

**Position Title:** Education Case Worker  
**Department:** Education Program  
**Compensation Band:** Grade 4  
**Reports to:** Education Project Officer, Education Program  
**Country/Location:** CRS Maadi Office, Egypt

### **Background**

Catholic Relief Services (CRS) works in a wide variety of areas within the humanitarian and development fields, regardless of race, creed, religion, or gender, to advance our mission to assist the poor and vulnerable. Our team reflects this diversity. The CRS Egypt country program began in 1956 at the invitation of Egyptian president Nasser by providing relief assistance to the victims of the Suez War. Over the following few decades, CRS Egypt moved from large-scale food relief to long-term poverty alleviation and development programs.

Currently, CRS Egypt programs in these main areas: education, livelihoods, social cohesion, and emergency response. CRS focuses on safeguarding and on working with local partners across its portfolio. Projects under these programs range from the provision of technical assistance and capacity building to partners, promoting gender transformative behaviors and cohesion and tolerance across groups, educational grants for refugees and assistance to refugee community schools, promoting protection and safeguarding of children, and technical support, start-up funds, and vocational training for refugee and vulnerable Egyptian entrepreneurs.

### **Job Summary:**

The Education Program supports over 70,000 refugee and asylum seeker children with access to basic and higher education opportunities through a financial grant program and improves the quality of education received by students through a variety of complementary educational programs and initiatives to improve the learning outcomes of students. These two components of the annual program require a substantial full-time staff as well as consultant volunteers who assist in project implementation periodically throughout the year.

You will provide support to the day-to-day delivery of responsive, effective, and efficient project activities in support of CRS's mission to serve the poor and vulnerable. You will provide consistent and high-quality service and contribute to the proper stewardship of project resources that help ensure operational effectiveness in support of high-quality programming.

Specifically, the Education Case Worker will handle all meetings with project beneficiaries to provide the needed assistance (technical and financial), then keep record of beneficiary data. Additionally, you will conduct education mentorship meetings with refugee students and will provide support with project activities, such as community meetings, peer support groups and education advising.

### **Job Roles and Responsibilities:**

- Facilitate communication with members of the community through meetings, phone calls, and social media

- Conduct interviews with students to qualify and provide them with grant financial support
- Conduct education mentorship meetings with students to follow up on their academic progress, and assist them with education-related matters
- Prepare transactional documents in support of project implementation and facilitate the coordination of transaction processing
- Compile data, perform data entry, and data verification in relation to project implementation
- Conduct field visits to the schools to check students' attendance and academic performance
- Keep records of beneficiaries' status and progress throughout the lifetime of the project
- Update the Education Program Database on regular basis with relevant field data
- Support compliance with agency and donor MEAL requirements. Provide input to MEAL system design and review discussions.
  - Contribute to simple analyses and reflective discussions on ongoing monitoring data. Contribute initial findings and implementation-based insights to project discussions.
  - Other related duties, as assigned

### **Basic Qualifications:**

#### **Education and Experience**

- Bachelor's degree in international relations or a related field
- One year of experience working in an office environment in a clerical or administrative role, experience with a local or international NGO a plus.
- Experience with word processing, data entry into online databases and forms, and working with various office equipment
- Experience in MS Office package (Excel, Word, PowerPoint) and information management systems; proficient in Word

#### **Personal Skills**

- Good time management skills with ability to work on multiple tasks
- Good relationship management skills and the ability to work closely with local partners and community members
- Proactive, resourceful, solutions-oriented and results-oriented
- Observation, active listening, and analytical skills with the ability to make sound judgments
  - Attention to detail, accuracy, and timeliness in executing assigned responsibilities

**Required Languages:** Excellent command of English and Arabic.

**Travel Required:** Job requires approximately 20% travel to field (defined as outside of Cairo metropolitan area, including Upper and Lower Egypt) to implement and assist partners and follow up on projects. More frequent travel required to sites within Cairo metropolitan area.

#### **Safeguarding Policy**

CRS is committed to safeguarding program participants from exploitation and abuse. The successful candidate is expected to sign and adhere to the CRS Safeguarding Policy and Code of Conduct.

### **Key Working Relationships:**

CRS/Egypt

Case Worker –Education Program

**Supervisory:** None

**Internal:** All CRS Egypt country staff education; specifically, all Education Team members, Education Program Administration Team, and CRS support functions (finance, procurement, IT, HR, and Admin)

**External:** Community Members, Ministry of Education in Egypt, donor representatives and donor Implementing Partners

**Agency REDI Competencies (for all CRS Staff):**

Agency competencies clarify expected behaviors and attitudes for all staff. When demonstrated, they create an engaging workplace, help staff achieve their best, and help CRS achieve agency goals. These are rooted in the mission, values, and guiding principles of CRS and used by each staff member to fulfill his or her responsibilities and achieve the desired results.

- **Personal Accountability** – Consistently takes responsibility for one’s own actions.
- **Acts with Integrity** - Consistently models values aligned with CRS Guiding Principles and mission. Is considered honest.
- **Builds and Maintains Trust** - Shows consistency between words and actions.
- **Collaborates with Others** – Works effectively in intercultural and diverse teams.
- **Open to Learn** – Seeks out experiences that may change perspective or provide an opportunity to learn new things.

\*\*\*Our Catholic identity is at the heart of our mission and operations. Catholic Relief Services carries out the commitment of the Bishops of the United States to assist the poor and vulnerable overseas. We welcome as a part of our staff people of all faiths and secular traditions who share our values and our commitment to serving those in need. CRS’ processes and policies reflect our commitment to protecting children and vulnerable adults from abuse and exploitation.

**Disclaimer:** This job description is not an exhaustive list of the skill, effort, duties, and responsibilities associated with the position.

**CRS's talent acquisition procedures reflect our commitment to protecting children and vulnerable adults from abuse and exploitation.**

**CRS prioritizes candidates who are citizens/ permanent residents of the countries where we have CRS offices.**

**CRS is an Equal Opportunity Employer**