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

Child Protection Case Management Supervisor

Project	: Sustainable Solution and protection for the Rohingya Refugee Community in Camps (funded by UNHCR) Project
Location of posting	: Cox's Bazar
Number of positions	: 02
Type of contract	: Fixed term contract
Duration of Contract	: Up to 31 December 2026 (if not extended)
Salary and benefits	: Monthly Gross Salary 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.

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- Ensure safe storage, controlled access, and responsible sharing of child protection information.
- 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 **04 May 2026**
- 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 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