

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

Associate Officer – PSN Identification, Validation and Assessment

Project Name	:	Sustainable Solutions and Protection for the Rohingya Community in Camps (CBP) Project (Supported by UNHCR)
Location of Posting	:	Based in Ukhia/Teknaf of Cox's Bazar
Types of contract	:	Fixed-term contract up to December 2026 (renewable depending on funding availability and performance).
Salary and benefits	:	Monthly Gross Salary with other admissible benefits such as mobile & internet allowance, group life insurance etc.

Job Summary:

The Associate Officer - Case Work provides technical leadership, supervision, quality assurance, and coordination for Person with Specific Need - PSN identification, validation, and assessment activities. The position ensures compliance with protection and case management standards and supports effective case management interventions.

Join with Field Facilitator, meet in morning sessions with the volunteers/targeted participants and weekly meeting/debriefing, monthly meeting, project planning meeting, experience sharing, learning, reporting and documentation and morale-building are the major responsibilities of the position. The position will work under the supervision and monitoring of Officer - PSN Identification, Validation and Assessment, and reportable to Field Coordinator – COMs, RE and PSN Identification.

Key responsibilities include (not limited to):

Technical Supervision (40% of Time)

- Supervise and mentor Field Facilitators/Case Workers.
- Provide ongoing technical guidance on assessment methodologies and protection standards.
- Conduct regular case conferences and team meetings.
- Support workforce planning and workload distribution.

Quality Assurance (15% of Time)

- Review completed assessments and documentation.
- Determine risk levels and protection concerns.
- Verify accuracy and quality of assessment data.
- Ensure timely data entry and case documentation.

Case Management Oversight (15% of Time)

- Review cases requiring medium and high-risk interventions.
- Approve recommendations for referrals and follow-up actions.

- Monitor implementation of case plans.
- Ensure adherence to informed consent, confidentiality, and safeguarding principles.

Capacity Building (10% of Time)

- Identify learning needs among Case Workers.
- Deliver coaching, mentoring, and on-the-job training.
- Promote compliance with case management standards and SOPs.

Coordination and Referral Management (10% of Time)

- Coordinate with protection, health, disability, legal, GBV, and child protection actors.
- Monitor referral processes and outcomes.
- Escalate complex cases requiring specialized interventions.

Monitoring and Reporting (10% of Time)

- Review team performance and workload management.
- Produce analytical reports and progress updates.
- Monitor achievement of project targets and quality indicators

Relationships

The incumbent will report to the Field Coordinator - COMs and Religious Engagement.

Required Educational Qualifications and Experiences

- Bachelor's degree in social work, Sociology, Psychology, Law, Development Studies, Human Rights, or related discipline.
- Master's degree is an advantage.
- Minimum 4 years of relevant experience in protection and case management.
- At least 2 years of supervisory experience.
- Experience in refugee or humanitarian settings preferred.

Required Technical Competencies

- Advanced knowledge of protection case management.
- Leadership and staff supervision skills.
- Analytical and problem-solving abilities.
- Strong report writing and coordination skills.
- Experience with data management systems and protection databases.
- Knowledge of protection principles and humanitarian standards.
- Chittagonian/Rohingya language skills are highly desirable.
- Able to take decisions in a timely manner, prioritize and multi-task seamlessly.
- Orientation to gender sensitivity.
- Ability to work under extreme pressure and meet deadlines.
- Team player with strong experience in multi-cultural and multi-ethnic environments
- Proficient with MS office suite, Kobo collect, SPSS.

Application instructions

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

- The last date of application is **05 September 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.