

Case Worker, 1 Raqqa, 1 Der Ezzour (Female Only)- Syria

Blumont is a global organization working with communities in transition as they recover from conflict, return from displacement, and move from a reliance on aid to a more resilient future. Our vision is a world where a community's future is not determined by its circumstances, but by the aspirations of its people. Whether delivering lifesaving humanitarian assistance, building the infrastructure that stabilizes communities, or creating economic opportunities for individuals and businesses, Blumont teams are committed to making a positive difference in peoples' lives.

POSITION SUMMARY:

The Case Worker is responsible for delivering specialized protection case management services to vulnerable individuals and households in areas of return. The role aims to address protection risks, barriers to reintegration, and access to essential services through a structured, survivor-centered, and rights-based case management approach.

Reporting to the Social Counselor, the Case Worker conducts in-depth protection assessments, develops and implements individualized case plans, and ensures systematic follow-up and case closure in line with inter-agency standards and organizational SOPs. The position supports individuals facing protection risks related to displacement, return, family separation, disability, and other vulnerabilities, while coordinating with specialized actors for GBV and other sensitive cases.

The Case Worker works closely with Social Workers, Social Cohesion teams, and external service providers to ensure a holistic response that promotes safety, dignity, and sustainable reintegration. In addition, the role contributes to protection risk analysis, trend identification, and program adaptation by providing anonymized case data and contextual insights. Strong confidentiality practices, ethical conduct, coordination skills, and accountability to affected populations are central to this role, which directly supports GFFO priorities on risk mitigation, protection mainstreaming, and durable solutions in areas of return.

Supervisory level: Social Counselor

KEY AREAS OF ACCOUNTABILITY

Specialized Case Management Activities

- Conduct comprehensive assessments to identify individuals and families at risk of violence, abuse, exploitation, neglect, or other protection concerns, using survivor-centered and rights-based approaches.
- Develop individualized case plans, ensuring follow-up, monitoring, and appropriate adjustments according to evolving needs.
- Facilitate safe and confidential referrals to relevant services, including health, GBV, legal, psychosocial, and livelihoods support and ensure effective coordination with service providers.
- Regularly update service mapping and maintain a functional referral pathway to ensure timely access to support.



- Provide emergency assistance, basic emotional support, and psychological first aid (PFA) for urgent cases.
- Ensure strict adherence to confidentiality, ethical guidelines, information management protocols, and case management SOPs throughout all case handling processes.

Referrals & Coordination

- Facilitate confidential referrals to health, legal, psychosocial, and livelihood services.
- Maintain updated service mapping and referral pathways.
- Coordinate with Social Workers, Protection Officers, and external service providers.

Documentation, Reporting, and Data Protection

- Maintain accurate, secure, and confidential case records, ensuring adherence to data protection and information management standards.
- Submit regular case management and activity reports, capturing key data, trends, challenges, and success stories.
- Contribute to monitoring, evaluation, and learning activities by sharing qualitative and quantitative information on case outcomes and psychosocial impacts.

Capacity Building and Support

- Participate in internal training, workshops, and peer-learning sessions to enhance professional skills and technical knowledge.

QUALIFICATIONS and SKILLS:

- Bachelor's degree in social work, psychology, sociology, or a related field
- Minimum 2 years of experience in protection, case management, or psychosocial support services in humanitarian or social service settings.
- Demonstrated experience delivering PSS activities and supporting diverse groups, including children, adolescents, women, men, older persons, and persons with disabilities.
- Strong knowledge of protection principles, case management standards, referral pathways, and social cohesion approaches.
- Excellent communication, facilitation, and teamwork skills.
- Proficiency in MS Office (MS Excel and MS PowerPoint, in particular).
- Fluency in written and spoken Arabic; working proficiency in written and spoken English is an asset.
- Strong understanding of assessment, planning, referral, and follow-up processes for vulnerable individuals and households.

Travel Requirements:

- The position is based in Raqqa and Deir ez-Zor Governorates and requires frequent travel to field project sites within the two governorates.

Commitment:

Every Blumont team member is expected to carry out their duties in accordance with Blumont's code of business ethics and conduct, core values, and all relevant policies, including anti-harassment, child protection, and Protection from Sexual Exploitation and Abuse policies.



How to Apply

Interested candidates are requested to fill out and attach the most updated Resume to the link below before **23 September 2026**:

LINK: <https://ee-eu.kobotoolbox.org/single/vnIsgCNc>

Blumont is an equal-opportunity employer. Due to the large volume of applications, we receive, we are unable to respond to all applicants, therefore, only qualified shortlisted candidates will be contacted.

Blumont will review the applications on rolling basis and may close the advertisement before the deadline if the ideal candidate was found. One or more similar/different positions maybe filled in this recruitment activity depending on the applicants' qualifications.

Blumont's selection process will include rigorous background checks and all team members will be expected to carry out their duties in accordance with our core values, anti-harassment policy and PSEA policies