

JOB DESCRIPTION
GBV CASE MANAGEMENT OFFICER

Job Title: GBV Case Management Officer
Start date: Immediate
Reporting to: Protection Technical Specialist
Contract Duration: 31st December 2026 with possibility of extension
Application Start Date: 8/7/2026
Application End Date: 28/7/2026



Background

IsraAID South Sudan is an international non-governmental organization that has been operating in South Sudan since 2016. We have worked in emergency and long-term development settings in over 55 countries, with the mission to support people affected by humanitarian crises by partnering with local communities around the world to provide urgent aid, assist recovery, and reduce the risk of future disasters.

We seek to recruit for the position of **GBV Case Management Officer** for our protection programming in South Sudan. We are looking for an experienced, dynamic and self-motivated female candidate with exemplary track record in GBV case management to join our South Sudan Program to support our GBV programming work.

JOB PURPOSE

Reporting to the Protection Specialist, the GBV Case Management Officer is a highly operational and critical position required to provide survivor-centered support to individuals affected by GBV, including case management and providing capacity development, leadership and coordination support to Social Workers, ensuring efficiency and timeliness in providing survivor-centered services in accordance with IsraAID strategies and donor guidelines.

KEY RESPONSIBILITIES

1. Case Management:

- Support the case workers to conduct comprehensive assessments to identify deliver comprehensive, survivor-centered case management to survivors across the operational areas, including deep-dive assessments, tailored action plans, and continuous follow-up adhering strictly to the South Sudan GBV Prevention & Response SOPs.
- Monitor individualized case plans developed by case workers and recommend safety measures and support strategies.
- Ensure that ongoing emotional and psychological support is provided by the team through regular follow-ups.
- Ensure timely and appropriate referrals to specialized services such as legal aid, healthcare, and shelter
- Lead emotional support groups and provide psychological first aid (PFA) to survivors
- Supervises the progress & quality of care of the Social Worker's Part in Case Management.



- Supervise and ensure that intakes and assessments are done by social workers correctly.
- Continue to follow up with the social workers in making sure that follow-ups on the case and filling in the forms is done in an accurate and timely manner.
- Responsible for making sure that social workers take responsibility for carrying out their role in the process of case management to ensure that clients are protected and that clients receive competent and ethical services from professional social workers.
- Ensure adequate one-on-one and group-based PSS is being provided in WGFS in Urban Juba.
- Assess eligibility for emergency support and distribute/procure essential items or services for vulnerable clients

2. Coordination and Collaboration:

- Collaborate with national partners, service providers, and stakeholders to enhance the effectiveness of GBV response services.
- Coordinate with local health clinics, legal aid, and safety providers to ensure holistic care.
- Participate in coordination meetings, including GBV task forces and case management teams, to ensure a unified approach.
- Facilitate safe, timely referrals to local actors, including medical care at Juba Teaching Hospital, legal assistance via local legal aid partners, and psychosocial services at community-based Women and Girls Safe Spaces (WGSS).
- Accurately document cases using standardized forms and input anonymized data into the Gender-Based Violence Information Management System (GBVIMS).

3. Monitoring and Reporting:

- Maintain accurate and confidential records of all cases and interventions.
- Prepare and submit regular reports detailing case progress, challenges, and outcomes.
- Analyze data to identify trends and inform program development.

4. Capacity Building and Training:

- Provide training and support to other service providers on GBV case management protocols and survivor-centered approaches.
- Develop and disseminate informational materials to raise awareness about available GBV services.
- Support social workers ensuring they are guided to learn about the resolution of assessment, treatment and intervention, identification and ethical issues, and evaluation and termination of services with proper case closure procedures.
- Ensure that social workers or case workers obtain advanced knowledge so that their skills and abilities can be applied to the client ethically and competently.
- Responsible for providing direction to the worker, standardized knowledge, skills, competence, and applicable ethical content in the practice setting.
- Ensure that Intakes of cases are properly reported and recorded internally and on GBVIMS.
- Conduct case management simulation sessions and accompaniment with staff and partners at least once a month.

Qualifications and Experience:



- Degree in Social Work, Counseling, Psychology, Gender Studies, Law, or a related field.
- At least three years of experience in GBV case management or related areas, with a strong understanding of survivor-centered approach.
- Experience in coordinating with multidisciplinary teams and external partners.
- Familiarity and experience implementing Interagency GBV Case Management Guidelines
- Training in counselling will be an added advantage

Skills and Competencies:

- Deep understanding of survivor-centered approaches, ethical data collection, and the ability to manage stress while working in challenging or volatile environments.
- Excellent interpersonal and communication skills, with the ability to build trust and rapport with survivors and stakeholders.
- Strong organizational skills and the ability to manage multiple cases effectively.
- Demonstrated ability to maintain confidentiality and handle sensitive information with discretion.
- Cultural sensitivity and understanding of the local context regarding GBV issues.
- Proficiency in managing GBVIMS and reporting tools.

ETHICAL STANDARDS

- IsraAID has zero tolerance towards any acts of misconduct and Sexual Exploitation and Abuse. The recruitment process will include all candidates' declarations and reference checks focused on misconduct and SEA.

EQUAL OPPORTUNITIES

- IsraAID is an equal opportunity employer. All applicants will be considered for employment without attention to race, color, religion, sex, sexual orientation, gender identity, national origin, or disability status.
- To apply for this position, please send your CV (Max 5 Pages) to <https://israaid.bamboohr.com/hiring/jobs/346> or submit your CV and cover letter in a sealed envelope to IsraAID office in Afex River Camp | Stadium Road Off, Cemetery Road, Juba

Due to the nature of work, this position is **ONLY** open to female South Sudanese nationals.

