

<b>Job title</b>	<i>Case Work Coordinator - Cultural Mediation</i>
<b>Location</b>	<i>Nicosia</i>
<b>Reports To</b>	<i>Executive Manager</i>

### Organization Description

Caritas Cyprus is a non-governmental, charitable organization dedicated to helping those in need. It is part of the global Caritas Internationalis confederation that works in over 200 countries and territories to build a better world especially for the poor and oppressed. It relies on private donations to provide humanitarian, administrative and other support to vulnerable people in Cyprus, including migrants, asylum seekers and refugees.

### Job Description

CCy is currently seeking a **Case Work Coordinator**, with experience in cultural mediation. The Case Work Coordinator will work closely with the Executive Manager, Case Work Advisor and departmental Team Leaders and will be responsible for (1) managing a team of case workers that assist the vulnerable and (2) ensuring smooth and effective communications between the case work team and other departments. They will focus on work with vulnerable groups including migrants. The Case Work Coordinator will be based out of the Caritas Head Office, but spend much of his/her time in the field assisting beneficiaries and accompanying them to appointments.

### Duties and Responsibilities

#### Manage Case Workers

- Manage a team of case workers, with substantive input from the Case Work Advisor
- Distribute assignments from management and operations in an effective and equitable manner
- Monitor individual performance, provide coaching for enhanced effectiveness as well as mentoring for career growth
- Monitor team performance, provide guidance for impact and collaboration

#### Case Work

- Assist beneficiaries who are having difficulty navigating the Cyprus welfare system
- Identify needs and develop case plans
- Advocate on behalf of beneficiaries with Cypriot authorities
- Accompany beneficiaries to appointments when/as necessary
- Coach beneficiaries and refer them to other organizations, as appropriate

#### Community Engagement

- Develop, nurture and maintain relationships with other NGOs and government bodies to foster effective partnerships
- Prepare and submit summaries and lessons learned when attending project or training activities
- Participate in and contribute to Caritas-organized activities and events

#### Admin and Support

- Maintain accurate and timely case notes and records of all expenditures
- Submit all personal documentation in an accurate and timely manner
- Assist with programmatic activities including reporting, monitoring and evaluation

### Qualifications

#### Required

- Degree (advanced preferred) in a social science or related field, and minimum of five-years of work experience in a not-for-profit setting at least two of which were directly supervising staff
- Strong written and oral English and French; Good written and oral Greek; Arabic skills a plus
- Experience and interest working with migrants and/or marginalized populations in Cyprus
- Flexibility and adaptability

- Proficiency with office software including spreadsheets and word processing and comfort with web applications
- Applicants must be able to demonstrate that they are legally eligible to work in Cyprus, hold a valid driver's license and have access to a vehicle, and are fully vaccinated

**Strongly Desired**

- Familiarity with government offices including social services, asylum services, and migration
- Excellent attention to detail, accuracy and quality

**Working Conditions**

This is a full-time position, 40 hours a week. It may occasionally require weekend and evening commitments. Travel using a personal vehicle (mainly in Nicosia) will be required and petrol will be compensated upon submission of proper documentation. Travel to other cities may occasionally be required.

**Salary**

1,450 – 2,300 Euros / month plus 13<sup>th</sup> salary based on level of expertise and experience

**Direct reports**

The Case Work Coordinator reports to the Executive Manager

*To apply:*

*Send an expression of interest and CV to [admin@caritascyprus.org](mailto:admin@caritascyprus.org)*

*Applicants will receive an email confirming receipt of their application. Only those selected for an interview will be contacted again.*

*Deadline: October 16, 2022*