

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:

Officer - GBV Case Management Supervisor

Project	: Sustainable Solution and protection for the Rohingya Refugee Community in Camps (funded by UNHCR) Project
Location of posting	: Ukhiya/Teknaf
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 with other admissible benefits such as mobile & internet allowance, medical benefit, group life insurance etc

Job Context

The GBV Case Management Supervisor is responsible for supervising and building the capacity of caseworkers and volunteers, ensuring high-quality and survivor-centered services for gender-based violence (GBV) survivors. This role involves technical oversight, emotional support for team members, coordination with stakeholders, and ensuring adherence to GBV guiding principles. The position also encompasses program representation, data management, and fostering an inclusive and feminist leadership culture.

Key responsibilities include (not limited to)

1. Implementation (Supervision & Capacity Building) 50%

- Support caseworker technical competence and practice, promote well-being, and enable effective monitoring.
- Conduct individual supervision for GBV caseworkers weekly (1 hour per caseworker).
- Facilitate case management team meetings on a weekly, bi-weekly, and monthly basis.
- Conduct case file reviews bi-weekly.
- Perform capacity assessments and create action plans.
- Provide direct case management support for complicated and difficult cases as needed.
- Arrange case conferences as required.
- Conduct surprise visits to volunteer sessions to monitor their representation in the camp.
- Accompany survivors to safe shelters, One-Stop Crisis Centers (OCC), or other services as needed.
- Supervise and coach case management volunteers to build their capacity as para caseworkers.
- Develop capacity-building plans and provide training to national staff and volunteers on GBV case management.
- Facilitate reflection and exploration sessions to enhance the technical knowledge and skills of caseworkers and volunteers.
- Address emotional reactions of caseworkers and volunteers to help them manage the trauma associated with working with survivors.

- Conduct workshops or training sessions for AAB staff and community volunteers.

2. Communication 20%

- Represent ActionAid Bangladesh (AAB) in camp-level coordination meetings and interagency taskforces.
- Coordinate with protection colleagues, HR, finance, and operations departments to ensure smooth program delivery.
- Foster relationships with service providers, donors, and relevant stakeholders to ensure timely and appropriate services for survivors.
- Act as a focal point for events such as day observations and ensure proper communication and coordination.
- Facilitate information sharing and maintain rapport with donors, sharing updates on high-risk cases and field requirements.

3. Reporting 20%

- Conduct monthly supervision sessions with caseworkers to ensure effective guidance.
- Prepare and disseminate supervision tools to respective caseworkers.
- Monitor and ensure the accuracy of GBVIMS data.
- Perform quality checks on reports, including Monthly Case Management Narratives, Bi-weekly Case Trackers, Monthly Progress Reports, and Yearly Target vs. Achievement Reports.
- Maintain both hard and soft copies of data using tools like KOBO Toolbox.
- Share monthly supervision reports and work plans with supervisors.
- Conduct quality assessments of high-risk cases for donor reporting.
- Serve as a camp focal point for disseminating required reports and updates.
- Undertake additional responsibilities assigned by the line manager.

4. Embedding Feminist Leadership Principles and Anti-Racism Practices 10%

- 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 Feminist Leadership Principles.
- Actively promote anti-racism practices and ensure personal and team actions reflect this commitment.

Relationships

Officer - GBV Case Management Supervisor will report to Coordinator – GBV Response.

Required Educational Qualification and Experience

- Master's degree in Gender Studies, Development Studies, Sociology, Psychology, or other relevant social science disciplines.
- Minimum 3 years of experience in GBV case management with NGOs/INGOs (Experience in case management supervision and coaching is highly preferred).
- Prior experience in case management supervision and coaching is highly desirable.
- Proficiency in using GBVIMS or similar case management systems.

Technical Skill:

- Strong understanding of GBV case management principles and tools.
- Effective communication and coordination skills.
- Proficiency in data management and reporting systems (e.g., GBVIMS, KOBO Toolbox).
- Capacity to provide training and coaching to diverse teams.
- Empathy, resilience, and ability to manage sensitive situations with professionalism.
- Commitment to feminist leadership principles and anti-racism practices.

Application instructions

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

- Last date of application is **09 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