

HAGAR JOB DESCRIPTION FOR CASE MANAGER

1. Position Summary: Position title:	Case manager – Individual Care Program
Location(s):	Hanoi Office
Reporting line(s) and networks:	<ul style="list-style-type: none"> • Primary reporting line will be to: Executive Director/Technical Supervisor/Team Leader ; • Regular liaison will be required with partnering organizations and Hagar beneficiaries • Technical Advisory support will be Technical Supervisor/Team Leader or Country Director as necessary
Purpose of position:	<ul style="list-style-type: none"> • To support the implementation of Hagar Vietnam’s direct services. • This position will work directly in providing basic counselling, case management services and supporting in Hagar House activities to ensure clients receive quality case-management services, empowering their journey towards personal resilience and sustainable life in the community. • To encourage clients to develop a more positive self-concept to enable learning to occur and to foster existing strengths and empowerment • Assisting clients to feel ownership over their recovering process.
Major challenges facing this position:	<ul style="list-style-type: none"> • Women’s background of trauma and violence may affect participation in the program, and create barriers to learning and career development. • Being able to address issues of stigma and discrimination that arise with women’s background • This position requires the person to be willing to work on weekends, holidays, and evenings.
2. Main Duties: Accountability:	Specific Activities:
Direct Case management with clients	<ul style="list-style-type: none"> • Providing social work support services (case management service) directly to clients, supporting their journey towards sustainable recovery by promoting clients’ strengths. These services include but are not limited to: <ul style="list-style-type: none"> - Psychosocial assessments - Basic counselling - Client’s individualized plan

	<ul style="list-style-type: none"> - Career assessment and development - Advocating and supporting clients to access social resources • Work with other team members and partnering organizations to resolve any difficult issues that arise with Hagar clients in order to support clients effectively • Document and manage case management files • Develop and implement care plan with clients and conduct regular meeting with clients as necessary • Working in a Trauma Informed Care framework
<p>Support Hagar Recovery Center activities</p>	<ul style="list-style-type: none"> • Work closely with Hagar recovery center team to ensure good living environment and services to clients, including safe accommodation, nutrition, social activities • Cooperate with the Hagar recovery center team to assess, prevent and intervene all the potential crisis that may happen at the center
<p>Support The Whole Journey Program and Projects in developing and implementing case management system and other administrative duties for team and activities for clients and training for partners</p>	<ul style="list-style-type: none"> • Supporting case management team leader/technical supervisor in setting up, developing and monitoring the case management support package for clients • Supporting development of client assessment tools/ procedure, ensuring alignment with counselling procedure according to trauma-informed care approach • Perform any other tasks delegated by the line manager for overall effective program operations • Assist in implementing activities for clients or for the organization during weekends.
<p>Assist in interpretation and translation during training, activities and other materials necessary for training and case management</p>	<ul style="list-style-type: none"> <input type="checkbox"/> Assist Technical supervisor//Executive Director and other staff in interpretation and translation. • This includes documents, training materials and during training sessions

3. Personal Profile Required: Experience	<ul style="list-style-type: none"> • Experience working with NGOs and vulnerable groups • Experience working with people from backgrounds of trauma and violence desirable • Experience working in providing direct services to clients • Proven experience in working with people from diverse backgrounds (e.g. economic, social, cultural) • Experience in networking
Education & Training	<ul style="list-style-type: none"> • Background/Education in Social Work, Psychology or related field • Experience in social work case management of women and children affected by the trauma of human trafficking, domestic violence and sexual abuse
Skills	<ul style="list-style-type: none"> • Good command of the English language • Knowledge of Microsoft Word/Excel/Access • Great communication and organization skill • Good time and stress management skill • Proven ability to be both a team player and an independent worker
Personal Qualities	<ul style="list-style-type: none"> <input type="checkbox"/> Values excellence <input type="checkbox"/> Takes initiative <input type="checkbox"/> Creative thinker and doer <input type="checkbox"/> Humility and kindness <input type="checkbox"/> Accepting and consideration of others <input type="checkbox"/> Values each person as a unique individual <input type="checkbox"/> Passion for life-long learning <input type="checkbox"/> Excellent work ethic <input type="checkbox"/> Responds constructively to direction and feedback

4. How to apply

Interested candidates are invited to send their application for Case Manager to email: info.vn@hagarinternational.org *no later than July 10, 2017*. Due to our urgent need to this position, we are very sorry that only short-listed candidates will be contacted for interviews.