

VACANCY ANNOUNCEMENT

Date	8 October 2026
Position	Case Focal (Safe House)
Number of Posts	1
Duty Station	Rakhine
Reports To	Health Program Coordinator
Contract Duration	6 months, with possible extension
Application Deadline	17 October 2026, 5:00 PM

Position Summary

The Case Focal (Safe House) is responsible for supporting the day-to-day case management and protection-related activities for individuals staying at the Safe House. The position will provide appropriate support, monitor the well-being and safety of residents, maintain confidential case documentation, and coordinate with relevant service providers and internal teams to ensure that residents receive timely and appropriate assistance. The Case Focal will also ensure that all activities are conducted in accordance with organizational policies, protection principles, confidentiality, safeguarding, and do-no-harm standards.

Key Responsibilities

1. Case Management and Support

- Support the identification, registration, assessment, follow-up, and referral of Safe House residents.
- Develop and regularly update individual case plans in coordination with relevant staff.
- Monitor residents' needs and provide appropriate information, support, and referrals.
- Follow up on cases and ensure appropriate services are accessed in a timely manner.

2. Safe House Support and Monitoring

- Monitor the safety, protection, and well-being of residents.
- Support the implementation of Safe House rules, procedures, and daily activities.
- Maintain a safe, respectful, and confidential environment for all residents.
- Identify and promptly report any protection or safety concerns through the appropriate reporting channels.

3. Coordination and Referral

- Coordinate with Protection, GBV, Health, Psychosocial Support, Legal, and other relevant service providers as appropriate.
- Make referrals based on identified needs and follow up on referral outcomes.
- Maintain good communication with relevant project and service-provider teams while ensuring confidentiality.

4. Documentation and Reporting

- Maintain accurate, complete, and confidential case files and records.

- Prepare regular case follow-up reports and other required documentation.
- Ensure that all personal and case-related information is handled securely and confidentially.

5. Safeguarding and Professional Conduct

- Comply with organizational policies, Code of Conduct, PSEA, safeguarding, confidentiality, and protection principles.
- Respect the dignity, rights, privacy, and choices of all residents.
- Apply a survivor-/person-centered, non-discriminatory, and do-no-harm approach in all activities.

Qualifications

- Bachelor's degree in Social Work, Psychology, Sociology, Development Studies, or a related field.
- Previous experience in case management, protection, social work, GBV, child protection, or other humanitarian programs is preferred.
- Experience working with vulnerable individuals or communities, particularly in a Safe House or protection setting, is an advantage.
- Good communication, interpersonal, coordination, and documentation skills.
- Ability to maintain confidentiality and work sensitively with vulnerable individuals.
- Ability to work under pressure and respond appropriately to urgent protection concerns.
- Good command of Myanmar language; English language skills are an advantage.
- Willingness and ability to work in challenging humanitarian contexts.

How to Apply

Interested candidates are invited to submit their updated CV and cover letter to 2026.hrrecruit@gmail.com **no later than 17 October 2026 at 5:00 PM**. Only shortlisted candidates will be contacted for the next stage of the recruitment process.