

### Terms of Reference

<b>Job Title</b>	<b>MHPSS Case Worker</b>
<b>Country</b>	Greece
<b>Duty Station</b>	Lesvos
<b>Reports to</b>	Project Manager / Protection Officer
<b>Starting date</b>	15/08/2021
<b>Job Type</b>	Full time
<b>Duration</b>	Until 30/11/2021 with possibility of extension
<b>Deadline</b>	30/07/2021
<b>Duties and tasks</b>	<p><b>Purpose/objective of the position:</b></p> <p>The MHPSS Case Worker is responsible for ensuring beneficiaries wellbeing. The MHPSS caseworker supports asylum seekers and other beneficiaries, ensuring the best possible case management experience and addressing their needs. S/He develops case plans to match individual needs and preferences utilizing a broad range of services and resources. SS/he operates under close supervision with moderate latitude for the use of independent judgment and initiative.</p> <p>The Social Worker is specifically responsible to identify and document cases, assess risk and prioritize cases for mental health support, identify needed support and develop an action plan, ensure the follow ups and referrals according to standard operating procedures (SOPs).</p> <p>S/he is expected to be honest and transparent and keep the necessary level of confidentiality on information acquired on the job.</p> <p><b>Management and Programme Quality</b></p> <p><b>Operate within a rights-based approach and survivors-centred approach, respecting AGD and ensure that all activities done are within a protection centred environment.</b></p> <p>Ensure referral pathways are followed smoothly</p> <p>Carry out vulnerability and protection needs assessments, prioritizing cases for mental health support and identifying client needs.</p> <p>Providing individualized support to beneficiaries through service referrals, medical access by assessing and evaluating each client's distinct needs.</p> <p>Independently developing reasonable individual case plans and timelines for each beneficiary in an effort to achieve beneficiaries' expectations.</p> <p>Ensuring that beneficiaries are provided with the basic tools necessary to meet their established short-term goals and objectives.</p> <p>Assessing and monitoring regular intervals to ensure beneficiary progress on goals is made;</p> <p>Ensuring compliance with case management and reporting requirements; including timely data entry in hard-copy files and databases, respecting data protection policy.</p> <p>Comply with all protection policies, procedures and protocols of INTERSOS.</p>

## **Monitoring and Reporting**

Provide regular progress reports to Protection Officer and Project Manager when requested

Provide necessary data as requested so as to facilitate external reporting.

**Compile weekly/monthly data reporting or as often is requested.**

## **Finance and Administration**

Comply with all established procedures for financial management

Follow administration procedures.

## **Human Resources and Personnel Management**

Ensure the creation and maintaining of respectful and positive working relationships, which allow for the effective implementation of all activities.

Participate in **smooth communication within the team and with other supporting entities.**

## **Logistics and Procurement**

Follow all procedures applicable to all staff

## **External Relations**

Maintain relations with relevant focal points in relation to specific case management matters, under the supervision of the coordinator.

## **Other**

Perform other tasks and duties as required in order to ensure a correct implementation of project activities

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## **Reporting Requirements**

As per main duties outlined above the MHPSS Case Manager is responsible for

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Reports to  
Attend General Meetings  
Attend Protection Meetings and/or other meetings as required  
Regularly update case files  
Log and track data as agreed  
Provide Operational reports as necessary  
Provide incident/security reports as necessary

As per required the MHPSS Case Manager should be copied in relation to

- General Team issues
- Identification of General Protection Matters
- Specific Protection issues related to cases managed by the person

Past experience and skills:

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- Psychology or Social Work Degree and license to practice (as psychologist or social worker) is Mandatory.

- Master degree is preferable.
- At least 1-year experience in social work, case management and provision of psycho-social support in the refugee context
  - Experience in GBV case management is considered an asset
  - Native Greek speaker, fluent in English both written and verbal. Preference will be given to candidates with fluency in the following languages: French, Farsi and Arabic
  - Computer skills: knowledge of MS Office and competence with data management and data inputs in IT platforms