

## POSITION DESCRIPTION

### CASE MANAGER (Malaysia)

<b>DEPARTMENT DIVISION</b>	South East Asia
<b>REPORTS TO</b>	Country Manager
<b>LOCATION</b>	Kuala Lumpur, Malaysia
<b>DURATION</b>	June 2022- December 2022

### About HOST International

Established in December 2016, HOST International is a not-for-profit company limited by guarantee committed to working wisely, creatively, and carefully to help create a better, safer future for displaced people and host communities around the world.

HOST International specialises in social and economic inclusion of refugees and migrants and has developed a unique coaching model that fast tracks access to employment and educational outcomes for new arrivals. Our programs focus on building self-efficacy and centre around the development of a realistic employment pathway plan that takes into consideration prior skills, experience, and future aspirations.

We believe that social and economic inclusion are core pillars of effective settlement and inclusion, and that each migrant/refugee needs a tailored approach that considers gender, discrimination, skills gaps, and professional networks. Our approach is also embedded in a community development framework that recognises needs in the broader community such as industry skills gaps, population growth, and social cohesion.

### Our Governing Principles

Creating and maintaining humanity, hope and dignity is at the core of our work with displaced people and host countries.

### Our Values

- Respect
- Integrity
- Compassion
- Diversity
- Innovation

## 1. Position Summary

To provide case management support for refugee children at risk in line with HOST's case management framework.

## 2. Key Responsibilities

- Schedule and conduct weekly case management assessments and follow ups for children at risk;
- Conduct relationship verification for emergency cases such as boat arrivals/ onward movers;
- Conduct home visits within the Klang Valley and/or out-of-state as and when required;
- Develop a comprehensive case plan for the child; ensuring that the best interest of the child is maintained throughout the case management process;
- Submit case management assessment reports according to the case management schedule in a timely manner;
- 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;
- Participate in monthly case conferences as and when required. Case Managers are required to clarify or respond to questions competently and act as an advocate for the child during the case conference;
- Case Managers to prepare case summaries for the case conference;
- Case Managers to ensure that follow-ups are conducted and completed following the case conference;
- Ensure all processes and templates are completed and uploaded onto HOST database (CSNET) and the minimum data set is obtained from children of concern;
- Make referrals to relevant agencies and/or organisations for particular services or assistance as required and conduct regular follow ups to ensure children at risk are provided interventions needed;
- Liaise with community focal point (CFP) supervisor to assist with interpretation and community support for interviews and home visits;
- Work closely with HOST Community Focal Points (CFP) to ensure monitoring of children at risk within the community;
- Proactively keep abreast of 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; 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;
- Commitment to partnership and collaboration;
- Good analytical and report writing skills;
- Able to drive / possess own vehicle; and
- Good time management skills.

#### **3.2 Desirable**

- Degree qualification in Social Work, Psychology or equivalent;
- Good knowledge of child protection case management including experience in working with children;
- Experience working with the refugee communities in Malaysia; and
- Good understanding of community-based protection, including understanding the community's role, structure, and practices.

### **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; and
- Applicants will be subject to social media screening as part of employment and/or visa application checks.

## 5. HOST's Core Competency Framework

<b>Customer Orientation</b>	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.
<b>Continuous Improvement</b>	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.
<b>Teamwork</b>	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.
<b>Analytical Thinking</b>	The ability to clearly analyse a situation and seek out relevant information needed to address challenges using a logical, systematic and sequential approach.
<b>Communication</b>	The ability to communicate appropriately and proficiently across varying audiences and contexts, with demonstrated experience in preparing high-level reports, correspondence and briefings.
<b>Initiative</b>	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.
<b>Safety &amp; Wellbeing</b>	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	/ /

