

INTERNATIONAL JUSTICE MISSION®

Casework Manager



Job Title:	Casework Manager
Grade & Level:	L4 – G7
Job Type:	Full-time
Reporting Manager:	Director of Operations
Department:	Operations
Office:	Bucharest, Romania
Date:	February 2022

Position Overview:

The Casework Manager is responsible for coordinating all International Justice Mission (IJM) activities in Romania in cases of human trafficking. The position will liaise with respective Romanian and other regional law enforcement bodies including police, prosecution, social services and other statutory bodies combatting human trafficking.

The Casework Manager will develop new best practices for the field level operations team and will guide and manage the team to secure the best outcomes for survivors and to ensure that perpetrators are held accountable. The Casework Manager will support the Romania National Office Security Plan development with support from law enforcement liaison positions, security manager, survivor services and regional teams.

The Casework Manager reports to the Director of Operations and works in close collaboration with IJM counterparts across the globe to further program objectives.

Key Result Areas (KRA):

The success of this role is measured by the following KRAs:

- Provide leadership and supervision to implement and monitor casework projects and to evaluate outcomes.
- Embody Player-Coach Role to lead the team to achieve Justice System Strengthening outcomes and impact.
- Support the application of strategic casework as the primary strategy for all outcomes and impacts related to projects.
- Support and liaise with law enforcement, NGOs and other statutory bodies to increase proactive and reactive anti-human trafficking outcomes and developments.
- Support Romanian Police investigations and operations to enhance arrest plans and successful prosecutions of human traffickers, and increased identification and rescue of trafficking victims.
- More trafficking victims and witnesses remain engaged with police and prosecutors throughout the criminal adjudicative process.
- Support Romanian Police to leverage their relations with the public to increase reports of actionable human trafficking information.
- IJM staff are consistently kept aware of contemporary security threats and risks as necessary.
- IJM operational staff follow and adhere to operational security protocols.
- Building of collaborative relationships with other organizations security leads and focal points.

Roles and Responsibilities:

Networking & Partnerships

1. Work closely with criminal justice system stakeholders to create a unified, trauma-informed, multi-disciplinary, response to human trafficking.
2. Become a reliable and trusted advisor to Romanian Police and other duty bearers (e.g. labor inspectors) and decision-makers. Collaborate with them to determine program direction and share program progress and performance regularly and often to promote transparency and ensure alignment with police strategic objectives and mission priorities.
3. Promote collaboration, coordination and human trafficking criminal information sharing between Romanian Police Central Directorates and County Police Inspectorates and foreign law enforcement.
4. Seek input from police seniors, criminal justice system stakeholders and trafficking survivors to identify police training requirements and process improvement opportunities.
5. Leverage IJM resources to achieve objectives, criminal information sharing and bilateral anti-trafficking investigations for Romanian Police with foreign and international law enforcement partners with shared anti-trafficking interests.
6. Become the vanguard of IJM Romania's overarching objective of seeking justice for the victims of human trafficking through a high-functioning criminal justice system that will protect them and end the impunity of those who would victimize them.

Program Management

1. Assist in the successful implementation of the Romania and European Anti-Trafficking Programs.
2. Ensure active participation in monitoring the progress of projects. Ensure milestones and key performance indicators are documented/met, and necessary iterative strategic measures are taken as needed.
3. Monitor expenditure and costs for projects against the approved project budget as well as BVA spends, under and over with projects.
4. Support Program Management in ensuring timely and quality project reporting, quarterly performance review (QPR) and dashboard reports.
5. Collaborate with M&E to develop tools and processes, including monitoring, data analysis, evaluating and reporting.
6. Ensure accurate and timely data collection of training outcomes.
7. Support the development of training materials and tools and deliver materials to law enforcement agencies and partners.

Leadership

Support the Criminal Justice System to deliver justice efficiently and independently for victims of trafficking in person in Romania.

1. Provide leadership and supervision to implement, monitor, and evaluate casework project outcomes.
2. Focus on providing guidance, direction, swift decision making and resolving conflict in order to build efficient and empowered teams.
3. Through regular meetings and discussions, prioritize collaboration within teams, for successful program implementation.
4. Foster a team mindset and culture in the office and inspire the team to be effective and efficient and to pursue excellence.
5. Support the building and sustaining of strategic relationships with ANITP, DCCO, DIICOT and relevant Romanian and European authorities to facilitate proactive investigations in trafficking cases.

Management

1. Ensure that the operations team adheres to all organizational policies, procedures, and deadlines.
2. Ensure that operations team operates within its budget.
3. Regularly report the progress of justice system strengthening objectives to the Director of Operations using organization templates and timelines.
4. Manage and mentor operations staff, including periodic goal setting, performance review and conflict resolution.

Media and Communications:

1. Build IJM's reputation by being a credible leader, inspiring storyteller, and a government partner to mobilize government action and instill hope into the criminal justice system.
2. Report on significant achievements to support the dissemination of media stories.
3. Ensure adherence to communication guidelines.

Finance:

- a. Manage fiscal resources with utmost integrity and diligence, ensuring a no-fraud environment to achieve project goals.
- b. Ensure team's performance to achieve regular error free, zero fraud accounts.
- c. Collaborate with Project Manager to ensure budget management.

Supervisor:

1. The Casework Manager reports to the Director of Operations.

Education & Experience:

1. Bachelor's degree or master's degree in law, criminal justice, social services, program management or other related field and in-depth understanding of human trafficking.
2. Minimum of 3 years' experience in successfully leading and managing teams of professionals; experience managing international teams and/or cross-cultural teams; and a proven ability to supervise the work of lawyers, social workers, law enforcement and other professionals and managers strongly preferred.
3. Ability to work with government officials including foreign officials.
4. Demonstrated success in working on projects and budgets, working in a cross-cultural environment an advantage.
5. Experience investigating and successfully resolving human trafficking offenses that led to the criminal convictions of the offender(s) is preferred.
6. Spoken and written fluency in Romanian and English required.
7. Fluency in other European languages is a plus.
8. Effective public speaker.
9. Valid Romanian driver's license.
10. Experienced computer-user proficient in Microsoft Word, Outlook, PowerPoint and Excel.

Technical Competencies:

1. Proven ability to plan and conduct criminal investigations and supervise the investigations of others including a victim-centered approach as paramount.
2. Excellent writing, documentation and reporting skills, including the ability to maintain digital records and generate high-quality written reports.
3. Experienced and trained in interviewing victims of crime and child victims of crime and the legal

system in Romania pertaining to the rights and protections of victims of human trafficking.

4. Experience conducting proactive criminal/undercover investigations and operations a bonus but not required.
5. Strategic, analytical, and critical thinking skills.
6. Planning, organizing and multi-tasking skills.
7. Proficiency with Microsoft Office.
8. Ability to use tools for monitoring and evaluation and data analysis.
9. Organized and able to work in a dynamic environment.
10. Ability to work under pressure and strict deadlines.

Non-Technical Competencies:

1. Customer service orientation is essential.
2. Team player and team oriented across multi-disciplinary teams.
3. Demonstrates servant leadership and the values of IJM.
4. High levels of self-motivation and personal initiative.
5. History of building effective intra-organizational alliances/teams.
6. Interest in project development, and ability to thrive as part of a small, flexible team.
7. Creative and energetic problem solver.
8. Extremely high levels of honesty and integrity.
9. Passionate to combat human trafficking, rescue victims and hold offenders accountable

Requirements:

1. Full-time.
2. Ability to travel within Romania and Europe, up to 30% of the time.

Other Duties:

This job description is not designed to cover or contain a comprehensive list of activities, duties or responsibilities for the position. All positions are required to perform any additional tasks assigned by the supervisor.