

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:

## **Child Protection Case Management Supervisor**

(Only female candidates are encouraged to apply)

Project	: Sustainable Solution and protection for the Rohingya Refugee Community in Camps (funded by UNHCR) Project
Location of posting	: Cox's Bazar
Type of contract	: Fixed term contract
Duration of Contract	: Up to 31 December 2026 (if not extended)
Salary and benefits	: Monthly Gross Salary BDT <b>78,015</b> with other admissible benefits such as mobile & internet allowance, medical benefit, group life insurance etc

### **Job Context**

Child Protection Case Management Supervisor is responsible for overseeing the delivery and quality of child protection case management services. The position ensures that CP cases are managed in a child-centered, rights-based, and ethical manner, while providing direct supervision, mentoring, and technical support to CP Case Workers.

### **Key responsibilities include (not limited to)**

#### **1. Child Protection Case Management**

- Oversee day-to-day CP case management activities, including identification, assessment, case planning, referrals, follow-up, and case closure.
- Ensure cases are managed in line with inter-agency CP Case Management Guidelines and national child protection frameworks.
- Support case workers in managing complex, high-risk, or sensitive cases, including abuse, neglect, exploitation, child labor, and child marriage.
- Ensure Best Interest Determination (BID) are applied where required.
- Participate in case conferences and provide case-level technical guidance.

#### **2. Supervision and Team Management**

- Provide direct supervision to CP Case Workers through regular case reviews, field mentoring, and coaching.
- Conduct individual and group supervision sessions, including technical and supportive supervision.
- Review case files regularly to ensure accuracy, completeness, and quality.
- Identify capacity gaps and recommend training or coaching support.

#### **3. Documentation and Information Management**

- Ensure proper, confidential, and ethical documentation of all CP cases.
- Support and monitor use of CPIMS+ or other approved case management tools.
- Ensure safe storage, controlled access, and responsible sharing of child protection information.

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- Maintain updated case tracking and referral records.

#### 4. Referral Pathways and Coordination

- Facilitate referrals and follow-up with GBV, Health, MHPSS, Education, Legal Aid, and other relevant services.
- Maintain functional referral pathways and coordination at field level.
- Coordinate with community volunteers and focal points for safe identification and follow-up of cases.

#### 5. Capacity Building and Quality Assurance

- Support onboarding and orientation of new CP Case Workers.
- Facilitate on-the-job learning, refresher sessions, and practical guidance on CP case management.
- Contribute to quality assurance processes, including internal reviews and supervision checklists.
- Promote adherence to child safeguarding, PSEA, and Code of Conduct standards.

#### 6. Reporting and Compliance

- Prepare and submit regular case management updates to the CP Coordinator.
- Contribute inputs to donor reports, situation reports, and internal documentation.
- Support audits, monitoring visits, and evaluations related to CP response services.

#### 7. Safeguarding, Security, and Staff Wellbeing

- Ensure safeguarding and child protection policies are followed at all times.
- Report and respond appropriately to safeguarding concerns in line with organizational protocols.
- Support staff wellbeing through debriefing and stress management practices.
- Comply with ActionAid security protocols and promote a safe working environment.

### Relationships

Child Protection Case Management Supervisor will report to Coordinator – Child Protection (Response & Prevention).

### Required Educational Qualification and Experience

- Bachelor's degree in Social Work, Psychology, Sociology, Child Development, or related field (Master's degree preferred).
- Minimum 2-3 years of experience in child protection case management.
- At least 1 years of experience supervising case workers or field teams.
- Experience working in humanitarian or refugee contexts preferred.

### Technical Skill:

- Strong knowledge of CP Case Management Guidelines and Child Protection Minimum Standards.
- Experience with CPIMS+ and safe information management.
- Strong supervision, mentoring, and case analysis skills.
- Ability to handle sensitive cases with professionalism and empathy.

### Application instructions

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

- Last date of application is **27 June 2026**
- Please [click here](#) to submit your application.

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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 child abuse, exploitation and child labor and expects all employees to abide by the Child Protection Policy of ActionAid Bangladesh.

*N.B: There is no cost involved with applying for positions with ActionAid Bangladesh. Any solicitation of job application costs should be regarded as fraudulent*