

CRS JOB DESCRIPTION

Job Title: Caseworker (contingent upon funding)

Department: Livelihoods Program

Compensation Band: Grade 4

Reports To: Project Officer

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.

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 a protection-first case management approach with technical skills development, small enterprise training, seed grants, market linkages, and business formalization

Job Summary

The Case Worker will assist project implementation by working directly with project applicants, local partners, and community members. The Case Worker will coordinate various project activities in support of Catholic Relief Services' (CRS) work to serve vulnerable refugees, migrants, and host communities. Under the supervision of the Livelihoods Project Officer, the Case Worker will lead the case management pathway targeting vulnerable participants, with a focus on women and individuals facing non-severe protection and legal concerns. The Case Worker will facilitate continuous resiliency planning, refer participants to psychosocial, legal, and vocational services, and ensure a smooth, timely transition into small enterprise development and seed grant pathways.

Job Responsibilities

- Delivers and monitors outreach activities—in collaboration with relevant community-based and local organizations—to engage target populations (including refugees, vulnerable migrants, and host community members). Compiles data, performs data entry, and conducts data verification for target groups, prioritizing women and youth.
- Engages in a collaborative case management process that entails continuous risk assessment, planning, facilitation, care coordination, and evaluation for assigned project participants facing non-severe protection and legal barriers.
- Develops individualized resiliency plans to address beneficiary needs and overcome obstacles to economic participation. Refers participants to targeted psychosocial support, legal aid, and relevant vocational training providers based on their resiliency plans. Acts as a liaison between service providers and participants to monitor attendance and progress.

- Ensures participants complete required case management milestone activities and resolve core legal/protection concerns so they can safely participate in parallel small enterprise training, qualify for phased business seed grants, and engage in coaching.
- Conducts regular follow-up calls, field visits, and individual monitoring to track progress against individual resiliency plans. Maintains up-to-date documentation in the project's Case Management Tracker.
- Highlights urgent protection or implementation issues immediately to the supervisor. Documents participant success stories and contributes implementation insights during periodic reflection sessions.
- Performs other related operational and programmatic duties as assigned.

Monitoring, Evaluation, Accountability and Learning Support

- Collects quality data using MEAL tools on a timely basis using established MEAL tools to track participants case status and pathway transition.
- Manages database to ensure accessibility and reliability of information.
- Communicates key project information and results with community members, colleagues, and stakeholders.
- Contributes to simple data analysis, initial field observations, and reflective discussions to inform project adaptations.

Required Background and Experience

Education and Experience

- Bachelor's degree in Social Work, Psychology, Sociology, Development Studies, or a directly related field.
- Minimum of one (1) year of professional experience in case management or social work, ideally within an international or local NGO serving refugees, asylum seekers, or vulnerable populations.
- Demonstrated experience in intake, individual action/resiliency planning, risk assessment, and tracking referral pathways.
- Experience with word processing, digital data entry into mobile/online databases, and general office equipment.
- Proficiency in MS Office (Excel, Word, PowerPoint).

Personal Skills

- Strong active listening, observation, empathy, and analytical skills to make sound judgment calls in sensitive participant situations.
- Excellent time management skills with the proven ability to balance case management documentation with direct field-based activities.
- Strong interpersonal and relationship-management skills to work effectively with local partners, external service providers, and diverse community members.
- Proactive, resourceful, solutions-oriented, and detail-oriented

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

Travel Required: Field travel within Greater Cairo for beneficiary site visits, service provider coordination, and monitoring, estimated at up to 60% during implementation peaks.

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: Consultants (based on need).

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