

FAMILY PLANNING ASSOCIATION OF TRINIDAD & TOBAGO**Job Description****Job title: Project Support Officer (PSO)****Work Location: Port of Spain****Division/Department: Programmes Unit****Reports to: Project Officer**

- ☐ Full-time
- ☐ Part-time
- ☐ Contract

- ☐ Sessional
- ☐ Regular
- ☐ Unionized

Job Summary:

The Project Support Officer (PSO) will be part of the case management team and will report directly to the Project Officer (PO). The role focuses on providing support to individual beneficiary cases across various projects, with a primary focus on the UNHCR project, and a secondary focus on supporting other organizational projects. The PSO will help ensure beneficiaries receive appropriate services while working under the guidance of the Project Officer, who is responsible for overall team Coordination. Additionally, the PSO will monitor the progress of assigned cases toward achieving overall project goals, producing monthly reports that highlight successes and identify potential risks.

- Perform related duties as assigned by supervisor
- Maintain compliance with all company policies and procedures

Key Role & Responsibilities:

- **Case Management Support:**
 - **Individual Case Support:** Provide direct support for managing individual beneficiary cases across various projects, with a primary focus on the UNHCR project. This includes assisting in the execution of need assessments, creating case plans, and ensuring follow-ups in line with project guidelines.
 - **Collaboration:** Work closely with the colleagues and the PO to ensure alignment with the overall project goals for case management activities. Support the tracking of individual beneficiary progress toward the targets set for the team.
 - **Coordination:** Coordinate with project staff, including healthcare providers and partner agencies, to ensure that individual beneficiaries receive appropriate services and follow-through.
 - **Documentation:** Ensure accurate and timely documentation of individual beneficiary cases, including assessments, case plans, and follow-ups, in accordance with project requirements. Maintain up-to-date records as cases evolve and provide the PO with monthly reports on the progress of project implementation.
- **Outreach Support:**
 - **Outreach Activities:** Assist with the planning and coordination of outreach activities, inclusive of the UNHCR project, to raise awareness of services and engage with target communities. Support outreach teams in identifying beneficiaries and ensuring services are accessible.
 - **Community Engagement:** Facilitate engagement with local communities, refugee and/or asylum seeker populations, and stakeholders, ensuring that beneficiaries are informed about available services and encouraging their participation in the project.
 - **Data Collection:** Support the systematic collection of data related to outreach activities, ensuring accurate record-keeping to monitor progress and evaluate outcomes.
- **Project Monitoring & Reporting:**

- **Monitoring Individual Progress:** Support the monitoring of progress towards individual targets set for the team. Ensure that individual cases are moving forward according to project timelines and that any challenges are communicated to the PO.
- **Reporting:** Assist in preparing regular updates and progress reports, focusing on the status of individual beneficiary cases and outreach activities. Ensure that the information is kept up to date and relevant as per the Monitoring and Evaluation plan.
- **Quality Assurance:** Help ensure that individual case management and outreach activities comply with established standards and project requirements.
- **General Project Support:**
 - Supports in preparing, finetuning and updating individual project work plans for assigned cases.
 - Supports the coordination of projects and sub-projects by monitoring progress, tracking budget adherence and reporting on issues as they arise, ensuring the project timelines and resources are effectively managed.
- **Communication:**
 - **External Communication:** Ensure that materials used in outreach and project meets the required standards of FPATT and relevant donors.
 - **Beneficiary Communication:** Serve as the main point of contact for UNHCR project beneficiaries, assessing their needs through relevant questions and providing guidance to determine the appropriate support in line with project guidelines.
 - **Liaison and Relationship Building:** Maintain regular communication according to established procedures to ensure timely and accurate dissemination of information, while building and maintaining relationships with beneficiaries and external stakeholders for effective information exchange.
 - **Internal Communication:** Establish and maintain clear communication channels to ensure that information is shared accurately and efficiently across teams. Ensure that messages communicated internally are consistent with external communications and aligned with project objectives.

Education and/or Work Experience Requirements:

Education:

- A bachelor's degree or an associate degree in social work, psychology, public health, or a related field is preferred. Relevant work experience may also be considered in lieu of formal education.

Experience:

- A minimum of 1 year of experience in case management, social work, or related fields, particularly with refugees or vulnerable populations, is preferred.
- Prior experience in directly managing cases for beneficiaries is advantageous.
- Experience in outreach, community engagement, or collaboration with humanitarian organizations is a plus.
- Spanish language skills (both written and spoken) are highly desirable and will be considered an asset in the role.

Skills:

- Strong ability to provide effective case management for individual beneficiaries.
- Excellent communication, interpersonal, and organizational skills.
- Ability to handle multiple tasks efficiently in a dynamic, fast-paced environment.
- In-depth knowledge of refugee rights, protection issues, and family planning services.
- Proficiency in MS Office (Excel, Word, PowerPoint) and case management software.
- Fluency in English (written and spoken) is required.
- Fluency in Spanish (written and spoken) is highly valued.

Personal Attributes:

- Compassionate, empathetic, and committed to supporting vulnerable populations.
- Strong sense of confidentiality, professional ethics, and trust-building.
- Flexible and adaptable, with the ability to perform under pressure and meet project deadlines.
- Proactive, solution-oriented, and capable of working both independently and as part of a team.
- Ability to work with diverse populations, in office and in communities (Trinidad & Tobago)

Physical Requirements:

- Ability to safely and successfully perform the essential job functions including meeting qualitative and/or quantitative productivity standards.
- Ability to maintain regular, punctual attendance consistent with organizational standards
- Must be able to talk, listen and speak clearly and professionally
- Flexibility to work both in-office and in the field as required by project needs, ensuring adaptability to various work environments.

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