



Position Title : Case Manager
Position : (2) Positions
Reports To : GBV focal person/Center Officer
Location : [Tada-U, Amarapura]

Background on the recruiter: FXB is an International Non-Governmental Organization (INGO) officially recognized by the Republic of the Union of Myanmar. Active in the country since 1993, FXB provides assistance to vulnerable populations, refugees and internally displaced people, at-risk youth, orphans and vulnerable women and children. The programs in FXB encompass Health, Education, Community Development, Protection, Vocational Training and Income Generating Activities.

Job summary of Case Manager: The Case Manager is a collaborative supporter and a member of the WGC Team with the objective to support the mission of WG and the clients, by assisting clients with all of their needs while establishing and maintaining an environment for clients that is consistent with agency values. Specific duties include ensuring improved quality of mental health and psychosocial support (MHPSS) for survivors, support development of a functional referral network that enhances survivors' ability to receive confidential, safe, and timely services that meet their needs in a timely manner. She will oversee Case management and psychosocial support services provided to survivors of gender-based violence and women and girls in general, implementation of basic psychosocial support activities for women and girls at the outreach sites and local partner support. This position is based in WGC of FXB Myanmar and reports to the WGC Center Officer.

Key Responsibilities:

- Provide age-appropriate, survivor-centered support to women and girl survivors of GBV, including basic counseling, safety planning, and case management.
- Ensure timely and appropriate referrals to service providers based on survivor's needs, using updated referral pathways.
- Follow GBV guiding principles of respect, confidentiality, safety, and non-discrimination in all interactions with survivors.
- Maintain updated and well-organized case files and documentation, ensuring accurate tracking of services, referrals, and client progress.
- Ensure that survivors, especially from remote or underserved areas, are aware of available services and can access them without delay.
- Conduct risk assessments and safety planning

- Maintain strict confidentiality and accurate case documentation
- Follow up to survivor (To ensure timely, confidential, and survivor-centered follow-up support, including monitoring well-being, assessing service effectiveness, and addressing ongoing needs of GBV survivors through regular communication and coordination with relevant service providers.)
- Collect and analyze feedback from survivors and community members to improve service delivery.
- Collaborate to work with stakeholders, Medico-social workers, and referral network members to ensure timely access to safe, confidential services for survivors.

Reporting:

- Prepare and submit weekly and monthly reports as required and incorporate supervisors' feedback in a timely manner, including information related to survivor non-identifying data, treatment provided, follow up visits, drugs availability, referrals to other service providers and awareness activities conducted etc.

Other Responsibilities:

- Fulfill any other duties and responsibilities as assigned.
- Respect the code of conduct and policies of the FXB Myanmar and the standards of the GBV team

Required Qualifications, Experience and skills/abilities:

- University degree in the area of related field or Social Science.
- 1 to 2 years' NGO experience working in a related program
- Must have experience in Gender /SRHR related activities
- Excellent interpersonal and teamwork skills
- Ability to work in a complex environment with multiple tasks and short deadlines
- Strong ability to work and communicate within a team, results oriented and decision-making skills
- Demonstrated excellence in oral and written Myanmar language and fair in English language.
- Ability to work independently and to exercise independent judgment
- Ability to ensure adherence to applicable laws and regulations
- Demonstrated ability to exercise confidentiality and professionalism
- Myanmar national strongly encourage for Women

FXB Myanmar is an equal opportunities employer organization. We welcome applications from all qualified candidates regardless of race, ethnic origin, religion or disability. Qualified candidates must submit the following a letter of interest, along with detailed curriculum vitae, on or before 15th July

2025 or drop application along with CV at #1A/8, Mya Thidar Housing, 10 Ward, South Okkalapa Township, Yangon, Myanmar. (Email: fxbmyanmar@fxb.org). Contact Phone: 09425320649

This position is appointed for female candidates only.

FXB Myanmar does not tolerate sexual exploitation and abuse, any kind of harassment, including sexual harassment, discrimination and child abuse. All selected candidates will, therefore, undergo reference and background checks.