

Job Description

Position : **Case Management – Manager (CM-Manager)**
Reporting line : **Executive Director**

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, regularly highlighting to policymakers the need for reforms that address the plight of women and children at risk.

General Position Summary:

The role of Case Management – Manager is 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: Global Shepherds Berhad 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 Executive Director, the Case Management - Manager (CM-Manager) will be assigned to perform the following task:

- **Monitor and supervise the case management process:**
 1. Ensure sufficient Case Officers with the required skills and experiences are hired, trained and engaged as part of the GSB case management team.
 2. Each case referred to the GSB shelter is assigned accordingly to a Case Officers base on a team assignment schedule.
 3. All cases are provided with timely case management support and appropriate case intervention and all program participants receive regular updates of their cases on a weekly basis.
 4. Review and approve all case notes prepared by Case Officers, provide feedback and suggestions to improve the drafting of the case notes and proposed interventions while ensuring that all suggestions have been discussed with the program participants for input.
 5. Conduct monthly individual debriefing with Case Officers to discuss cases, interventions and other issues related to work.
 6. Organize weekly case management meetings with Case Officers and ensure all cases are presented for discussion and coordinated support and decisions made are recorded and action taken.
 7. Regularly monitor the case management flow to ensure all cases receive comprehensive case management care and provided with closure as indicated in the GSB Shelter standard operating procedures prior to discharge.
 8. Separately monitor and document cases that have additional risk and regular additional interventions and cases that are monitored for advocacy purposes.

- **Data Management, Analysis and Report:**
 1. Analyse the trafficking trends and produce quarterly reports for advocacy and program development.
 2. Prepare monthly statistical reports which is shared internally with Executive Director and relevant staff members.
 3. Prepare progress reports and statistical data for meetings with different stakeholders e.g. government agencies and funders.

- **Case Management and Case Conferencing meetings**
 1. Organize weekly case management meeting to discuss issues and concern identified during the case management process.
 2. Organize bi-monthly case conferencing meeting with Case Officers to discuss complex cases that require additional support and interventions.
 3. Ensure all discussions and agreed action is documented and shared with relevant staff for monitoring and follow-up purposes.
 4. Provide input and advise on all case interventions and bring to the attention of the Executive Director cases that require urgent interventions and support.

- **Capacity building for all staff under the Shelter Programme**
 1. In consultation with case officers and shelter supervisors, identify training needs and make recommendation for suitable trainings to be provided/organised.
 2. Conduct on-going training on case management processes and case management SOP for new and existing staff.
 3. Organise briefings on new organizational policies, standard operating procedures (SOPs), mini trainings on ATIPSOMS and other topics to support know building.

- **Networking and Collaboration**
 1. Work in closely with the Shelter Supervisor to identify new partners for potential collaboration to strengthen case management process and the various needs of the program participants.
 2. Strengthen network with existing partners and identify areas of collaboration particularly for advocacy, training and skills training.
 3. With support from the Shelter Supervisor, update partner database for documentation, coordination and monitoring purposes.

- **Administration and Finance**
 1. Plan and prepare Annual Report and Annual Budget for the Shelter Program.
 2. Ensure the Programs operates within the approved annual budget
 3. Monitor and approve all budgeted programs and expenditures.
 4. Documentation of petty cash and authorize payment.
 5. Approve, monitor and support the implementation of all organization's HR related matters.

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