



## **Case Management Assistant**

**Date: 11<sup>th</sup> June 2025**

We are currently recruiting a Case Management Assistant position, directly reporting to Child Protection Officer.

**This position is based in Rakhine State, 80% travel to implementation areas.**

At Relief International, we are committed to building a representative, inclusive and authentic workplace. We strongly encourage applications from candidates from minoritized backgrounds those who bring lived experience of the contexts in which we work.

We are proud to be a global recruiter, hiring people from around the world. We offer competitive salaries and benefit packages for all staff, that are applied fairly and transparently. This means we are unable to advertise the salary as it is dependent on the local job market of the staff member, we will inform shortlisted candidates of the salary range as part of the selection process.

### **About Relief International**

Relief International (RI) works in 15 countries globally to relieve poverty, ensure well-being and advance dignity. We specialize in fragile settings, responding to natural disasters, humanitarian crises, and chronic poverty.

### **Main purpose of the role**

With the support of the Child Protection Officer, the CP-Case Management Assistant is responsible for the day-to-day implementation of child protection activities in the camps, displacement sites, relocation sites and host communities based on the agreed upon work plan developed jointly with the child protection officer.

Your role will be to conduct regular community mobilization on violence against children, trafficking, mine risk education, unsafe migration, grave violation against children and other context specific child protection issues. Your role will also focus on undertaking rapid child protection assessment, reporting of incidents and immediately providing direct or referral support to survivors/victims. In close coordination with the case management team, your role will be to identify and link child protection cases including mine victims. Your role will be to routinely run the static/mobile child friendly spaces in collaboration with incentive workers and/or community-based structures. You will also work on the capacity building of incentive workers, protection focal points and other community-based structures such as local CSOs/CBOs.

With the guidance of the Child Protection Officer, you will ensure the CP program implementation adheres to the Minimum Standards for Child Protection in Humanitarian Action, the Inter-agency guidelines for Case Management and Child Protection and other SOPs and field manuals. You will promote and uphold the RI's values, policies and procedures at all time.

### **Key Responsibilities**

#### **Accountability and Complexity**

- Develops weekly work plan based on the monthly and annual PIP.
- Identifies, selects and recruits incentive workers/protection focal points, CBOs for implementation and collaboration.
- Implements the capacity building plan with/for community-based structures.
- Ensures CFS and/or school-based PSS activities are planned jointly with the children and parents, and are implemented based on the workplan.
- Implements PSEA at community level and in the protection facilities (e.g., in the CFS).

- Ensures that activity data are recorded properly, timely and adequately, and stored in a safe and secured location.

### **Program Implementation**

- Implements child protection prevention and risk mitigation activities on a day-to-day basis in the camps, displacement sites and host communities.
- Organizes regular weekly, bi-weekly & monthly sessions on child protection issues such as on child recruitment and use, violence against children (sexual, physical, emotional, neglect), unsafe migration and trafficking, child labor, family separation, mine risk education, etc.
- Identifies unaccompanied and separated children, mine victims and other at-risk children and survivors to link them with the CP-case management and other services.
- Organizes, in collaboration with the PSS Assistant, parenting education sessions with parents and children/adolescents.
- Facilitates life skills sessions with adolescent children (boys and girls).
- Run mobile child friendly spaces in a community safe space.
- Facilitates the participation of children with disabilities and their caregivers in the child protection activities
- Closely support/work with community-based structures such as CBOs/CSOs, community protection focal points, camp/site/community leaders, teachers, PTA, others.

### **Case management implementation**

- Undertakes proper identification of cases/violations through various channels such as sensitization, dissemination of service information, child friendly spaces, working with community-based structures, home visits (as required, and after getting approval from his/her supervisor), referrals, etc.
- Undertakes case management assessment to initiate response and determine eligibility.
- Jointly with the child and/or parents (as required), develop case plan and implement on a timely basis.
- Undertakes timely case follow-up and case follow-up schedules should be included as part of the case plan.
- Provides immediate lifesaving case management assistance as needed (e.g., on spot support to access medical treatment, food, cloth, transportation, etc.)
- Ensures that referral of CP cases conducted as per the standard operating procedures.
- Immediately reports complex cases to the supervisor.

### **Supervision, capacity building and teamwork**

- Undertakes regular supervision with incentive workers/protection focal points.
- Jointly with CP-Officer and other team members, establish/strengthen community-based structures through the implementation of the capacity building plan.
- Ensures that incentive workers/protection focal points and other community-based structures have participate in the planning and implementation of the work plan.
- Assist with procurement process for CP activity inputs.
- Works closely with the other team, e.g., the Protection Assistant in the protection monitoring initiative.
- Closely works with GBV, General Protection and other units.
- Participate in internal team meetings and contribute for the discussions based on the concrete observation during work plan implementation.
- Receive one-to-one and group supervision from the CM supervisor based on the CM supervision guidelines and roll out with CM incentive workers, translators and other collaborators.
- Participate and contribute to the case audit/case file checks.
- Closely work with the MHPSS, GBV, and Health and Nutrition team.
- Participate in the case management meeting.
- Exercise regular self-care practice to avoid stress and burnout

## **Partnership and Coordination**

- Participates in the service mapping at township level
- Participates in the development of referral pathway at township level
- Ensures that local CSOs/CBOs are participated in the case management
- Participates in case management taskforce or networks or local level coordination platforms.

## **Monitoring, Evaluation, Accountability, Learning and Reporting**

- With the guidance from the CP Officer, undertakes child protection assessment.
- Ensures that activity data are recorded properly, timely and adequately.
- Provide activity level data and information to the CP-Officer on a timely manner for internal updates and donor reports.
- Maintain safe and secured protection data.

## **Behavior and conduct**

- Ensures that behavior inside and outside of work promotes the values in RI's code of conduct and safeguarding policies
- Acts with integrity and holds themselves accountable for being respectful, inclusive and professional
- Reports any concerns

## **About You**

You will bring the following experience and skills

### **Essential:**

- University diploma or degree in Social Work, Psychology, Human Rights, Social Science or related fields
- Proven direct experience in child protection, PSS and MRE/EORE including CP-case management
- Strong experience in running child-friendly spaces
- Proven experience in community mobilization
- Proven experience and capacities to working with local level community-based structures such as CBOs/local CSOs, community protection focal points, camp/site leaders, incentive workers, etc.
- Commitment to work in hard-to-reach and conflict context in a flexible schedule sometimes including Saturday and Sunday and out of office hours.
- Excellent interpersonal skills with the ability to communicate and negotiate clearly and effectively
- Previous experience in working with local or international NGOs.
- Familiarity with key international standards for humanitarian interventions (e.g. Minimum Standards for Child Protection in Humanitarian Action, PSEA).
- Experience or knowledge about Rakhine context
- Ability to communicate in Myanmar languages.

### **Desirable criteria**

- Self-motivated and willingness to learn
- Flexible, respectful and empathetic attitude
- Good oral and written skills in English and Rakhine languages.

Research shows that women and those from marginalized ethnic groups are less likely to apply to jobs, unless they meet every single requirement. If you're excited about this role, but your experience doesn't align with every criteria described, we encourage you to apply anyway, you could be exactly what we need!

**How to apply :** To apply for this post, click on the "[link](#)" button in the job advert page and send to [hmmm@ri.org](mailto:hmmm@ri.org), quoting "Case Management Assistant, Rakhine State" in the subject line.

**Closing date: 25<sup>th</sup> June 2025**

- You will be asked to upload a CV and Cover Letter.
- The cover letter should be at least one page; three references check person with current supervisor and explain why you are interested in this post with Relief International and how your skills and experience make you a good fit.

As a humanitarian organization, Relief International is committed to the safeguarding of all those we come into contact with through our work. We are committed to the core humanitarian principles regarding prevention of sexual exploitation and abuse. Relief International expects all staff and volunteers to share this commitment and uphold the values and behaviors outlined in the Code of Conduct.