

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

Associate Officer - Hostel Coordination

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 Associate Officer - Hostel Coordination is responsible for the efficient management of the AAB Safe Shelter facility, ensuring the safety, well-being, and satisfaction of House residents. The role requires overseeing the day-to-day operations of the 24/7 Safe Shelter, monitoring service delivery, and providing technical support and leadership to the Safe Shelter team. They will ensure the effective implementation of policies, processes, and quality standards, fostering a safe and welcoming environment for all House residents and staff.

Key responsibilities include (not limited to):

House Management:

- Operate 24/7 House services, providing comprehensive care for residents to support their physical and mental well-being.
- Prepare and manage the monthly duty roster for 24/7 operations.
- Ensure residents' basic needs are met, including food, shelter, medical support, and clothing, adhering to organizational policies.
- Respond effectively to referral requests received via the office hotline, managing the admission, registration, and discharge processes in line with guidelines.
- Supervise House Assistants in preparing and maintaining care plans for residents, conducting regular client meetings, and ensuring team updates.
- Monitor residents' individual case files, maintaining accurate documentation, entry registers, and client feedback records in both softcopy and hardcopy formats.
- Ensure timely stock and supply management to support residents' needs.
- Oversee procurement and financial processes related to Safe Shelter.
- Communicate with beneficiaries and clients to ensure effective project implementation.
- Coordinate transportation and other logistical needs for residents to access external services.

- Ensure adherence to international best practices, AAB policies, and guidelines, including the Code of Conduct and Safeguarding Policies.
- Promote the application of feminist leadership principles and anti-racism practices within the team and operations.

Staff Management:

- Directly supervise House Assistants, Cooks, Cleaners, Drivers, and Guards, providing regular monitoring and follow-up on assigned responsibilities.
- Develop and implement an annual capacity-building plan for Safe Shelter staff, facilitating training and orientation sessions.
- Manage staff leave, time sheet submissions, and maintain an up-to-date tracker.

Work Planning & Reporting:

- Prepare and submit monthly and periodic reports of the highest quality to the line manager within specified deadlines.
- Develop and share monthly work plans with the line manager.

Embedding Feminist Leadership Principles and Anti-Racism Practices Across the Organization:

- Foster an inclusive and equitable workplace that upholds feminist leadership principles and anti-racism practices.
- Encourage team members to challenge power imbalances and promote collaboration in decision-making.
- Support the review and revision of policies and processes to ensure alignment with feminist and anti-racism principles.
- Act as a role model by demonstrating empathetic leadership and prioritizing shared accountability within the team.

Required Educational Qualification and Experience

Experience:

- Minimum 1–2 years of experience in child protection, GBV, social work, or case management.
- Experience in GBV protection in protracted crises or early recovery is an advantage.
- Experience working in Rohingya camps is highly desirable.

Education:

- Bachelor's degree in a relevant discipline.

Technical Skills & Knowledge

- Proficiency in Microsoft Office and IT tools.
- Knowledge of GBV protection systems in Bangladesh, including best practices in GBV and protection case management.
- Experience in adolescent engagement, camp coordination, community engagement, and counseling.
- Demonstrated ability to work with marginalized communities and uphold humanitarian values.
- Strong analytical, planning, and training facilitation skills.

- Fluent in Chittagong and Rohingya dialects; good mastery of English.

Relationships

- S/he will report to the coordinator – GBV. S/he will work as a team member in this project.

Application instructions

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

- Last date of application is **23 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.