

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



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

GBV Case Worker

Project	: Sustainable Solutions and Protection for the Rohingya Refugee Community in Camps, Funded by UNHCR
Location of posting	: Teknaf, Cox's Bazar
Number of positions	: 01
Type of contract	: Fixed term contract
Duration of Contract	: Up to 31 December 2026 (if not extended)
Salary and benefits	: Monthly Gross Salary BDT. 49,290 with other admissible benefits such as mobile & internet allowance, medical benefit, group life insurance etc

Job Summary

The GBV Case Management Case Worker is responsible for providing comprehensive and confidential support to GBV survivors, ensuring a survivor-centered approach. This includes case management, communication, and reporting, alongside embedding feminist leadership principles and anti-racism practices within the organization.

Key responsibilities include (not limited to):

. GBV Case Management Implementation:

- Ensure informed consent is obtained before initiating case management services.
- Receive, classify, and register cases following standard operating procedures.
- Conduct initial assessments, ensuring survivors' immediate safety and access to services while respecting their dignity and confidentiality.
- Facilitate ethical and appropriate referrals for survivors to internal and external service providers.
- Provide regular follow-up and psychosocial support using appropriate techniques.
- Ensure the case closure process adheres to established criteria and engage survivors in feedback surveys.
- Accompany survivors to safe shelters, One-Stop Crisis Centers (OCC), or other service points as needed.
- Organize case conferences for complex cases when required.
- Maintain strict confidentiality of case information and adhere to the Information Sharing Protocol (ISP).
- Securely store all case files in a locked cabinet system.

Communication and Coordination:

- Liaise with CiC, ACiC, CiC staff, and other government officials to facilitate smooth referrals.
- Regularly coordinate with service providers (e.g., legal aid, health services, safe shelters) to ensure comprehensive support for survivors.
- Conduct weekly visits to service centers and monitor volunteer representation through surprise visits.

- Support case management volunteers through technical guidance, capacity-building initiatives, and regular supervision.
- Assist in organizing awareness-raising campaigns, social mobilization activities, and events.
- Ensure access to updated GBV referral pathways and maintain timely communication with service providers.
- Represent the organization at camp-level coordination meetings as required.

Reporting and Documentation:

- Submit bi-weekly case tracker reports, monthly narrative updates, and other required reports to supervisors.
- Input data into GBVIMS monthly, ensuring adherence to data protection protocols.
- Maintain and update both soft and hard copies of case files and information tools.
- Prepare and share monthly work plans, accomplishment reports, and high-risk case summaries.
- Develop and monitor volunteer work plans.
- Digitize case files by scanning and uploading them daily to the organization's secure system.

Embedding Feminist Leadership Principles and Anti-Racism Practices:

- Act as a role model by embodying Feminist Leadership Principles in daily work and team interactions.
- Foster team awareness and create a supportive environment for adopting these principles.
- Actively promote anti-racism practices, ensuring personal and team actions reflect this commitment.

Required Educational Qualification and Experience**Experience:**

- Minimum 02 years' experience in the field of child protection / protection/ GBV/ social work / case management or a related field in humanitarian settings.
- Strong understanding of survivor-centered approaches and GBV guiding principles.
- Proficiency in using GBVIMS or similar case management systems.

Education:

- Bachelor of Social Science (BSS) in social work, social studies, psychology counselling Professional diploma/ University degree in social work, social studies, psychology/child's psychology, counseling or any other related discipline.

Required Competencies

- Excellent communication and coordination skills.
- Ability to maintain confidentiality and adhere to ethical standards.
- Strong organizational and reporting abilities.
- Cultural sensitivity and commitment to promoting gender equality and anti-racism.

Relationships

- S/he will report to the GBV Case Management Supervisor. S/he will work as a team member in this project.

Application instructions

<https://actonaïdbd.org/>

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

- Last date of application is **28 February 2026**. Due to emergency, recruitment will be on rolling. The candidates are requested to apply early before deadline
- Please [click here](#) to submit your application. (ActionAid only received applications through this online recruitment module)

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.