ROLE PROFILE

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| Title | Global Safeguarding and PSHEA Case Adviser – supporting the Regions of the Americas (ROA) and West and Central Africa (WACA) | | |
| Functional Area | People and Culture Department, Global Hub | | |
| Reports to | Global Safeguarding and PSHEA Director | | |
| Location | any country where a Plan International Office is hosted | Travel required  Role dedication | some  Full Time |
| Effective Date |  | Grade | 4 |

role PURPOSE

Plan International is fully committed to creating a safe and inclusive culture that allows children, programme participants, staff, associates and visitors to thrive and feel secure while engaging with Plan International; and supports people to report any concerns and understand and exercise their rights.

We are fully committed to providing a safe, protective and supportive environment for all and promoting their welfare, regardless of gender, ethnicity, sexual orientation and other differences. We promote the active involvement of children and programme participants in their own protection

The Global Safeguarding Unit at Plan International’s Global Hub based in Woking, Surrey UK provides the strategic direction for child and programme participant safeguarding (which includes PSHEA - preventing sexual harassment, exploitation and abuse of children and programme participants) interventions in Plan International.

This includes the implementation of our safeguarding and PSHEA policies, our intersectional approach to safeguarding, and the management of reported policy breaches, incidents and concerns.

This role will significantly focus on case advisory and supporting the case management of all safeguarding and SHEA cases which emerge from our offices in the Regions of the Americas (ROA) and West and Central Africa (WACA) in a professional, sensitive, coordinated and accountable way, and in line with policies and best practice, meeting all deadlines and maintaining strict confidentiality

Dimensions of the Role

**In relation to providing case advisory and case management support to countries in ROA and WACA:**

* Responsible for management of data intelligence and trend analysis of reported safeguarding and PSHEA cases, accurate recording of investigations and outcomes at the Global Hub level
* Will work closely with colleagues in the team, Safeguarding Focal Points, Country Directors, Sun Regional Directors and HR Managers across ROA and WACA on safeguarding and PSHEA reports received to ensure that
  + Case management response, risk management, recommendations and decisions made are timely, appropriate, and survivor centred
  + Country management conduct risk assessments, take decisions on actions needed to address the issue reported and determine the level of escalation required (including to NOs in order to meet donor reporting obligations and the relevant authorities where necessary)
  + Issues are escalated as needed to the Global Safeguarding and PSHEA Director
  + Lessons learnt are identified, documented and shared, ensuring continuous improvement of best practices
* Responsible for ensuring accurate data on cases is maintained, there is follow up on all cases to ensure recommendations have been taken forward and gaps identified addressed, and cases are closed properly with clear and documented outcomes
* Responsible for document control and ensuring that case paperwork is easy to track and find, with agreed storage protocols for historical cases
* Will support or undertake investigations and case management as necessary
* Ensuring investigation reports are well written, clearly document findings and recommendations to close any gaps identified and address the issues in line with the global guidance on the same
* The role reports to the Director of Global Safeguarding and PSHEA
* No budget responsibility or direct reports

**Together with the Safeguarding and PSHEA Case Adviser – supporting the Regions of the Asia and the Pacific (APAC) and Middle East, East and South Africa (MEESA)**

* Ensure that the organisation’s global procedures and processes in place for receiving and managing Safeguarding and PSHEA reports are robust, in line with sector standards, ensure a survivor centered and trauma informed approach and are underpinned by intersectional feminist principles
* Responsible for the production, analysis and reporting on Plan International’s Safeguarding and PSHEA case data, trend analysis, and risk mitigating activities and interventions in a manner which assists the organisation to understand risks and opportunities on the same and provide accountability data to third parties.

Accountabilities

**In relation to providing case advisory and case management support to countries in ROA and WACA**

* Provide quality technical advice and support in responding to safeguarding and SHEA allegations. Depending on the case size and complexity, this may involve working alone or with the Global Safeguarding Technical Advisor supporting ROA/WACA to
  + Provide advice on and/or support incident and investigations management – ensuring these are survivor centred, trauma informed and take into account intersecting vulnerabilities
  + Support country incident risk analysis mitigation plans
  + Support the review country office or partner organisation safeguarding environment and policy implementation
  + Review and comment on administrative investigation plans and reports
* Ensuring escalation of case information to the National Organisation as needed in line with donor reporting requirements
* Undertake the Global Safeguarding Unit’s collation, recording and management of case data of alleged sexual harassment, exploitation and abuse against children, young people and Programme participants
  + Ensuring the ongoing logging and tracking of activities associated with the case.
  + Ensuring collation and recording of case data is robust, transparent and informative in order to support accurate reporting to internal and relevant and appropriate external parties as needed
* Preparation of detailed reports, trend analysis and risk mitigating plans (collating information from case management reports submitted from the countries and the work of the team) on safeguarding and PSHEA cases
* Where investigations are particularly sensitive or above the threshold defined by our organisations’ case management system, support the investigation or identify potential external (to the country or organisation) investigators
* Work with the Global Safeguarding Technical Advisors supporting ROA and WACA to ensure countries are fully conversant on reporting and responding, the use of the organisation’s reporting system (CAMMS), understanding of a survivor centred approach (and limitations). This maybe done via webinars, toolkits and such

**Together with the Safeguarding and PSHEA Case Adviser – supporting the Regions of the Asia and the Pacific (APAC) and Middle East, East and South Africa (MEESA)**

* Production of regular (quarterly, six monthly and annual) reports, trend analysis and risk mitigating plans, and learnings on safeguarding and PSHEA cases for Director sign off to be presented to various internal groups - PII leadership groups (GH and Regional), annual safeguarding reporting. This will be done for the regions each staff is responsible for, ensuring reporting is consistent and aligned. In additions together they will work together to ensure global reports are available
* Ensure the organization’s safeguarding and SHEA reporting and responding guidelines remains robust and fit for purpose (survivor centered and trauma informed) in line with legislation, industry best practice and sector standards

Work with the CAMMS team to ensure the system is fit for purpose, meets our case management and reporting requirements and is updated to include any new fields needed to reflect emerging trends/contexts/reporting obligations etc.

Key relationships

* Director of Global Safeguarding and PSHEA (High)
* Global Safeguarding Unit Colleagues (High)
* Regional Leadership Team (meduim – and only for incident management))
* Regional and Country HRMs (low)
* National Organisation Safeguarding Focal Points (medium to high– and only for incident management)
* Country Office safeguarding focal points (high– and only for incident management)
* Country Directors (medium to high – and only for incident management)
* GH media team (medium – and only for incident management)
* GH legal team (medium – and only for incident management)

Technical expertise, skills and knowledge

**Essential**

* safeguarding and or SHEA case management experience
* Highly analytical/attention to detail
* Good oral and written communication skills including report writing
* Ability to produce high level reports
* Patience, Perseverance, resilience and tenacity
* A good standard of both written and spoken English, and Spanish. French is also highly desirable.
* In-depth understanding of how gender, age, race and other socio-cultural factors intersect and impact on power, privilege and vulnerability.
* Good interpersonal skills with the ability to listen, communicate, negotiate and influence at all levels, taking into account cultural and language differences. and often challenging contexts
* Ability to have difficult conversations and challenge thinking and current norms within the workplace.
* Understanding of Plan International’s values and commitment to promoting safeguarding, PSHEA and equality, including gender and race equality, inclusion and girls’ empowerment extends to associates and external partners.
* Passionate about Safeguarding and PSHEA
* Diplomatic, approachable, culturally and politically sensitive
* Empathetic and resilience as will have to deal with very sensitive issues and be involved in interviewing vulnerable subjects.
* Good time management/organisational skills
* Holds self and others to account to deliver on agreed goals and standards of behaviour.

**Desirable**

* Experience of working within the development or humanitarian sector and/or complex global organisations.

Plan International’s Values in Practice

**We are open and accountable**

* Promotes a culture of openness and transparency, including with sponsors and donors.
* Holds self and others accountable to achieve the highest standards of integrity.
* Consistent and fair in the treatment of people.
* Open about mistakes and keen to learn from them.
* Accountable for ensuring we are a safe organisation for all children, girls & young people

**We strive for lasting impact**

* Articulates a clear purpose for staff and sets high expectations.
* Creates a climate of continuous improvement, open to challenge and new ideas.
* Focuses resources to drive change and maximise long-term impact, responsive to changed priorities or crises.
* Evidence-based and evaluates effectiveness.

**We work well together**

* Seeks constructive outcomes, listens to others, willing to compromise when appropriate.
* Builds constructive relationships across Plan International to support our shared goals.
* Develops trusting and ‘win-win’ relationships with funders, partners and communities.
* Engages and works well with others outside the organization to build a better world for girls and all children.

**We are inclusive and empowering**

* We empower our staff to give their best and develop their potential
* We respect all people, appreciate differences and challenge equality in our programs and our workplace
* We support children, girls and young people to increase their confidence and to change their own lives.

Physical Environment

Typical office environment with some travel to National, Country and/or Regional Offices as required.

Language

The ability to speak and write in Spanish and or French is highly preferable as well as a very strong understanding of and ability to read and write in English

Level of contact with children

Low contact: No contact or very low frequency of interaction