comprehensive handover binder containing: SOPs, operational workflows, job aids, inventory lists, emergency procedures, and financial management templates.
- Establish handover timelines and checklists, ensuring that MGCSW can fully manage safehouse operations independently.
- Prepare exit and sustainability reports, including lessons learned, performance indicators, and recommendations for continuous improvement.
- Ensure knowledge transfer, system documentation, and continuity of services for residents post-project transition.
- Conduct quarterly audits and sustainability assessments to track readiness for government-led management.

### **Integration Highlights**

- Helpline Coordination: Safehouse operations must link directly with the national GBV Helpline for 24/7 survivor support.
- GRM & SEA/SH: Ensure all incidents are reported, escalated, and documented following SSWSEEP GRM protocols and SEA/SH guidelines.
- Data & Reporting: Maintain encrypted, consent-based data, produce monthly, quarterly, and annual operational reports, and provide cost-efficiency analysis.
- Capacity Transfer & Government Ownership: All processes are designed to ensure MGCSW takes full ownership, including SOPs, budgets, staffing, and operational standards.

### **Expected Outputs- Safehouse Specialist / Shelter Operations Lead**

1. **Updated Safehouse Operational SOPs**

- Comprehensive Standard Operating Procedures covering admission, stay, discharge, safety, psychosocial support, resource management, reporting, and high-risk case handling.
- Incorporates PSEA, SEA/SH, child safeguarding, Do No Harm, and survivor-centered principles, aligned with WB Good Practice Notes and SSWSEEP guidelines.
- Includes checklists, workflow diagrams, decision trees, and escalation protocols for consistent, high-quality service delivery.
- SOPs integrate GBV Helpline coordination and GRM-linked reporting to ensure seamless referral and follow-up.

## 2. Government Capacity Transfer Logbook

- Detailed records of training, mentoring, and shadowing activities provided to MGCSW officials and safehouse staff.
- Captures skills acquired, competencies demonstrated, progress milestones, and corrective actions.
- Includes documentation of SOP adoption, operational tool usage, reporting practices, and governance responsibilities.
- Serves as evidence for government ownership and readiness for independent management.

## 3. Harmonized Shelter Exit and Reintegration Package

- Comprehensive package for safe, confidential, and survivor-centered exit from the safehouse, including reintegration support plans.
- Incorporates linkages to case management, psychosocial support, health, legal, education, and livelihood services.
- Includes emergency response protocols, referral checklists, and survivor follow-up mechanisms.
- Ensures consistent, high-quality exit planning across all SSWSEEP safehouse sites and aligns with national GBV referral pathways.

## 4. Quarterly Accountability & Asset Audit

- Systematic audits to ensure transparency, resource accountability, and value-for-money in safehouse operations.
- Tracks inventory, assets, financial expenditures, food and supplies, and operational costs.
- Provides quarterly reports highlighting discrepancies, corrective actions, cost-efficiency, and sustainability recommendations.
- Ensures alignment with World Bank procurement, financial, and operational standards, while preparing for government-led continuity.

## 5. Additional Expected Outputs (Outstanding Additions)

- Monthly and quarterly operational reports documenting safehouse activities, occupancy, service utilization, high-risk cases, and referrals.
- Integrated coordination with GBV Helpline (445) to track survivor referrals and follow-ups.
- Training manuals, job aids, and operational tools finalized for government adoption.
- Sustainability roadmap outlining phased handover, budget integration, and transition to full MGCSW ownership.
- Lessons learned and continuous improvement documentation to inform future safehouse operations and national policy development.

### 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

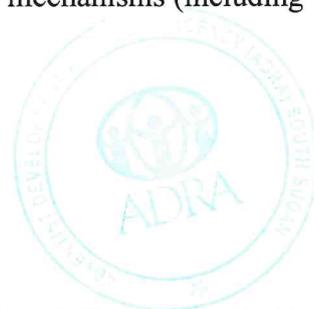
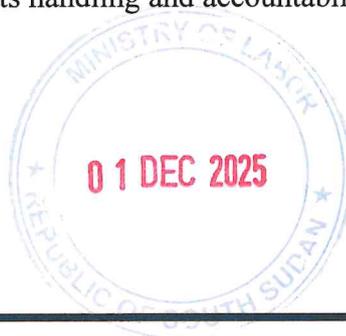
- Ensure case documentation using GBVIMS+ with secure data handling and regular anonymized analytics.
- Submit weekly, monthly, quarterly, and donor-required reports, including disaggregated data and learning.
- Lead incident reviews, case-learning discussions (while ensuring confidentiality), and after-action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

