Case Management Assistant, Raqqa - Al-Mansurah, Syria

Deadline:
30-11-2026

Contact person:
Fouad Khaznadar

Place of Work:
Raqqa

Under the supervision of the Protection Officer, the Case Management Assistant supports the identification, assessment, referral, and follow-up of vulnerable individuals, including survivors of explosive ordnance incidents and persons with specific protection needs. The role contributes to the delivery of quality protection services by ensuring effective case management processes, access to specialized services, and adherence to humanitarian protection principles and DCA standards.

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Functional Responsibilities
• Conduct identification, assessment, registration, referral, and follow-up of protection and protection cases in accordance with case management standards.
• Develop and maintain accurate case records, documentation, and databases while ensuring confidentiality, informed consent, and data protection compliance.
• Support implementation and monitoring of referral pathways with health, rehabilitation, psychosocial, legal, and protection service providers.
• Contribute to community outreach, awareness activities, and inclusion of persons with disabilities and other vulnerable groups.
• Prepare timely activity reports, case updates, success stories, and monitoring data in line with DCA and donor requirements.
• Apply DCA policies, safeguarding standards, PSEA principles, Child Safeguarding requirements, and humanitarian protection standards, escalating complex or high-risk cases to the Protection Officer when required.

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(Safeguarding) (PSEA) (Child Safeguarding) .

Minimum Required Qualifications & Experience

• Bachelor's degree in Social Work, Psychology, Sociology, Humanitarian Studies, Law, or a related field.
• Minimum 3 years of protection activities, case management, or humanitarian programming.
• Strong documentation, reporting, communication, and case management skills.
• Experience working with persons with disabilities, survivors of explosive ordnance incidents, or other vulnerable populations.

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All interested candidates irrespective of age, gender, race, religion, sexual orientation, abilities or ethnic affiliation are encouraged to apply for the vacancy. DCA conducts an anti-terror check as part of the recruitment process. It is a prerequisite that you can pass this check and maintain this status throughout your employment with us. Everyone applying for a job with DCA must be ready to comply with our Code of Conduct, Staff Policy on Prevention of Sexual Exploitation, Abuse and Harassment and our Child Safeguarding Policy.