



Senior Case Manager, Thailand

DEPARTMENT DIVISION	HOST International Thailand (Peaceway Foundation)
REPORTS TO	Regional Manager
LOCATION	Bangkok, Thailand
DURATION	February 2022 (possible extension)

About HOST International

Established in December 2016, HOST International is a not for profit company limited by guarantee committed to working wisely, creatively and carefully to help create a better, safer future for displaced people and host communities around the world.

There are more than 65 million displaced people in the world and fewer than 100,000 resettlement places annually. Most displaced people are subject to long-term displacement in countries that are unwilling or unable to integrate them. HOST seeks to promote innovation and integrity in all aspects of our work whilst promoting diversity and cooperation among the people and communities that we work with.

Through strengths based and trauma informed approaches we provide education and support services to improve the livelihoods and independence of refugees and asylum seekers whilst assisting host countries to integrate them peacefully.

Our Governing Principles

Creating and maintaining humanity, hope and dignity is at the core of our work with displaced people and host countries.

Our Values

- Respect
- Integrity
- Compassion
- Diversity
- Innovation

1. Position Summary

The Program Manager is responsible for the day to day management of an alternative to detention (ATD) case management program for asylum seeker and refugee children and families in Bangkok, Thailand.

This includes providing guidance and direction, ensuring performance and budget targets are met, and providing regular supervision to case managers.

The Program Manager will represent HOST International in relevant internal and external coordination forums, ensuring adequate visibility, and promotion of the program, and other HOST International livelihoods, durable solutions, protection and education initiatives in Thailand.

Reporting to the Country Manager this position will also contribute to planning and development of programs and associated policy whilst ensuring that practice remains consistent with HOST values, mission and policies.

2. Key Responsibilities

- Provide leadership on professional frameworks for quality service delivery and duty of care to HOST clients in Thailand;
- Oversee the development and implementation of case plans, case plan amendments, transitional care plans, pre-exit plans and exit processes including regular reviews;
- Support Case Managers in providing high level initial needs assessments and case management planning, ongoing assessment and individualised support to clients with complex needs and their family members based in a way that empowers clients to find appropriate solutions, promotes independence, fosters hope, humanity and dignity and improves opportunities;
- Participate in performance review activities and provide leadership and regular supervision and support to staff to ensure that high quality, consistent and culturally appropriate casework and support is being delivered to all clients;
- Leading on crisis intervention and service delivery to clients requiring significant support and escalation of significant risk situations;
- Ensure integrity of client related documentation and data entry procedures and ensuring that information is up to date in HOST International's client case management system;
- Develop and maintain positive, collaborative relationships with government, partners and key stakeholders to enhance the effectiveness of the service delivery model and to promote understanding and awareness of services and on issues affecting clients;
- Contribute to client and community engagement activities that promote the work of HOST and seek regular feedback on services;
- Contribute to the development of service planning, delivery and evaluation, to enable the HOST International team to deliver quality, best practice and innovative services within program timelines and KPIs; and
- Identify opportunities for donors and/or new protection interventions and support in assessments and developments of new project proposals

3. Selection Criteria

3.1 *Essential*

- Tertiary qualification in social work, psychology, or related discipline;
- Demonstrated experience in leadership, mentoring and providing supervision to staff;

- A minimum of 5 years' experience within the human services sector including experience providing case management with complex needs or heightened vulnerability;
- Demonstrated experience working in a professional capacity with culturally and linguistically diverse and/or with people from Refugee backgrounds;
- Highly developed written and oral Thai and English communication skills and competence in use of Microsoft Office and online data systems; and
- Strong analytical and negotiation skills with demonstrated ability to prioritise, work to deadlines and manage complexity.

3.2 Desirable

- Experience in capacity development; and
- Proficiency in one or more of the following languages – Arabic, Rohingya, Somali, Urdu, Vietnamese, or another refugee language group.

4. Expectations of HOST Employees

In addition to the duties listed above, all HOST staff are expected to:

- Respect and abide by HOST's vision, mission and values, ensuring that their conduct is consistent with the HOST Code of Conduct and is fully compliant with the provisions of HOST policies and procedures;
- Carry out general administrative functions related to their role and to the effective and efficient functioning of HOST including the timely and accurate management of case files, relevant databases, and all service delivery communications and data;
- Participate in induction training relating to policy and procedures, workplace health and safety and HOST administrative systems;
- Comply with all other reasonable and legal directions of the Senior Manager or relevant Executive as required;
- Communicate concepts, information and arguments efficiently in personal and group contexts and across all organizational levels;
- When representing HOST at internal and external events, ensure appropriate conduct and professional representation at all times;
- Demonstrate high ethical standards and professionalism and visible support and promotion for corporate outcomes and corporate values;
- Ensure all relevant information, including policies and procedures, are effectively communicated to staff; and
- Perform other duties commensurate with skills and experience as required.

4.1 Position Responsibilities

- Applicants must have the right to work in Thailand;
- All applicants must undertake a National Police Check and not have any serious convictions including fraud, assault or serious theft. Any convictions should be declared up front and will be discussed confidentially upon receipt of the criminal record check;
- It would be beneficial to hold a current, valid Thai driver's licence; and

- Applicants may be subject to social media screening as part of employment and visa application checks.

5. Core Competency Framework

Customer Orientation	The ability to demonstrate diverse customer focused support and stakeholder engagement in all business-related activities, acting without prejudice and in a manner, that promotes inclusion.
Continuous Improvement	The ability to demonstrate support for organisational change necessary to improve effectiveness and efficiency as well as proactively helping others to successfully navigate through organisational change.
Teamwork	The ability to work collaboratively as part of a high performing team ensuring the effective and efficient operation of HOST in accordance with its values, strategic direction, industry best practice and contractual obligations.
Analytical Thinking	The ability to clearly analyse a situation and seek out relevant information needed to address challenges using a logical, systematic and sequential approach.
Communication	The ability to communicate appropriately and proficiently across varying audiences and contexts, with demonstrated experience in preparing high-level reports, correspondence and briefings.
Initiative	The ability to identify or pre-empt what needs to be done and take appropriate action before being asked or before the situation requires it.
Safety & Wellbeing	The ability to contribute positively to, and take responsibility for one's safety & wellbeing and the safety & wellbeing of those around to ensure a climate of safety, support, resilience and balance.
LEADERSHIP COMPETENCIES	
Leadership	The ability to demonstrate effective leadership through promoting and supporting the organisations mission, vision and values with a high level of emotional intelligence.
Sound Business Judgment	The ability to demonstrate and apply high level, strategic problem-solving skills.
Coaching & Mentorship	The ability to support and enable the team to grow and succeed through regular feedback, education and encouragement.
Building Safety & Wellbeing	The ability to model and promote behaviours and attributes that foster a climate of safety & wellbeing, taking responsibility for the safety & wellbeing of the people and teams, including encouraging the exchange of ideas and the active and early resolution of conflict and injury.

The above core competency framework applies to all staff working at HOST. Every HOST leader has leadership specific competencies that reinforces the fact that team climate and leadership styles are an important part of facilitating a constructive organisational culture here at HOST.

The competencies provide a common language, across HOST, for discussing the Way We Work, not just what we do. It clarifies the behaviours and attributes required of all staff working at HOST. Core Competencies are a critical part of HOST's Organisational Culture and set the minimum expected standard of behaviour for everyone at HOST.

6. Workplace Health and Safety (WHS)

All staff are required to take reasonable care for their own health and safety and that of other personnel who may be affected by their conduct.

WHS responsibilities are applicable to positions as outlined in the HOST WHS policy.

These include general staff responsibilities as well as additional responsibilities that apply for Managers, Supervisors and other Personnel.

7. Acknowledgment and e-sign off

Staff are expected to carry out any duties, within the scope of their ability, that are necessary to fulfil the position objectives. This position description may change over time due to the nature of HOST activities and a flexible attitude to change is expected of all staff. Any such changes will be discussed with staff as soon as practicable.

As the incumbent of this position, I confirm that I have read the Position Description, understand its content and agree to work in accordance with the requirements of the position. I understand this position description is not a duty statement, it is only intended to provide an outline of the key responsibilities of the position.

I, the undersigned, agree to be employed under the terms and conditions as detailed in this position description.

AGREED BY	
Employee Signature	
Employee Name	
Date	/ /