



Job Description –Regional Case Management Coordinator

About Project Concern Zambia

Project Concern Zambia (PCZ), is a local Zambian independent organization, established in 2019. PCZ work focuses on strengthening community public health and social protection systems to sustainably support inclusive development, HIV epidemic control, increase access to quality integrated health care and social protection among vulnerable communities, and foster climate resilience. PCZ leverages the existing community ecosystem and collaborates with community-led organizations, the government, and the private sector to serve targeted vulnerable communities and populations. Currently, PCZ is reaching over 100,000 vulnerable children, adolescents, and caregivers in over 200 communities in Central, Muchinga, Northern, Southern, and Western Provinces of Zambia. Current donors include the United States Agency for International Development (USAID)/President's Emergency Fund for AIDS Relief (PEPFAR), Churches association of Zambia (CHAZ)/Global Fund, and American Private Foundations.

PCZ seeks to recruit five (5) Regional Case Management Coordinators to be based in Mbala, Kasama, Nakonde, Chinsali, and Mpika

Job Summary

The Regional Case Management Coordinator (RCMC) will be responsible for coordinating and supervising district level community led monitoring (CLM) for malaria; integrated community-based disease surveillance and reporting; and integrated Orphans and Vulnerable Children (OVC) Comprehensive services using the Empowered Children and Adolescents Program (ECAP) case management model. The RCMC will closely collaborate with Government community and district level health and social service structures such as District Health Office, Departments of Social Welfare and Community Development, District Development Coordinating Committees (DDCC), primary health care (PHC) facilities, Neighborhood health Committees (NHCs) and community welfare assistant committees to ensure alignment of project activities to Government plans and policies, ensure government and community-buy in and project sustainability.

Specific Responsibilities

- Responsible for mobilizing project communities to be at the core of CLM for malaria and ensure the capacity of communities is strengthened to own and lead the CLM program
- In collaboration with the PCZ strategic Information (SI) unit, PHC facilities, and NHCs, strategically support project communities at baseline and regularly thereafter, to define the malaria indicators that will guide data collection, and map community sites that will be prioritized for CLM for malaria
- Coordinate and support the adaptation of user-friendly data collection, analysis, and action planning tools, and help to strengthen the capacity of project communities in CLM data collection, analysis, and data usage for decision-making and to guide action, advocacy, and resource mobilization
- Responsible for identifying and utilizing effective community structures for community dialogues to use CLM data to promote community responses to underperformance in



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malaria service delivery and allow communities to hold responsible service providers and policy makers accountable

- Collaborate with the PCZ communications team to strengthen the capacity of communities to document desired changes through methodologies such as case studies and stories to share with national programs, donors, and shared back with communities through integrated feedback loops
- Participate in Government planning at district level and drive CLM for malaria data usage for program improvement, decision making, and influencing policy change
- Participate in the establishment of community-based disease surveillance structures and be responsible for coordinating and supervising the effective and efficient operation of the structures in project districts
- Coordinate and ensure the effective orientation of project community-based volunteers (CBVs)/Case Workers and Strategic Information Officers (SIOs) on identification and reporting of diseases and conditions at community level on nationally approved integrated disease surveillance response (IDSR) guidelines
- Coordinate effective and timely reporting of suspected cases and maintenance of tally sheets at the community level
- Coordinate with PHC staff and NHC members, timely reporting of cases, timely investigation and confirmation of suspected disease outbreaks or public health events in project communities and across border communities
- Together with the ECAP+ Program Manager and Health and Social Linkage technical officers, develop a district wide OVC case management system based on the ECAP model, identify, and train case workers/CBVs to deploy OVC case management services at facility and community levels
- Coordinate and supervise the effective delivery of OVC case management services in line with ECAP standard operating procedures (SOPs) and guidelines and collaborate with the community health and social service workforce to ensure person-and family-centered comprehensive services are provided to vulnerable children and adolescents (VCA) and their caregivers
- Participate in the establishment of effective and efficient bi-directional referral systems between the project and Government/Private Sector-supported health and social services
- As part of CLM and in collaboration with SIOs, coordinate the collection of automated point of care (POC) quality OVC case management data, data analysis, and timely usage of data for decision making
- Responsible for tracking, documenting and reporting program challenges and best practices through program reports, case studies, and stories,
- Participate in DDCC meetings and ensure the project OVC case management programs are aligned to district development plans and policies and are well coordinated with similar district programs, public and private sector resources

Qualifications and experience

- Degree or Diploma in public health, social work, nursing, clinical management or any health- or social science-related field



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- At least one-year experience in HIV/AIDS community-based case management, OVC para social work, DREAMS case management, or CLM of HIV, Tuberculosis (TB), or malaria
- Prior experience in community development and community engagement using evidence-based community participatory methodologies will be an added advantage
- Prior experience working with PHC facilities and with Government social protection and livelihood programs to support comprehensive delivery of community-led public health and social protection programs for vulnerable households
- Experience in supervising field teams such as CBVs or case workers
- Adolescent Girls and Young Women who are DREAMS Program graduates are encouraged to apply
- Willing to travel extensively within the district
- Good communication and interpersonal skills
- Computer skills in basic applications such as MS work and MS Excel

Personal Attributes:

- Proactive and demonstrated ability to work with little supervision
- Able to maintain confidentiality
- Good communication skills
- Able to work with minimum supervision
- Integrity