



MINISTRY OF SOCIAL DEVELOPMENT & EDUCATION

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TERMS OF REFERENCE FOR GBV CASE MANAGER, ANGUILLA

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1. Background

In the beginning of the COVID-19 pandemic in Anguilla in March 2020, there was a drastic increase in reported Domestic Disputes, as sourced from data by the Royal Anguilla Police Force. The percentage of reported cases increased by 125% during the first month of the pandemic compared with the cases reported in 2019. The numbers may indicate that the COVID-19 lockdown and unexpected loss of employment, increase in family burdens along with the decrease in overall well-being, created a problematic scenario for the safety and security of victims/survivors; with women and children as the most vulnerable.

In reviewing the nature of the relationships for those reporting domestic and gender-based violence in 2020, we see that abuse occurred between an estranged husband and wife, between boyfriends and girlfriends and among parents and children and/or step-parents (uncles/aunts included). Prior to the COVID-19 presence in Anguilla, domestic dispute numbers were in the single digits and the lowest it had been in the last 3 years (2017-2019).

With incidents spiking to double digit rates, it was an occurrence never experienced in Anguilla's recorded statistical history. The Ministry of Social Development and Education, Gender Affairs Anguilla, recognizes the urgency of combatting the incidents of violence and strategically building the capacity of agencies and stakeholders to address GBV throughout the island. A GBV Case Manager will focus on achieving this goal.

2. Objective

The objective of sourcing a GBV Case Manager is to help combat the startling increase in GBV seen in Anguilla during the pandemic. The Manager will also work to prevent further instances of GBV by assisting with capacity building among key actors and agencies island-wide.

The Manager will work to support development of a functional referral network that enhances survivors' ability to receive confidential, safe, and timely services that meets their needs. The GBV Case Manager will also ensure case management and improved quality of health and psychosocial support for survivors of gender-based violence and women and girls in general.

The implementation of basic psychosocial support activities for women and girls at the outreach sites, along with facilitating local partner support including the Mental Health and Psycho-Social Support (MHPSS)/Stop Abuse For Everyone (SAFE) Hotline, national women's organizations, and development of a Women's Resource Centre, is expected. The support of broad and effective communication and public awareness strategies is essential along with reviewing GBV referral and resource systems.

3. Scope of Work

The GBV Case Manager will:

3.1. Work with stakeholders to develop and strengthen referral networks and monitor the implementation of the referral pathway to improve survivors' access to confidential, safe GBV services in a timely manner to meet their needs.

3.2. Facilitate local partner support including the Mental Health and Psycho-Social Support (MHPSS)/Stop Abuse For Everyone (SAFE) Hotline, national women's organizations, and development of a Women's Resource Centre.

3.3. Assist with hotline operations and develop case management forms; ensuring that diverse survivors, including those from underserved areas, can access information about service provision and that action can be taken to facilitate their ability to receive services in a timely fashion.

3.4. Support and assist adult survivors of GBV and age-appropriate specialized support and care for adolescent, male and girl child survivors of GBV, including counseling, group emotional and social support activities and case management in collaboration with Gender Affairs Anguilla and the Department of Social Development. Ensure the emphasis on meeting the needs of survivors of GBV and strengthening support networks among women and girls.

3.5. Ensure proper documentation of reported GBV incidences through utilization of GBV information from service providers including the Royal Anguilla Police Force. Ensure all documentations on reported cases and referrals made are updated, accurate, organized and well maintained by service providers.

3.6. Ensure adherence to GBV guiding principles and the provision of survivor-centered care (respect wishes, decisions of survivors) and follow GBV guiding principles of respect, confidentiality, and safety/security and non-discrimination while providing services.

3.7. In collaboration with Gender Affairs Anguilla, facilitate other GBV response capacity building trainings for referral pathway actors, including: Caring for Child Survivors, GBV referral protocols/principles, guiding principles for working with GBV survivors, Clinical Care of Sexual Assault Survivors.

3.8. Assist with provision and facilitation of GBV trainings for all relevant community actors, including; psychosocial First Aid Volunteers, Community Health Volunteers, women groups, other informal and formal community structures, and any other identified groups on GBV topics, including but not limited to: GBV basic concepts & referral pathways, guiding principles, sexual harassment and exploitation and abuse.

3.9 In consultation with Gender Affairs Anguilla, develop and implement/ share monthly response plan and GBV key messages/issues based on trends to disseminate information on services available and referral pathways.

3.10. Assist with integrated media and social media initiatives to raise awareness of GBV and provide key resources and support to those affected.

4. Monitoring & Reporting

The GBV Case Manager will engage in the following:

4.1. Prepare and submit monthly reports as required and incorporate supervisors' feedback in a timely manner, including information related to survivor non-identifying data, treatment provided, follow up visits, referrals to other service providers and awareness activities conducted etc., as provided.

4.2. Monitor and track relevant GBV information.

4.3. Oversee the utilization of program supplies and resources to ensure efficient use of available resources.

4.4. Ensure tracking of key program indicators and progress through utilization of M&E data collection and indicator tracking tools.

4.5. Participate in the development of spending and work plans to ensure the successful implementation of programs and initiatives.

5. Qualifications

The GBV Case Manager should have the following qualifications:

- Degree in Social Work/Social Sciences/Counseling/Psychology/Health/Women Affairs/Gender Studies or other related field preferred. Degree in similar fields would be an added advantage.
- Counseling and experience working with women and girls in the direct provision of counseling and psychosocial support to survivors of gender based violence with a reputable organization or local women organizations/groups, including experience counseling survivors of abuse or violence.
- Excellent listening and observation skills, including ability to create trust, support, respect and interact with survivors of all ages, background and diversity.
- 2 years' experience in the direct provision of counseling and psychosocial support to survivors of gender based violence. Good facilitation skills and experience required.
- Clear understanding, including demonstrated positive attitudes on gender inequality, and issues surrounding violence against women and girls STRONGLY preferred.
- Ability to maintain confidentiality and respect for clients always is essential.
- Ability to lead, train, supervise, facilitate and motivate other GBV support persons and local partners in their respective tasks in a professional, respectful and supportive manner.
- Positive and professional attitude, able to organize, maintain composure and prioritize work under pressure, work overtime when necessary and can coordinate multiple tasks and maintain attention to detail. Ability to work as a member of a team essential.
- Very good communication skills in English.
- Good knowledge about Microsoft office (excel, word and power point).

6. Duration

The duration of the work is scheduled for an initial period of three (3) months.
