

HAGAR INTERNATIONAL IN VIETNAM JOB DESCRIPTION

1. Position Information:	
Job Title:	Intake & Case Management Officer
Reporting line(s) and networks:	<ul style="list-style-type: none"> • Primary reporting line is to Hagar’s Case Management Team Leader and Psychology Team Leader. • Work closely with other Case Management Officers, Psychologists, Trauma-informed Care (TIC) Advisor and project officers. • Regular liaison will be required with partners, service providers, sector organisations and Hagar beneficiaries.
Position Location:	<ul style="list-style-type: none"> • Based in Hanoi. • Occasional travels to the provinces based on funding and/or different project and client needs.
Position Purpose:	<ul style="list-style-type: none"> • Enable Hagar International in Vietnam to have an efficient and effective emergency/hotline and client intake operations • Support implementation of Hagar International in Vietnam’s direct client-based TIC support. • Build the capacity of partners, agencies, authorities and mass organisation representatives to scale-up and replicate Hagar’s model, as requested. • Participate as mutually agreed, in strengthening Hagar’s TIC approach internally across all departments, and externally with partners and other external stakeholders.
2. Position Context/background:	
<p>Hagar International was established in 1994 in Cambodia to serve women and children who have survived severe exploitation and human rights abuse. In 2008 and 2009, Hagar expanded its model of long-term, individualized trauma-informed care (TIC) to Afghanistan and Vietnam, respectively. Today Hagar International in Vietnam (Hagar Vietnam) implements programs and projects that align to Hagar’s 2023-2025 global strategic goals: Heal, Prevent, Partner, Empower and Influence. Our work encompasses our values: Respect, Integrity, Compassion and Excellence (RICE).</p> <p>To maximize impact and sustainability, Hagar Vietnam has expanded its direct client-services support, and scaled up knowledge about trauma informed care (TIC) building the capacity of other organisations (local and international), government authorities and mass organization representatives, to deliver a specialized model of care.</p> <p>Case management is the core of Hagar’s client-based care projects, and training and supervision, integral to Hagar’s systems strengthening work. Hagar case management is a holistic process which recognizes that the needs of a client can best be met by all the services working together (emergency assistance, psycho-social counselling and therapies, economic empowerment, education, health, legal, reintegration etc.). Case Management Officers are responsible for coordinating all support and social services required to meet each individual client’s needs and goals, as outlined in their Individual Care Plans.</p> <p>Case Management Officers also provide technical input into developing training modules and conducting training and supervision activities in other Hagar’s projects as required, according to Hagar’s 2023-2025 Strategic plan, Hagar Vietnam annual operational plans, and relevant project work plans. Understanding the need for each Case Management Officer to provide quality capacity</p>	

development and/or supervision inputs, Hagar endeavours to build the capacity of each Case Management Officer to lead and/or support the training inputs being planned.

In addition to case management, the Intake & Case Management Officer is also responsible for Hagar's emergency/hotline to provide those living nationally with the opportunity to receive real-time required information, counselling, crisis intervention and referral services. This responsibility will be shared with other staff during periods of annual leave in consultation with the Case Management Team Leader.

This position requires the person to be willing to work on weekends, holidays, and evenings as required, with time off provided, as outlined in Government of Vietnam labour law and Hagar Vietnam's human resource manual.

3. Important Stakeholders & Relationships:

External	Internal	Membership Committees / Groups
<ul style="list-style-type: none"> • Donors • Government partners • Local authority representatives • Local and international referral partners • Public and private service providers 	<ul style="list-style-type: none"> • Country Director • Senior Management Team • Case Management Team Leader and other Case Management Officers • Psychology Team Leader and other Psychologists • Staff from relevant departments: Project Officer, Finance Officer, Admin Officer, Communications Officer. • CMS focal persons from Hagar International and support offices • Volunteers 	<ul style="list-style-type: none"> • Case Meetings • Program Meetings • Staff Meetings • TIC Core Team • Relevant working groups as agreed with Hagar line management

4. Major Responsibilities of the Job:

1. Provide informational and emergency services to callers to the Emergency/ Hotline 24 hours a day/7 days a week.
2. Conduct client intake for potential clients of Hagar Vietnam in accordance with established protocols.
3. Provide direct case management for clients of Hagar Vietnam
4. Provide training and/or supervision activities within other Hagar's projects, as agreed.
5. Any other activities as assigned and mutually agreed upon.

5. Detail Responsibilities of the Job

Expected End results	Indicators
<p>Major responsibility 1:</p> <p>Provide informational and emergency services to callers to the Emergency/ Hotline 24 hours a day/7 days a week</p>	<ul style="list-style-type: none"> • Ensure 24/7 hour service is provided for all emergency/hotline callers except for times of annual leave, when other arrangements will be made. • Provide emergency support, initial counseling and information for potential clients with consultation and support from Case Management Team Leader, Psychology Team Leader, and other team members.

	<ul style="list-style-type: none"> • Document all calls in appropriate Hagar records, including communication with CMS Officer to manage Vietnam’s Share Folder and CMS database according to set Hagar guidelines.
<p>Major Responsibility 2: Conduct client intake for potential clients of Hagar Vietnam in accordance with established protocols</p>	<ul style="list-style-type: none"> • Conduct initial assessment of potential clients and process client intake according to intake policies, procedures and budget. (The intake process is carried out by a two-pronged approach. Clients can take the initiative and reach out via Hagar’s dedicated hotline, while the Intake Officer also proactively engages with communities to identify those in need.) • Document all initial assessment appropriately on CMS and Hagar Share Folder. • Update client profile accordingly on CMS once a new client enters Hagar’s program. • Work with the Case Management Team Leader, Psychology Team Leader, and other team members to develop Client intake Policies and Procedures. • Collaborate with existing and new partners to identify opportunities for referrals of clients Hagar has identified not having the capacity to support. • Work with government/non-government organizations, media, community groups and other potential sources to raise public awareness about Hagar programs and prioritized program approach.
<p>Major responsibility 3: Provide direct case management for clients of Hagar Vietnam</p>	<ul style="list-style-type: none"> • Facilitate/Coordinate support and social services for clients, according to Hagar International’s Case Management minimum standards and guidelines, supporting their journey towards sustainable recovery by promoting clients’ strengths. These services include but are not limited to: <ul style="list-style-type: none"> - Safe accommodation - Counselling and psychotherapy - Legal aid - Health care - Education - Economic empowerment - Life skills training • Work alongside with the client’s family, school, local authorities, and community to empower their direct support, resource access, and a stronger overall support system. • Work closely with other team members, local authorities and partnering organizations to resolve any difficult issues that arise with Hagar clients in order to support clients effectively. • Ensure all services are delivered following the TIC framework and using the established TIC tools and strategies. • Coordinate and support services from other Hagar departments under The Whole Journey project and from external service providers. • Document and manage case management files in CMS database, ensuring online records are fully up-to-date.

	<ul style="list-style-type: none"> Update regularly, and correctly identifying the inputs, outcomes, and milestones achieved arising from Hagar Vietnam's direct case management actions in the CMS.
<p>Major responsibility 4:</p> <p>Provide training and/or supervision activities within other Hagar's projects, as agreed</p>	<ul style="list-style-type: none"> Be an active member of the Hagar's trainer team. Work with Hagar and other agency project officers to prepare social work/case management training materials, and/or revise them, as required. Provide social work/case management training, as relevant. Provide social work/case management supervision assistance to project beneficiaries, as required. Participate in promoting and strengthening awareness and capacity in TIC, internally and externally.
<p>Major responsibility 5:</p> <p>Any other activities as assigned and mutually agreed upon.</p>	<ul style="list-style-type: none"> Participate in communications and fundraising activities for Hagar Vietnam, as determined by the Country Director and SMT. Prepare reports, input, and documents upon SMT's request. Represent Hagar as an active participant at relevant conferences and forums, as requested. Provide information for developing grant proposal, as requested. Meet with donors and visitors, as requested. Other activities as requested by the Program Manager or Country Director and mutually agreed upon.
<p>6. Position Requirement:</p>	
	Required Or Preferred
<p>Education</p> <ul style="list-style-type: none"> Bachelor Degree in Social Work, Psychology or related field, such as Laws, Public Health, Sociology, and Development Studies. Master's Degree in Social Work, Psychology or related field, such as Laws, Public Health, Sociology, and Development Studies. 	<p>Required</p> <p>Preferred</p>

Knowledge and skills	<ul style="list-style-type: none"> • Proficient knowledge of core social work theories and practice models. • Strong understanding of trauma and resilience, trauma informed care approach and its application in supporting trauma survivors. • Developing knowledge of human rights, child protection, and laws related to gender-based violence and human trafficking. • Ability to navigate crises, solve problems, and make effective decisions under pressure. • Maintain clear boundaries, adhere to professional codes of conduct, and manage personal issues that could affect work. • Maintain professionalism in all situations, including high-stress environments. • Actively prioritize self-care practices for staff well-being. • Thrive in collaboration with diverse teams from both Hagar and partner organizations. • Demonstrate strong time management and stress management skills. • Proficient in MS Office Suite (Word, Excel, PowerPoint), internet navigation, and email communication. 	<p>Required</p>
Language	<ul style="list-style-type: none"> • Fluent in English: speaking, reading, writing, and listening. 	<p>Required</p>
Experience	<ul style="list-style-type: none"> • Experience working with NGOs and supporting vulnerable populations. • Experience providing social work case management, specializing in supporting women and children impacted by human trafficking, domestic violence, and sexual abuse. • Proven ability to provide direct client services and build rapport with individuals in need. • Demonstrated success in working people from a variety of backgrounds (economic, social, cultural, and gender). • Experience collaborating with stakeholders in the social service sector. 	<p>Required</p>
Personal Attributes	<ul style="list-style-type: none"> • Embodies Hagar’s values: Respect, Integrity, Compassion, and Excellence. • Dedicated to social work profession and driven by a strong work ethic. • Unafraid to speak up for social justice and committed to pursuing universal values. • Accepting and considerate of others. • Value each person as a unique individual. • Possess humility, kindness, and a passion for life-long learning. • An action-oriented and creative thinker who responds constructively to direction and feedback. • Maintain good health and well-being. 	<p>Required</p>

7. Core Competencies:

Accountability: We take responsibility for using our resources efficiently, monitoring progress and for being accountable to our clients, our supporters, and partners.

Collaboration: We build strong relationships that inspire trust, respect and effective communication.

Creativity: We embrace innovation, change and new approaches to ensure continuous improvement.

Learning: We pursue excellence by encouraging reflection, continuous learning and professional development.

Quality: We aspire to high goals and strive for the highest quality outcomes and services

8. Signatures

I have read and received the above job description and agree with the duties and responsibilities of this position. This position is available and is limited upon grant funding.

Intake & Case Management Officer
Date

Country Director
Date