



## Outreach Care Manager

Awareness Against Human Trafficking (HAART) Kenya, non-governmental organisation based in Nairobi dedicated to fighting human trafficking in Eastern Africa. HAART works through a multi-disciplinary approach applying the UN Four P's Strategy to combat trafficking in persons: Prevention, Protection, Prosecution, Policy and Partnership. HAART is one of the key counter-trafficking organizations in Kenya addressing the issue of human trafficking by supporting the people most affected by it and also developing best practices in the movement.

The HAART Outreach Care department focuses on providing trauma informed and victim centred care to victims of trafficking in the communities. The department caters for all victims of trafficking and is the first point of contact of victims of trafficking to the organization. The victims identified receive services based on their individual needs and these services may include but are not limited to legal aid, basic health care, economic empowerment, psycho-social support.

### Job Information

**Location:** Nairobi

**Contract Duration:** 12 months

**Start Date:** 1 December, 2020

**Nationality:** Kenyan

**Working Hours:** 45 hours in a week

**Closing Date for Applications:** 11 Nov 2020 East African time

The Outreach Care Manager will be responsible to direct, oversee and quality-assure all activities of the care management of victims of human trafficking and those at-risk, ensuring they are in line with the organisational policies, procedures and guidelines. The Manager will supervise the case workers and will closely collaborate with the Shelter Manager to ensure a holistic management and implementation of protection principles. Additionally, the Manager will regularly collaborate with all other HAART core departments contributing to the development and execution of organisational program activities.

The Outreach Care Manager will ensure the dignity, respect, and confidentiality of all staff and clients, upholding the HAART's mission, objectives, core values, and guiding principles. The safety, health, and wellbeing of clients and staff are the Manager's primary objectives in addition to the successful budget and administrative management of all related operations.

He/she will be reporting to Deputy Programme Manager.

### Key Duties & Responsibilities

#### Management and Administration:

- Ensure high quality service delivery to the clients is in line with HAART's values and operating principles and all policies and procedures
- Ensure protection projects are implemented in line with donor proposals and requirements
- Ensure holistic application of HAART's best practice manual for assisting Victims of Trafficking
- Lead, direct and motivate Outreach Case Worker team
- Set clear goals and expectations and apply all organisational HR tools while managing the team



- Provide regular training and coaching on protection manuals, guidelines and VCMS tool as well as a structured onboarding process for new team members in order to develop capacity, ownership and full responsibility for case management activities among the team
- Ensure follow monitoring and evaluation procedures
- Ensure safety, health and wellbeing of clients and the staffs by utilizing available resources such as psychological support and security policy
- Ensure that all newly developed case plans for clients are reviewed together with the case worker before any assistance is offered.
- Work in close collaboration with the Shelter Manager on case management involving shelter cases
- Develop and implement VCMS as the major tool and source for data documentation and management of HAARTs' Victims of Trafficking
- Ensure a defined scope and standard of case management is being maintained in VCMS resulting in accurate and up-to-date records
- Oversee day-to-day budget and funds management under multiple grants, including making accurate projections and ensuring efficient spending in accordance with donor requirements
- Submit and reconcile expense reports for petty cash
- Contribute to the attainment of sustainable funding streams for operations through robust strategic planning, budget development, and contributions to donor proposals
- Continuously monitor outreach activities through high-quality monthly reports within assigned timeframes
- Drive people development and learning culture
- Strengthen cross departmental collaboration and overall teamwork, ensuring staff members are aware of project objectives and current work plans
- Drive internal engagement for organisational strategic objectives, mission and values

#### **Coordination, Partnership & Representation:**

- Engage with Deputy Program Manager to drive fundraising activities
- Collaborate and with legal officer on access to justice
- Build and maintain a strong working relationship with government and non-government partners and represent and promote the HAARTs' mission, values, and work
- Ensure the vetting of all potential partners and that clear written agreements are in place
- Participate and contribute to programme management, proactively suggest initiatives and address opportunities for improvement and course correction.
- In collaboration with HAARTs Communication team, participate and contribute to content development for various communication activities and engagements

#### **Essential criteria & qualification:**

- University degree or diploma in social work, law, sociology, psychology, or a related field.
- Experience working with victims of gender-based violence or trafficking in persons for 2+ years
- Leadership experience in managing teams (ideally supervision of case workers) as well as budgets and funds
- Strong belief in human rights and equality and commitment to demonstrate integrity in all aspects
- Excellent interpersonal social skills, diplomacy, and persuasion skills
- Strong ability to work independently, including the ability to multitask, prioritize competing tasks, and manage time effectively
- Excellent communication skills with a high standard of spoken and written English and Kiswahili



- Digital skills, including the use of email and Microsoft Word and Excel
- Ability to work in a stressful setting and adapt quickly to changing environments

All our staff are expected to strive for excellence, collaborate and communicate while ensuring full commitment to integrity.

At HAART we value diversity and we are committed to creating an inclusive environment based on mutual respect for all employees. We do not discriminate on the basis of age, sex, disability status, religion, ethnic origin, colour, race, marital status or other protected characteristics.

**Application process:**

Qualified candidates are invited to send one PDF with your cover letter, CV, and contact information for 2 references to [hr@haartkenya.org](mailto:hr@haartkenya.org) using “**Outreach Care Manager**” as the subject of your e-mail. Only complete applications will be reviewed and short-listed candidates will be contacted.  
NO CALLS PLEASE.