ActionAid is a global movement of people working together to achieve greater human rights for all and defeat poverty.

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

MHPSS Officer

(Only women are encouraged to apply)

Project	:	Inclusive Services and Opportunities (ISO) for Human Capital Development and Livelihood, funded by UNFPA
Location of Posting	:	Chattogram
Duration of Contract	:	Fixed-term contract up to 31 December 2026 (renewable depending on funding availability and performance)
Salary and benefits	:	Monthly Consolidated Salary BDT. 48,169 with other benefits mobile & internet allowance, group life insurance only

Background/Job Summary

According to the Population and Housing Census 2022 conducted by the Bangladesh Bureau of Statistics (BBS), Chattogram Division has a population of 33,202,326 people (33.7%) across 7,528,141 households. The incidence of extreme poverty, as per estimates from the lower poverty line, stands at 13.10% in the division. The youth population (15-24) increased from 18.16% in 2011 to 19.11% in 2022. Widows, divorced women, and separated women represent 8.94%, 0.46%, and 0.46% respectively of the division's population.

The Chattogram Division, including Cox's Bazar District, has recorded some of the highest gender-based violence (GBV) and intimate partner violence (IPV) prevalence rates in Bangladesh, as indicated by the 2024 Violence Against Women (VAW) survey conducted by BBS in collaboration with UNFPA. Findings revealed that 78.5% of ever-married women have experienced some form of violence in their lifetime, with 45.5% subjected to physical violence, 34.1% encountering sexual violence, and 70.8% reporting controlling behaviors from an intimate partner. Despite these concerning statistics, 72.8% of survivors did not disclose or report their experiences, underscoring the urgent need for strengthened intervention mechanisms, survivor-centered services, and comprehensive policy frameworks. Only 6% women seek legal support, and 50% women are unaware of where to report a GBV incident.

To respond to these challenges, the Ministry of Women and Children Affairs (MoWCA) manages one district level One Stop Crisis Center in Cox's Bazar and four One Stop Crisis Cells (OCC) in the upazilas of Ukhiya, Teknaf, Moheshkhali and Kutubdia. The facilities are located within the premises of the district and upazila hospitals managed by the Ministry of Health and Family Welfare (MoHFW). From 2021 to 2024, the Health and Gender Support Project (HGSP) - funded by the World Bank and supported by UNFPA - provided support to strengthen the integration of sexual and reproductive health and rights (SRHR) and gender-based violence (GBV) prevention and response services in these facilities. The project also upgraded the GBV services to ensure their alignment with the international standards, i.e. survivor-centered GBV case management services, enhanced provision of psychosocial counseling, stronger referral system, and a safe, ethical and confidential GBV data management system. The HGSP catalysed partnership and collaboration among MoWCA, MoHFW and UNFPA, improving access

and utilization of the multi-sectoral GBV response services. Today the OCCs are fully functional and provide the upgraded services to women and girls in need.

In continuation with the achievements of the HGSP, the Ministry of Women and Children Affairs (MOWCA) is leading the implementation of the "Inclusive Services and Opportunities (ISO) for Human Capital Development and Livelihood" project with UNFPA technical assistance and the World Bank financial support. The ISO Project aims to increase access to life-saving and comprehensive gender-based violence (GBV) and child marriage prevention and response services, skills development support, information and awareness for women, adolescents, and youth in the Rohingya camps in Cox's Bazar and Bhashan Char, as well as for Host Communities (HCs) in Chattogram Division. In the context of the project, MOWCA will run various GBV response facilities - One Stop Crisis Centres, Cells, Regional Trauma Centre, and safe shelters - across the 11 districts of Chattogram Division in order to continue provide essential GBV response services and align them with international guidelines and tools. UNFPA will provide human resource deployment and capacity enhancement support to these facilities.

In this context, the gender-based violence (GBV) case workers will closely work with the Department of Women Affairs (DWA) and MoWCA representatives to ensure the quality implementation and provision of the GBV response services in the MOWCA run facilities - One Stop Crisis Centre, One Stop Crisis Cells, Regional Trauma Centre and safe shelters - in the Chattagram Division.

Key responsibilities include (not limited to)

GBV case management services (75% of Time)

- Provide GBV Case Management information and services to the individuals accessing the facility in line with the Inter Agency Standing Committee (IASC) standard tools and guidelines, particularly the Minimum Standards for Prevention and Response to GBV in Emergencies; GBV Case Management Guidelines; GBV Standard Operating Procedures; and other related SOPs and best practice guidelines to facilitate a survivor-centered approach.
- Manage individual cases of GBV survivors, including assessing their needs, developing and implementing case management action plans, and providing ongoing support.
- Provide psychosocial support services to the women and girls, based on needs assessment with GBV survivors, and offer emotional support, counseling, and practical assistance to survivors, helping them navigate their situations and access necessary resources.
- Conduct regular follow-ups to the cases assigned and close the cases, in line with the case management action plans and as per global guidelines.
- Apply the GBV guiding principles and survivor centered approaches while dealing with the survivors and managing the cases.

Referral system strengthening (20% of Time)

- Prepare and regularly update the GBV service mapping of the assigned geographical area.
- Prepare and regularly update the referral pathways based on available services, and ensure its clarity and visibility in the facility.
- Provide essential information on available services to the survivors, facilitate the safe referrals of the survivors based on their informed consent and their needs and wishes, and connect them with the relevant services, while helping them to navigate the various services and ensuring they receive comprehensive care.

- Build a rapport and maintain strong relationships with other relevant local stakeholders service providers, e.g. health, justice, legal, livelihood and other social services, for smooth case referral and promoting survivor centered approach.
- Disseminate information about the available GBV service facilities through existing networks, platforms and with the community.
- Track the referral progress following the IMS or any given online tool.

Reporting and Documentation (5% of Time)

- Maintain accurate and confidential records of cases, document cases and interventions, and report on activities as required while ensuring data security, in line with the survivor-centered approach and global standards.
- Manage GBV service data following the relevant data management tools provided by MOWCA.
- Support the supervisor in preparing monthly, quarterly and half yearly progress reports upholding the GBV Minimum Standards on survivor data management.

Impact of the results and deliverables

The main results/deliverables include - but are not limited to

- Survivors receive quality care and services and express their satisfaction.
- Smooth, functional and up-to-date GBV referral services are developed and maintained through strong linkages with relevant stakeholders including hospital authorities, justice, legal, and other social services.
- Survivor-centred referral and GBV data management is ensured.
- Women and girls have improved help seeking behavior, based on their access to information and services - disseminated through the available networks, platforms and community outreach

Relationships

The MHPSS Officer directly report to the MOWCA officer as designated by the ISO-GBV Project Director.

Required Educational Qualification and Experience

- Bachelor's degree in psychology, social services, social work or any other related subject
- Minimum 3 years of working experience with women and girls at community level, including specific experience on GBV case management or counselling.
- Certificate of training in GBV case management is desirable.
- Clear understanding of GBV guiding principles, gender, human rights, issues surrounding violence against women and girls.
- Understanding of the situation of women and girls in Bangladesh.
- Experience working with non-governmental organizations and local government authorities.
- Familiarity with the One-Stop Crisis Center and Cell model is an asset.

Technical Skills

- Good communication and networking skills.
- Proficient in written and verbal communication in Bengali language. Fluency in Chittagonian language is a strong asset.
- Basic computer skills

Application instructions

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

- The last date of application is **07 December 2025.** Due to emergency, recruitment may 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 to 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 fund / money from job applicant should be regarded as fraudulent