**Case Management Technical Assistant (Volunteer)**

**Host Organisation:** Femili PNG (www.femilipng.org)

**Work Type:** Full Time

**Duration:** 12 months

**Location:** Lae, Morobe Province, Papua New Guinea

**Start date:** Late 2016 or early 2017 (negotiable)

**Position Background**

Femili PNG is a Papua New Guinean non-government organisation which works with a range of stakeholders to deliver services to survivors of family and sexual violence (FSV). Femili PNG’s Lae case management centre opened in July 2014 and provides practical case management support to FSV survivors. Femili PNG is funded by the Australian aid program and also increasingly by private donors. Femili PNG works collaboratively with a range of government and non-government organisations in Lae and beyond, including government welfare offices, police, courts, hospitals and safe houses.

The Case Management Technical Assistant volunteer position provides an exciting opportunity to work on an innovative and pioneering project that is making a real difference on the ground while also contributing to the development of PNG civil society. We require an individual with practical problem solving skills, who is patient, organised and hands-on, and combines a cautious and considered approach with a strong commitment to improving life for survivors of domestic violence, sexual violence and child abuse in Papua New Guinea.

**Role and Responsibilities**

The position is based at the Femili PNG office in Lae, the capital of Morobe Province in Papua New Guinea. The position will report to the CEO/Senior Social Worker and will work closely with the Operations Manager, Case Worker Manager and Case Workers.

The Case Management Technical Assistant is expected to perform technical functions related to the planning, execution and evaluation of Femili PNG’s case management programs and services. The position will work with the Operations Manager in order to review and enhance Femili PNG’s case management policies, procedure and systems. The person will also be responsible for monitoring progress of cases and will be expected to provide technical support to the Case Worker Manager in providing effective supervision and training to Femili PNG’s Case Workers and Child Protection Officer.

Duties will include:

- Provide technical support to the Case Worker Manager in the delivery of effective and professional supervision to Case Workers;
- Monitor and evaluate the case management service, assessing the effectiveness of the service approach;
- Develop a training module on case management skills and techniques and provide regular training to Case Workers to build professional capacity and support staff learning and development;
• Provide technical advice on case management and monitor the progress of cases through regular case reviews, in coordination with the Operations Manager and Case Worker Manager;
• Oversee the implementation of case management policies and procedures, particularly as they relate to high risk cases;
• Undertake a thorough review of case management policies and procedures, including identifying gaps and recommending effective strategies to address the gaps identified;
• Other duties, support and practical assistance as required.

Selection Criteria

Qualifications and Experience

• Degree in Social Work, Community Development or other relevant discipline
• Five years of experience providing case management services to survivors of family and sexual violence
• Experience conducting training
• Experience working in developing countries or other low-resource settings

Attributes:

• Adaptable and flexible, with demonstrated resilience
• Team-orientated
• Strong written and verbal communication skills
• Strong security and risk assessment skills
• Able to work independently with limited supervision
• Open-minded, non-judgemental with a clear sense of professional boundaries
• Able to work in a culturally diverse environment

Remuneration

Femili PNG will provide the volunteer with the following:

• Life and health insurance for the duration of the assignment
• Return air tickets from country/place of origin to Lae
• A daily living allowance of PGK 105 per day
• Assistance with Papua New Guinea visa application
• Accommodation – own bedroom in a house shared with Femili PNG expatriate staff
• Transport to and from work in Femili PNG vehicle

Application Process

Please send the following to info@femilipng.org:

1. A cover letter of no more than two pages outlining how your experience and attributes meet the selection criteria.
2. A resume of no more than two pages outlining your qualifications, skills and experience relevant to the position.

The closing date for applications is 16 September 2016.