

Job Description

Position : Case Officer
Reporting Line : Case Management – Manager (CM-Manager)

Organization's Background:

Global Shepherds Berhad is a non-profit organisation that offers shelter, counselling and support services to women who are experiencing sexual gender-based violence, and those who are human trafficking survivors, asylum seekers, refugees, and migrant workers. The organisation is also involved in advocacy work and regularly highlights to policymakers the need for reforms that addresses the plight of women and children at risk.

Managing the Global Shepherds Shelter and Case Management process for victims of trafficking and sexual and gender-based violence stands is a core area of work for the organization in fulfilling its mandate to work with women and children who subjected to violence and exploitation. Within the shelter, our case management procedure prioritizes comprehensive care and support, employing a victim-centred, trauma-informed approach. This strategy is designed to facilitate recovery, restore the dignity of each individual, offer assistance in pursuing legal avenues for justice, and foster awareness and skills development.

Policy Statement:

GSB does not tolerate sexual exploitation and abuse, any kind of harassment, including sexual harassment, and discrimination. All staff of the organisation will receive annual training and be provided sufficient information on this company policy to ensure strict compliance.

Roles and Responsibilities

Under the direct supervision and guidance of the Case Management – Manager, the Case Officer will be assigned to perform the following task:

1. Perform case management activities:

Perform *comprehensive case management* for all program participants assigned to the Case Officer. This includes:

- a. **Referral and screening** – point of contact to receive new admission from referral parties and conduct the initial screening to assess the state of wellbeing of the programme participants.
- b. **Intake:** Complete all admission formalities and ensure all formal documents related to the case from referral parties is kept in file.
- c. **Rapport building and assessment:** Building trust and rapport with programme participants throughout the case management lifecycle.
- d. **Case management plan and interventions:** Develop and implement case plans to support the trauma recovery of programme participants e.g. counselling, therapy and other psychosocial and skills development activities to support the recovery process and liaise with the relevant stakeholders to provide accurate information and updates on the progress.
- e. **Monitoring progress:** Use GSB's internal case management monitoring tools to periodically assess the progress of each program participants and used for review of case management plan.
- f. **Termination/closure:** Ensure all formalities and protocols related to case closure is completed in compliance to the GSB and KPWKM's standard operating procedures (SOP).

2. Regularly Update Case Notes and Data Management.

Proper data collection and accurate reporting is fundamental as it supports GSB's advocacy work, strengthen the design of existing programs and implementation of targeted interventions. To ensure efficient and effective data management, the Case Worker is required to:

- a. Regularly update the case notes after check-in meetings.
- b. Assist in collating information and data on trends of trafficking cases for bi-monthly data analysis and reporting.
- c. Support with documentation and monitoring of high-risk cases that require addition intervention.

3. Participation in meetings

Collaboration is the backbone to a successful case management process for trafficking-in-person (TIP) victims and both internal and external meeting provide platforms for successful completion of TIP cases. In this regard, cases workers will be required to prepare for and actively participate in:

a. Internal meeting

- Case management meeting.
- Case conferencing meeting
- Team meetings

b. External meeting

- Meetings with enforcement, law and court officials
- Meeting with NGO and INGO partners
- Meetings with individuals e.g. volunteers, researchers, consultants.

Where required, prepare summary notes of meeting highlighting salient points and recommendations for follow-up purposes.

This Job Description is subject to review as and when deemed necessary by the Management of Global Shepherds Berhad.

Please address your application to the Administration Unit and send to the following email address: info@globalshepherds.my

