



## Job Description

<b>Position Title:</b>	Caseworker
<b>Reports To:</b>	Field Office Supervisor
<b>Division :</b>	CWS Africa
<b>Department:</b>	Programs, Field Processing
<b>Team:</b>	Rwanda
<b>Job Location:</b>	Kabarore, Kirehe or Karongi
<b>Grade Level:</b>	Job Grade 4, National

### **Introduction:**

Church World Service (CWS) is a not-for-profit, faith-based organization transforming communities around the globe through just and sustainable solutions to hunger, poverty, displacement and disaster. CWS does not discriminate on the basis of race, color, religion, sex, national origin, gender identity, genetic information, age, disability or veteran status in employment or in the provision of services.

### **Primary Purpose:**

The Caseworker will be responsible for implementing all United States Refugee Admissions Program (USRAP) Field Processing activity at RSC Africa, ensuring that RSC Africa processing priorities and targets are met, that standard operating procedures are strictly followed, and integrity maintained throughout the process.

### **Key Relationships**

#### Internal to CWS

- Senior Case Workers
- Field Office Supervisor
- Field Administrative Officer
- Program Manager-Field
- Senior Program Manager
- Country Representative

#### External

- BPRM Program Officer
- UNHCR
- IOM
- RPC
- Other NGOs
- Resettlement Agencies

#### Working Environment

- Field stations closer to the refugee populations
- Periodic travel within the country
- Office work environment.

### **Core Job Responsibilities**

#### ***Program Administration (40%)***

- Conduct resettlement interviews with refugee applicants, collects biographical information and establishes refugee claims, in a dignified and professional manner.
- Conduct the AOR Screening and Pre-screening interviews, per the daily minimums set by Field Processing Department Management, in a non-confrontational, objective, and dignified manner.
- Assist as needed in preparing for and execution of field office missions. This may include but is not limited to; requisitioning supplies, assisting GSO in preparation, packing of files, contacting interpreters, clean ups, and other tasks as assigned by the Supervisors.

- Assist in various administrative tasks including but not limited to: research, locating files, data entry, and case analysis.

### ***Compliance (35%)***

- Run Quality Check reports to ensure complete and accurate files, as well as identifies and correct processing errors prior to USCIS adjudication.
- Prepare cases for USCIS, including reviewing physical file and START database.
- Assist in Adjudications Circuit Rides, which includes completing post-Adjudication review updating fingerprints, and preparing and distributing decision letters.
- Conduct file reviews in accordance with RSC and USCIS guidelines, paying close attention to detail.
- Achieve and maintains a high-performance standard based on a thorough knowledge of, and adherence to, established Church World Service Resettlement Support Centre (CWS/RSC Africa), Department of State (DOS), United States Citizenship and Immigration Services (USCIS), and Refugee Processing Centre (RPC) policies and procedures regarding current refugee processing eligibility criteria, database, and file management guidelines, the role of US Resettlement Agencies and refugee producing country conditions.

### ***Leadership and Management (15%)***

- Train new staff as required and contributes to the development of Field Processing Department training procedures and their implementation.
- Contribute to the development and updating of processing guides for the Field Processing Department in coordination with Supervisors, Managers and Coordinators.
- Analyse complex cases in consultation with Supervisors in accordance with established policies and procedures, while remaining open to supervisory direction.

### ***Representation/Engagement (5%)***

- Ensure professional representation of CWS/RSC Africa to refugees, partners, the funder, and colleagues.

### ***Additional Responsibilities (5%)***

- Undertake other duties that may be assigned to enhance the quality and efficiency of the administration of the Field Office.
- Any other duties that may be assigned.

### **Qualifications:**

#### **Experience:**

- A Minimum of Four (4) years paid work experience required.
- Casework or previous resettlement/humanitarian experience is preferred.

#### **Skills:**

- Strong verbal and written English language skills.
- Second language is an advantage; Somali, Tigrinya, French, Amharic, Kinyarwanda or Arabic are preferred.
- Demonstrated computer skills, especially Microsoft Word, Excel, Outlook, PowerPoint.
- Strong organizational and time management skills.
- Meticulous attention to detail.

#### **Education & Certifications:**

- Bachelor's Degree is required (or 4 years of work experience in lieu of a bachelor's degree)

#### **Abilities:**

- Manage large and diverse workload under pressure with competing priorities.
- Maintain the integrity of official records.
- Analyze and solve complex problems and make sound decisions.
- Work with minimal supervision.
- Maintain a high-performance standard with attention to detail.
- Work independently and contribute to overall operations of RSC Africa.
- Actively participate in the implementation of the U.S. Refugee Admissions Program (USRAP).

- Accurately type 40 WPM at 96% accuracy.
- Pass the quarterly job knowledge assessments with a score of 80% or higher.

#### Important Requirements:

- Strong English communication skills, both written and oral.
- Ability to work in a multi-cultural environment required.
- Commitment to diversity, equity, and inclusion and willingness to support CWS' Platform on Racial Justice as a CWS employee required.

#### Special Requirements:

- COVID Vaccination is required for all successful candidates.
- The candidate should be in good health, willing and able to travel extensively in often difficult conditions, and have a high degree of flexibility. Must have proof of Yellow Fever vaccination before traveling for RSC Africa.
- This position is based in Kabarore, Kirehe or Karongi in Rwanda.
- This position requires use of laptops at all time, competence in Microsoft office packages is required.
- This position may require travel in sub-Saharan Africa on short notice and under sometimes difficult conditions to meet demands of a dynamic operational program.
- **Background check which includes references, and an educational and criminal check is required before the start of employment for international applicants.**
- A valid passport and the ability to maintain a valid passport throughout the entire appointment is required, which includes having enough passport pages for travel.
- (Internationals - International applicants must be legally eligible to work and obtain a work permit in (Rwanda) OR A valid U.S. passport and the ability to maintain a valid U.S. passport throughout the entire appointment is required, which includes having enough passport pages for travel.
- ***Environmental: Incumbents in this position will be exposed to excessive noise, marked changes in temperature and/or humidity, dust and infectious diseases, harsh weather climates, long work hours, bumpy roads, extended travel, excessive sun exposure, and non-ventilated spaces.***
- The US Embassy rates Rwanda rates as security level 1; incumbents should exercise normal security precaution.
- Full time
- All employees should be prepared to work from the CWS office within their location of hire. Remote work arrangements may vary depending on location and the governing rulings regarding the COVID-19 pandemic.

**Please Note – CWS recruitment is free of charge.**

**Church World Service (CWS) does not charge fees of any kind during the recruitment process (Submission of application, interviews, assessments, trainings, etc.). Any solicitation of funds should be reported to [Fraud@CWSAfrica.org](mailto:Fraud@CWSAfrica.org).**

#### HOW TO APPLY

Send your applications to: <https://local-careers-cwsglobal.icims.com/>

#### DEADLINE

**30 April 2024, 1:40 PM**