

ActionAid Bangladesh is looking for suitable candidates for the following position:

Case Worker (Health Facilities)

Project Name	:	UNFPA funded Project
Location of Posting	:	Ukhia and Teknaf
Types of contract	:	Fixed-term contract up to 31 December 2026 (renewable depending on funding availability and performance).
No. of Position	:	01
Salary and benefits	:	Monthly Gross Salary BDT. 50,503 with other benefits mobile & internet allowance, medical benefit, group life insurance etc

Job Summary:

The Case Worker will be responsible for providing Psychological First Aid, Psychosocial Support and GBV Case Management, following with the survivor-centred approach (an approach aims to create a supportive environment in which each survivor's rights are respected and in which the person is treated with dignity and respect), which is considered a form of focused and non-specialized MHPSS. Ensuring that the survivors are informed of all the options available to them and that issues and problems facing a survivor and her/his family are identified and followed up in a coordinated way, and providing the survivor with emotional support throughout the process are some key responsibilities of this role. Additionally, she will provide referral services and international standards of GBV case management must be adhered to when providing this aid.

The respective professional must have a basic understanding on dimension of Multi-Sectoral Programme on gender-based violence, survivor centered approach, ethical data collection and GBV data confidentiality, women's sexual rights, women empowerment, child and women protection from sexual exploitation and other VAW&G.

She needs to have the capacity for strong collaboration and coordination with other GBV and Non-GBV stakeholders including govt. actors. The position is based in the integrated Health Facilities of Rohingya Camp of Cox's Bazar.

Key responsibilities include (not limited to):

GBV case management and follow up:

- GBV case management by following Survivor centered approach and GBV guiding principle Maintain Do No Harm policy
- Provide Case Management, PSS, PFA and referral services to the GBV survivors.
- Assess the need of the survivor, develop action plan, implement, follow up, and case closure.
- GBV data file and keep it in a secure place Safe Referral and reporting.

Maintaining communication with other stakeholders on a regular basis:

- Build key relationships with Go-NGO frontline GBV service providers.
- Communicating with responsible stakeholders on a regular basis before referring to the survivors. Updating referral pathway.
- Conducting outreach session

Referral Support:

- Updating Referral Pathway and Service Mapping on a regular basis.
- Liaison with other stakeholders and service providers.
- Facilitate referrals to other service providers like health, mental health, MHPSS, legal, NFI, shelter if needed.

Reporting and Documentation:

- Prepare weekly and monthly plan and submit it to the Case Manager.
- Documentation of all GBV cases with maintaining confidentiality.
- Developing spreadsheet of GBVIMS Data.
- Producing timely quantitative progress report (weekly, Monthly) of Prepare monthly report (IR, Kobo Report)

Relationships

The incumbent will report to the Centre Manager – Health Facilities.

Required Educational Qualifications and Experiences

- A University degree preferably in Social Science, Psychology, or a combination of relevant education.
- 3/4 years of relevant experience in the direct provision of counselling and psychosocial support, and case management service to survivors of GBV, especially in camp context. Experience of GBVIMS and Primero preferred.
- Fluent in local language
- Ability to maintain confidentiality and respect for clients.

Required Technical Competencies

- Strong & clear understanding of human rights, gender equality, SGBV in normal and emergency situations. Ability to facilitate training sessions with people from different cultures.
- Strong knowledge of different govt. structure. Good knowledge of using the internet & software.

Required Competencies

Emotional Intelligence: Demonstrates a deep understanding of own emotions and their impact, effectively regulates emotions and manages stress, shows empathy and connects with others, and utilizes emotional intelligence to build relationships and teams.

Communications: Exhibits strong verbal and written communication skills, collaborates effectively with internal and external stakeholders, and possesses project management skills to deliver presentations, reports, and monitor progress.

Application instructions

Only those who meet the above requirements are requested to apply following these instructions:

- The last date of application is **21 April 2026**. Due to emergency, recruitment will be on rolling. The interested candidates are requested to apply early before deadline
- Please [Click Here](#) to submit your application.

ActionAid Bangladesh aims to attract and select a diverse workforce, ensuring equal opportunity for everyone, irrespective of race, age, gender, sexual orientation, HIV status, class, ethnicity, disability, location, and religion. Any personal persuasion/phone call will result in disqualification of candidature.

ActionAid Bangladesh has a non-negotiable policy of ZERO TOLERANCE towards Sexual Harassment, Exploitation and Abuse (SHEA), Child Protection Policy and other relevant safeguarding policies and expects all employees to abide by the Safeguarding Policies and Code of Conduct of ActionAid Bangladesh.

N.B: There is no cost involved with applying for positions at ActionAid Bangladesh. Any solicitation of funds/money from a job applicant should be regarded as fraudulent.