

TOR – Caseworker (Sample)

Within UNHCR a Caseworker is a term used to refer to a staff member who is assigned the responsibility for specific actions as part of the Best Interests Procedure, while within a partner agency, a Caseworker may be a specific function or position. A caseworker within UNHCR are identified by the BID Supervisor, BID Coordinator or BID Reviewing Officer, and are confirmed by the Head of Office or the most senior Protection Officer. For the purpose of the best interests procedure, the UNHCR Caseworker will report to the BID Supervisor, BID Coordinator or the BID Reporting Officer as indicated in TOR. Caseworkers attached to a partner agency is recruited by that agency.

Reports to:

BID Supervisor / BID Coordinator / BID Reviewing Officer / Case Supervisor (decided at the operational level)

Responsibility:

- Through community presence, home visits, interactions with children and other stakeholders, identify children at risk and in need of protection interventions;
- As part of the overall implementation of the best interests procedure, carry out timely best interests assessments, develop a case plan ensuring the child's participation in the process; this also includes managing the cases through appropriate documentation, including updating and maintaining the database for best interests procedure;
- Ensure timely referrals, and appropriate follow-up on individual cases, and continue monitoring and provide support in accordance with the case plan. This may include providing guidance, advice and emotional support, community mediation and further referrals;
- In consultation with the designated supervisor for the BID Process identify cases requiring BIDs;
- Collecting all information relevant to the child's case through interviewing the child, his/her family or other caregivers, and others who may be relevant to the child's case;
- Analyse the information collected, formulate recommendations for decisions, prepare the case report, and submit to the Reviewing Officer for further action, while continuing to monitor and follow-up on the child's protection situation;
- Participate in BID Panel meetings when required, to clarify or respond to questions, and act as an advocate for the child; and
- Lead or support the implementation of the BID decision, and report to the supervisor on progress and/or challenges. This includes advising the supervisor on changes in the child's protection situation.

Requirement:

- Good knowledge of child protection, including experience in working with children / child welfare;
- A good understanding of protection, including prevention and response to sexual and gender-based violence;
- Good knowledge of community-based protection, including understanding of the community's role, structure and practices, including the community's social, cultural and gender norms within the operation;
- Knowledge of the national child protection systems, including roles of different actors, and processes for protection of children;
- Excellent skills in communicating with children, and advocating on behalf of children; and
- Good analytical and report writing skills.