



Job Title:	Safeguarding Manager
Country:	Sierra Leone
Location:	Freetown with up to 50% travel to field location
Contract Duration:	Until 31 December 2018 with opportunity for extension
Start Date:	ASAP
Reports to:	Assistant Country Director - Programmes with a technical line to Global Safeguarding Advisor

General Description

Present in SL since 1998, GOAL currently operates in Western Area Urban (Freetown), Kambia and Kenema Districts, with funding from Irish Aid, Bill & Melinda Gates Foundation and the European Union. In 2019 GOAL will also expand support to include working with District Health Management Teams (DHMTs) on improving delivery of RMNCAH services in Bombali, Koinadugu and Moyamba, in addition to Kambia and Kenema, as part of a consortium implementing a national programme with funding (Saving Lives) from DFID.

In line with GOAL's key commitments, the Safeguarding Manager champions inclusion and more specifically components of protection, gender and age mainstreaming in all projects.

The Safeguarding Manager oversees the implementation of GOAL's safeguarding policies and guidelines, including the Child Protection (CP) Policy, Protection from Sexual Exploitation and Abuse (PSEA) Policy, the Code of Conduct (CoC) and the Whistleblowing Policy, with the aim of creating a working environment free from SEA of children or adults perpetrated by GOAL or its representatives.

The Safeguarding Manager reports to the ACD-Programmes and with a technical reporting line to the Safeguarding Advisor (Global) and works with the in-country Senior Management Team, providing regular reports to the Quality Assurance Coordinator and the Country Director. The Safeguarding Manager represents GOAL in national networks related to child protection and gender in GOAL's interaction with stakeholders of the prevention and response system at the country level, including the police and judicial system.

The Safeguarding Manager aims to:

- **Strengthen safeguarding:** prevent risks of abuse and harm directly or indirectly created by GOAL's presence and coordinate the response to safeguarding cases. The Safeguarding Manager ensures that the GOAL country office has appropriately adapted and implemented GOAL's global policies and procedures related to safeguarding.
- **Ensure that activities and programmes are designed and adapted to consider groups vulnerable because of their age and gender.** The Safeguarding Manager ensures that GOAL's country programmes are aware of the power relations taking place in the systems in which they intervene, and organise adequately to reduce inequality, promote equity and diversity.

General Responsibilities

Support senior managers on the following areas:

- Ensure or arrange for inductions and ongoing capacity building of staff in general safeguarding issues, through formal training, discussion of case studies, refresher sessions, etc.
- Ensure that gender and age are considered in the country's operations and programmes, from a safeguarding perspective (do no harm) and a mainstreaming perspective (consider and adapt). Contribute to a transformative perspective (change of behaviour and power relations) when possible.
- Develops effective networks with external bodies.
- Organises learning and development opportunities for staff.

- Advises on the socio-cultural context and adapts the safeguarding and mainstreaming strategies accordingly.
- Ensures that the safeguarding mechanisms are in place and are subject to continuous monitoring/review. Ensures safeguarding investigation protocols are performed to a high standard and consistently checked for their relevance and standards.
- Work with all departments involved in safeguarding including Internal Audit, Ethics and Compliance, Human Resources and the Managers for CRM, CHS and SBC. Ensure responsibilities for these departments, and for individual senior managers are clearly defined, and incorporated in to performance monitoring tools
- Identify and engage Safeguarding focal points in the field locations and monitor and feed back on their performance to their line manager.
- Actively engage in GOAL's Safeguarding community of practise, which will include attendance and participation in monthly calls, provide input and feedback on tools, resources and processes.
- Support staff to take proactive steps to ensure that all programming activity identifies the potential risks and works to eliminate and mitigate those risks.

Key responsibilities

Prevention (Safeguarding)

- Ensure local compliance with GOAL's Safeguarding Policies and maintain and uphold the highest standards of safeguarding.
- Provide a 1 hour safeguarding induction to all new staff within 30 days of their employment.
- Deliver a 1 day training of staff on safeguarding policies and procedures within the first 3 months of their employment
- Ensure that the HR file has a signed document proven that staff have received a safeguarding induction and one day training. This will be shared with Safeguarding Advisor on a quarterly basis.
- Provide and update yearly a mapping of relevant stakeholders and document the legislation and social norms of the country context and adapt GOAL's policy implementation framework appropriately (under the guidance of the Global Safeguarding Advisor).
- Review and strengthen Safeguarding systems including local reporting procedures with support of Safeguarding Advisor (Global) and CD; conduct risk assessments (every 18 months) within the country office, field office and in partner offices.
- Adapt strategies, projects, tools and training to the context for countering SEA;
- Improve the effectiveness of SEA prevention, detection, mitigation and response in the organisation, working through the countries' Managers, Human Resources teams and Complaint Response Mechanism (CRM) Managers.
- Work with programme managers to ensure that programmes are integrating safeguarding into all activities
- Support Human Resources to include best practices in safeguarding during recruitment, staff management and HR strategy.
- Support HR in the follow up and review of staff who have more contact with children and / or vulnerable adults, and staff who are in position of power.
- Support Human Resources in addressing staff well-being and support as a measure to reduce misconduct and possible abuse.
- Ensure safeguarding is embedded in new proposals and sufficient time and budget is allocated to strengthen safeguarding within programme implementation.
- Oversight of Safeguarding standards at country level:
 - Provide quarterly updates of the country safeguarding KPIs to the CD and Global Safeguarding Advisor
 - Lead the country plan of action on safeguarding.
 - Respond to the internal auditor/ compliance officer on issues relating to the protection checklist.
 - Ensure all projects have an updated risk assessment.
- Oversight of partners and service providers
 - Support implementing partners in their safeguarding policies.
 - Lead the safeguarding risk assessment of each partner and service provider.

- Provide an induction to all partners and service providers on safeguarding

Safe environment to raise and discuss concerns

- Foster a working environment that is non-threatening, safe and actively addressing safeguarding in its processes.
- Create safe spaces where people can ask questions, be listened to and get answers about normal/ abnormal behaviors.
- Provide basic training on active listening and psychological first aid to staff.
- Work with the Global Safeguarding Advisor to research and develop context appropriate innovative approaches to countering SEA and to address barriers to reporting;
- Communicate to staff about experiences and lesson learned on safeguarding.
- Champion beneficiary accountability systems, including CRMs – with an emphasis on ensuring mechanisms are accessible to children and vulnerable people. Work to ensure vulnerable populations, including women and children have knowledge about our Safeguarding Policies and Code of Conduct and have access to the mechanisms
- Network with local authorities competent to respond to a suspicion of abuse.
- Ensure that appropriate records are maintained of SEA cases, suitable for admission in legal proceedings, ensuring data protection and confidentiality.

Response to concerns

- Support GOAL HQ and Freetown senior management in investigations as required and identify locally trained appropriate resources.
- Liaise with local statutory, local and international NGO services and agencies to ensure service mapping and referral pathways are in place.
- Ensure there is support and advice for those who are victims or survivors of abuse
- Work in partnership with authorities or external agencies seeking information to which they are entitled;
- Support external investigation teams when relevant.
- Liaise with local statutory, local and international NGO services agencies to ensure service mapping and referral pathways are in place
- Make appropriate referral to organisations that are mandated to provide emergency and ongoing support to abuse cases, in consultation with the Safeguarding Advisor, where appropriate, without disclosing confidential information (such as the name of the alleged perpetrator).
- Support individuals where appropriate when a referral to local authority is necessary.
- Organise support for all who may be affected by an enquiry (members of staff, partners, etc.);
- Incorporate best practice into risk and control activities;
- Attend all local strategy meetings / discussions held under these procedures. Foster linkages with national and local structures (Ministry of Social Welfare) for strengthened case management and referral

SKILLS & COMPETENCIES:

Job specific:

- Experience conducting context analysis, child protection and gender programming, preferably in an NGO context
- Demonstrable interest in working to prevent SEA.
- Demonstrable understanding of power relations.
- Skilled in identifying and mitigating risks.
- Strong moral integrity.
- Ability to work collaboratively with a wide range of stakeholders.
- Commitment to upholding GOAL's values; demonstrating integrity, diplomacy, professionalism, reliability and resilience
- Ability to quickly build personal rapport, trust, ease of communication and active listening.
- Empathy for the challenges survivors face in reporting and for the pressures an investigation places on stakeholders in general, including the alleged perpetrator and management.

- Commitment to, and knowledge of the Common Humanitarian Standards
- Excellent self-awareness and understanding of the need for self-care, personal strength and resources to face possible hostilities related to its tasks.
- Strong commitment to confidentiality, experience of confidential case management systems

OTHER:

- Able and willing to travel in the field, including at short notice
- Proficiency in local language of the population GOAL serves

REPORTING LINES:

Post holder reports to: Assistant Country Director - Programme and technical reporting line to Global Safeguarding Advisor

Staff reporting to this post: Technical supervision of safeguarding focal point function

*Evidence show that around 90% of perpetrators of sexual exploitation and abuse are men. Disclosing to a male investigator would be a significant barrier to reporting for female survivors. **For this reason female applicants are strongly encouraged to apply.***