



POSITION DESCRIPTION

Case Manager (Malaysia)

DEPARTMENT DIVISION	Southeast Asia
REPORTS TO	Country Manager- Malaysia
LOCATION	Kuala Lumpur, Malaysia
DURATION	March to December 2023

About HOST International

Established in December 2016, HOST International is a not for profit company limited by guarantee committed to transforming refugee protection systems to give more power and choice to refugees and host communities in addressing local protection and integration needs. We work with curiosity, capability and courage to bring humanity, hope and dignity to all.

HOST operates across the Asia Pacific Region and works closely with local and international partners in achieving its vision.

We operate with the values of respect, compassion, integrity, diversity and innovation

1. Position Summary

To conduct child protection interviews and programs for refugee children at risk in line with HOST's case management framework and the Best Interests Procedure (BIP) Guidelines

2. Key Responsibilities

- Conduct Best Interest Assessments (BIA) and Best Interest Determination (BIDs) interviews for refugee children in Malaysia.
- Completing respective reports according to the case management schedule.
- Conduct relationship verification for emergency cases such as boat arrivals/ onward movers/detention releases prior to reunification.
- Develop a comprehensive case plan for the child; ensuring that the best interest of the child is maintained throughout the case management process.
- Responsible for keeping track of cases, providing weekly and monthly updates for internal data management and external stakeholders.
- Conduct regular home visits as and when required.

- Liaise with and work closely with community focal points (CFP) to assist with interpretation for interviews, and to ensure monitoring of children at risk within the community.
- Ensure that appropriate follow-ups and referrals are made for the child. This may include speaking to a child on more than one occasion, ensuring the child receives relevant psychosocial support while the child remains in the country of asylum, ensuring that the child has strong links with the community, making referrals to relevant agencies and/or organisations for services or assistance as required and providing guidance for the child.
- When conducting interviews, all the relevant information pertaining to the child needs to be obtained comprehensively. Case Managers to speak to the child's family members/ caregivers / anyone relevant in the child's life and obtain sufficient information to formulate the child's case.
- Case reports are to be submitted to the child protection project coordinator or country manager for review in a timely manner to avoid backlog of cases.
- Ensure all processes and templates are completed and uploaded onto HOST database (CSNET) and the minimum data set is obtained from children of concern.
- Prepare case summaries/reports and actively participate in BID Panels and Case Conference meetings when required. Case Managers are required to clarify or respond to questions competently and act as an advocate for the child during the BID panel and case conferences.
- Report to supervisor on progress and/or challenges of the case.
- Proactively stay current with child protection principles and best practices.
- Maintain and ensure confidentiality of cases.
- Actively seek partners for collaboration that can further support the child's case.
- Prepare as needed briefing material, trainings, background information and updates when required.
- Ensure that all operations are consistent with HOST's values, policy and procedures and are always at a high standard of quality and accountability.
- Establish and maintain positive, collaborative, and productive working relationships and partnerships with key stakeholders.
- Actively participate in all HOST activities and perform such other duties as may be assigned.

3. Selection Criteria

3.1 *Essential*

- Minimum Bachelor's Degree level qualification
- Strong written and verbal communication skills in English and Bahasa Malaysia
- Good knowledge of child protection including experience in working with children
- Excellent skills in communicating with children and advocating on behalf of children
- Good analytical and report writing skills
- Commitment to partnership and collaboration
- Good time management skills

3.2 *Desirable*

- Degree qualification in Social Work, Psychology or equivalent
- Experience working with the refugee communities in Malaysia
- Good understanding of community-based protection, including understanding the community's role, structure, and practices
- Able to drive / possess own vehicle

4. Expectations of HOST Employees

In addition to the duties listed above, all HOST staff are expected to:

- Respect and abide by HOST's vision, mission and values, ensuring that their conduct is consistent with the HOST Code of Conduct and HOST Child Safeguarding Code of Conduct and is fully compliant with the provisions of HOST policies and procedures;
- Carry out general administrative functions related to their role and to the effective and efficient functioning of HOST including the timely and accurate management of case files, relevant databases, and all service delivery communications and data;
- Participate in induction training relating to policy and procedures, workplace health and safety and HOST administrative systems;
- Comply with all other reasonable and legal directions of the Senior Manager or relevant Executive as required.
- Communicate concepts, information and arguments efficiently in personal and group contexts and across all organizational levels;
- When representing HOST at internal and external events, ensure appropriate conduct and professional representation at all times;
- Demonstrate high ethical standards and professionalism and visible support and promotion for corporate outcomes and corporate values; and
- Perform other duties commensurate with skills and experience as required.

4.1 Position Responsibilities

- Applicants must have the right to work in Malaysia;
- All applicants must undertake Police Check and not have any serious convictions including fraud, assault or serious theft. Any convictions should be declared up front and will be discussed confidentially upon receipt of the criminal record check;
- Relevant working with children clearances, where applicable;
- Applicants will be subject to social media screening as part of employment and/or visa application checks.

5. HOST's Core Competency Framework

Customer Orientation	The ability to demonstrate diverse customer focused support and stakeholder engagement in all business-related activities, acting without prejudice and in a manner, that promotes inclusion.
Continuous Improvement	The ability to demonstrate support for organisational change necessary to improve effectiveness and efficiency as well as proactively helping others to successfully navigate through organisational change.
Teamwork	The ability to work collaboratively as part of a high performing team ensuring the effective and efficient operation of HOST in accordance with its values, strategic direction, industry best practice and contractual obligations.
Analytical Thinking	The ability to clearly analyse a situation and seek out relevant information needed to address challenges using a logical, systematic and sequential approach.
Communication	The ability to communicate appropriately and proficiently across varying audiences and contexts, with demonstrated experience in preparing high-level reports, correspondence and briefings.
Initiative	The ability to identify or pre-empt what needs to be done and take appropriate action before being asked or before the situation requires it.
Safety & Wellbeing	The ability to contribute positively to, and take responsibility for one's safety & wellbeing and the safety & wellbeing of those around to ensure a climate of safety, support, resilience and balance.

The above core competency framework applies to all staff working at HOST.

The competencies provide a common language, across HOST, for discussing the Way We Work, not just what we do. It clarifies the behaviours and attributes required of all staff working at HOST. Core Competencies are a critical part of HOST's Organisational Culture and set the minimum expected standard of behaviour for everyone at HOST.

6. Workplace Health and Safety (WHS)

All staff are required to take reasonable care for their own health and safety and that of other personnel who may be affected by their conduct.

WHS responsibilities are applicable to positions as outlined in the HOST WHS policy. These include general staff responsibilities as well as additional responsibilities that apply for Managers, Supervisors and other Personnel.

Acknowledgment and e-sign off

Staff are expected to carry out any duties, within the scope of their ability, that are necessary to fulfil the position objectives. This position description may change over time due to the nature of HOST activities and a flexible attitude to change is expected of all staff. Any such changes will be discussed with staff as soon as practicable.

As the incumbent of this position, I confirm that I have read the Position Description, understand its content and agree to work in accordance with the requirements of the position. I understand this position description is not a duty statement, it is only intended to provide an outline of the key responsibilities of the position.

I, the undersigned, agree to be employed under the terms and conditions as detailed in this position description.

AGREED BY	
Employee Signature	
Employee Name	
Date	/ /

