

# Jesuit Refugee Service Asia Pacific

## Job Description

<b>Position:</b>	Stakeholder Engagement & Case Officer
<b>Project:</b>	JRS Cambodia
<b>Location:</b>	Phnom Penh, Cambodia
<b>Reports to:</b>	Project Director
<b>Contract duration:</b>	8 months (extendable)

### ORGANISATIONAL CONTEXT

The Jesuit Refugee Service (JRS) is an international non-governmental organisation with a mission to accompany, serve, and advocate for the rights of refugees and forcibly displaced people. The organisation was founded in November 1980 and has a presence in over 50 countries. JRS undertakes services at national and regional levels with the support and guidance of an international office in Rome. The style of JRS service is human and spiritual, working in situations of greatest need, seeking the long-term wellbeing of refugees and displaced persons, while not neglecting their immediate or urgent needs. JRS offers opportunities to a wide variety of staff, local and international, while maintaining a realistic and localised scheme of salary/stipend, insurance, etc.

### OPERATIONAL CONTEXT

Cambodia is a UN Refugee Convention signatory. Although it has developed a national legal framework to address asylum protection concerns, the implementation of the legal framework requires support from various stakeholders so that urban refugees have access to basic services. In this context, the role of the JRS Cambodia team is accompanying urban refugees and other forcibly displaced persons so that they have improved protection and increased access to education opportunities, health assistance and other humanitarian support.

### OVERALL POSITION PURPOSE

The Stakeholder Engagement & Case Officer is responsible for providing support and assistance in the implementation of Education, Protection, Emergency Assistance for Refugees, Asylum Seekers and Stateless Persons in Cambodia, under the supervision of the JRS Project Director.

### JRS Cambodia Project

The main activities under the project are towards the social, legal and economic well-being of refugees, asylum seekers and stateless persons. In certain circumstances, recognised refugees are provided with limited financial assistance through case management process. Ultimately, the project seeks to find durable solutions for the served people, and it needs collaboration among individuals, organisations and governmental agencies with the same goal.

## **Responsibilities:**

### **Case Management**

- Conduct interviews, need assessments, and home visits to identify and screen vulnerable individuals and families for intensive casework and financial assistance.
- Provide accompaniment and facilitate meetings and negotiations on behalf of the served people so that they have a decent living.
- Maintain detailed case files and progress reports, while ensuring emergency situations are promptly referred for psychosocial or directorial intervention.
- Work closely with the Project Director to develop intervention strategies and share case management expertise with the wider team to improve service delivery.

### **Stakeholder Engagement**

- Map relevant stakeholders and establish referral mechanism for the needs that are beyond JRS capacity.
- Maintain relationship with the stakeholders, together with the Project Director.
- Identify and implement avenues for advocacy for the served people, in collaboration with committed organisations.
- Facilitate sessions to deliver information needed by the served people.

### **Communication/Reporting**

- To communicate regularly with the Project Director, reporting on all major issues and developments in the field.
- To participate in regular team meetings and submit regular reports to the Project Director as required.
- To maintain a supportive and professional relationship with clients, avoiding emotional involvement and focusing on approach of empowerment.
- To carry out casework in accordance with the priorities set out in the project proposal and organizational policies.
- To abide by JRS Personnel Policy and Standards for staff.
- To maintain positive communication with team members.

### **Qualifications & Experience:**

- Fluent in Khmer and English.
- Minimum bachelor's degree in law, human rights, or related professional field.
- Experience with NGOs for at least 3 years and if any experiences in asylum seeker, refugee-related issues are an advantage.
- Experience in social work, case assessment, or case management is desirable.
- Decision making skills, service-minded, patient, and self-motivated.
- Strong analytical and problem-solving skills.
- Good planning and organizational skills with the ability to think and act strategically
- Understanding of and empathy with asylum seekers, refugee problems.
- Ability to work successfully in a multi-cultural with limited resources and challenging environments.
- Computer literacy, being able to use Word, Excel, and Power Point programs and related programs for social work.
- Strong interpersonal skills with good communication, managerial and diplomatic skills.

## How to apply

Conditions:

- JRS offers a localized salary and benefits. Details will be discussed with short-listed candidates.
- Interested candidates must send their curriculum vitae (including three references) and a motivation letter to [recruit.jrsapr@gmail.com](mailto:recruit.jrsapr@gmail.com)
- JRS advocates equal opportunity and promotes a diversified and inspiring working environment. Therefore, qualified candidates of ethnic minorities and women are strongly encouraged to apply.
- JRS endeavours to ensure that all its employees, consultants, volunteers and interns agree to keep children and vulnerable adults safe from harm. It also requires that they speak out against incidences of sexual abuse and exploitation within the organization. The successful applicant for this role will be required to read, understand and sign the JRS Code of Conduct, the JRS Child Safeguarding Policy, and a Self-Declaration Form in line with the above.
- Applications close on **20 April 2026**. Interviews will be conducted on a rolling basis. Only shortlisted candidates will be contacted.