

CRS JOB DESCRIPTION

Job Title: Project Officer – Case Management Unit (contingent upon funding)

Department: Livelihoods Program

Compensation Band: Grade 7

Reports To: Project Manager

Country/Location: CRS Maadi Office, Cairo, 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.

Under the "Pathways to Self-reliance" project, the Livelihoods Program supports vulnerable urban refugees, migrants, and Egyptian host community members in Greater Cairo. The project aims to establish sustained sources of income by integrating vocational training, small enterprise development, business coaching, phased seed grants, private sector engagement, and local market linkages.

Job Summary

The Case Management Project Officer will lead and oversee the day-to-day implementation of the project's protection and case management components. Under the supervision of the Livelihoods Project Manager, the Case Management Project Officer will manage Livelihoods Case Workers, ensure high-quality delivery of individual resiliency plans, and oversee referral pipelines for psychosocial, legal, and protection services. Crucially, the Case Management Project Officer will act as the primary liaison with the Small Enterprise Development (SED) Project Officer to co-manage participant referrals into vocational courses, align individual resiliency needs with technical skill acquisition, and ensure participants successfully resolve core protection risks as they transition into parallel pathways.

Job Responsibilities

- **Unit Leadership and Case Management Oversight:** Manages and supports Livelihoods Case Workers to deliver comprehensive case management services. Supervises beneficiary intake, risk assessments, individual resiliency planning, and ongoing participant tracking.
- **Co-Management of Vocational Course Referrals:** Works in close liaison with the SED Project Officer to co-manage the vocational training component, identifying case management participants in need of technical skills building and facilitating their structured referral to contracted vocational training centers in accordance with their resiliency plans.
- **Referral and Protection Coordination:** Coordinates external referral pathways for specialized protection, legal assistance, psychosocial support, and medical services. Ensures proper follow-up and care coordination with external specialized service providers.

- **Cross-Unit Liaison with SED:** Coordinates directly with the SED Project Officer to establish a synchronized schedule allowing participants to undertake business training while receiving case management support. Reviews participant milestone completions and vocational course results to verify that legal and protection risks are sufficiently mitigated before clearing participants for seed grant disbursements.
- **Quality and Protocol Assurance:** Ensures all case management activities strictly adhere to agency safeguarding guidelines, protection standards, and confidential data management protocols.
- **Team Supervision and Capacity Building:** Conducts regular case review sessions with Case Workers, provides technical coaching, and addresses complex or high-risk cases.
- **Reporting and Monitoring:** Oversees the updates of the Case Management Tracker, compiles monthly progress reports, documents success stories, and participates in reflective learning sessions.
- **Other:** Performs other related supervisory and programmatic duties as assigned.

Monitoring, Evaluation, Accountability and Learning Support

- Monitors case management data collection and database integrity in collaboration with the MEAL team.
- Tracks protection-related indicators and participant progression toward resiliency goals.
- Leads case management reflection discussions to adapt unit practices and inform project learning.

Required Background and Experience

Education and Experience

- Bachelor's degree in Social Work, Psychology, Sociology, Human Rights, International Development, or a related field; Master's degree preferred.
- Three (3) years of professional experience in case management, protection, or social work.
- Demonstrated expertise in managing complex case pathways, risk mitigation, and protection referrals for refugees and vulnerable populations.
- Proven experience liaising across multidisciplinary teams.

Personal Skills

- Strong team leadership, mentorship, and case supervisory skills.
- Excellent negotiation and cross-functional collaboration abilities.
- High analytical, problem-solving, and decision-making capabilities in sensitive contexts.

Required/Desired Foreign Language Excellent command in English and Arabic.

Travel Required Field travel within Greater Cairo estimated at up to 40%

Safeguarding Policy

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

Key Working Relationships

Supervisory: Case Workers

Internal: Project Officers, Administrative Assistant, MEAL Project Officer, Project Manager, Program Manager, and other programmatic support positions.

External: Local and international organizations, service providers, and other local actors.

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.

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 is an Equal Opportunity Employer