

# Safeguarding Project Coordinator

Location: [Europe & the Middle East] [Albania]

Town/City: Il floor

Category: Child Development

Job Type: Fixed term, Full-time

**\*Please submit your CV in English.**

## **PURPOSE OF POSITION:**

The Project Coordinator will provide essential technical support and coordination to the global Safeguarding Unit. This includes daily monitoring and regular analysis of Safeguarding Incident reports, analysis of data and trends reporting to senior executives on Safeguarding incidents and response, analysis of Safeguarding Update Reports from over 90 WV offices, managing extremely confidential information and coordinating high organizational risk crisis management responses, technical management and support of online safeguarding platform systems (Ethics Point, Safeguarding Update Reporter, GC Staff Online Training Course), and supervising and training of periodic temporary employees for safeguarding tasks.

## **KEY RESPONSIBILITIES:**

### ***Confidential information handled, analysed, reported for Safeguarding Unit:***

- Confidentially review and analyse all Safeguarding Incident case information reported on Ethics Point data for Semi-annual Safeguarding Update to global senior executives. Help identify historic trends and emerging areas of organisational risk.
- Review an average of 1,500-2,000 L1 CP incidents per year from communities where WV serves, and ensure accurate demographic details in support of Safeguarding Standards.
- Support Safeguarding Director in coordinating global Child Protection Incident Management Team updates and meetings with Legal, P&C and Communications stakeholder at Global Center (GC), regional and national levels. Provide timely and accurate updates, case information and meeting minutes, and ensure case file on Ethics Point updated and complete.

- Influence and inform management decisions based on trend analysis for Child and Adult Beneficiary Safeguarding risk area.
- Compile and conduct quality assurance on Safeguarding Update Reports from 90+ Partnership entities, and compile GNOD ratings for 60+ Field Offices.
- Manage confidential and sensitive case information for Adult Beneficiary Abuse Incidents and Child Protection Level 3 and 2 incidents (access to briefings, correspondence, and evidence) on a need-to-know basis to support timely investigations and follow-up actions.
- Support Knowledge Management needs of Safeguarding Unit and its partner focal points across Support Offices (SOs), Regional Offices (ROs), and Field Offices (FOs).

***Technical Management of online Safeguarding Systems (Ethics Point, CP Update Reporter, GC Staff Online Training Course, wvcentral Safeguarding Site):***

- Provide technical management and troubleshooting for 7 CP Regional Advisors (TSO and RO staff), 65+ NO CP Leads and case reporters on Ethics Point, including compiling reports, onboarding new users and creating backend access credentials.
- Provide occasional support to Support Office users.
- Lead technical management of Child Protection Update Reporter platform and tool and liaise with vendor. Oversee billing and payments of vendor and periodic site visits.
- Liaise with Enterprise Risk Management Project Manager to update and add new primary issue subcategories and incident tiers, and promptly resolve glitches found in IIM system.
- Provide technical support to Safeguarding Standards Online training users in eCampus to ensure GC compliance with Child Protection and Safeguarding Standards. Support other Safeguarding training on eCampus, including Field-facing modules and Digital Child Safeguarding training.
- Track completion of online Safeguarding Standards training course for current and new GC employees. Provide access to Regional and Support Office staff as requested.
- Maintain up to date contact lists, including Safeguarding email groups, regional contacts list, Safeguarding focal point contact list, and emergency contact info for global Incident Management group.
- Schedule priority training and briefing WebExs for stakeholders across SO, FO, and ROs.
- Manage WV Central COP site including guidance documents, training, updates.

**KNOWLEDGE, SKILLS & ABILITIES:**

- Bachelor's degree.
- Very strong verbal and written communication skills in English.
- High degree of proficiency in using email, MSWord, Excel, PowerPoint, and Adobe Professional.
- Prior work experience in a World Vision office strongly preferred, and familiarity with World Vision's global structure, ministries, systems, and processes.
- Proven ability to learn new software and IT platforms and coach others on use.
- Positive, can-do attitude with strong inclination towards team work and serving others.
- Cross-cultural relations skills.
- Solutions oriented, highly organized, focused and able to set and balance multiple priorities.
- Substantial experience in most or all of the key tasks required in the role.
- Demonstrated ability to solve problems constructively and efficiently.
- Prior experience working in a large, complex organisation and/or handling sensitive, confidential information on the job.

***Preferred:***

- Familiarity with child protection issues, the UN Convention on the Rights of the Child and the field of child protection.
- Understanding of WV's global ministry.
- Child and/or adult beneficiary Safeguarding technical knowledge, combined with critical thinking skills to relate work performed to broader business context.
- Knowledge Management skills.

***Work Environment/Travel:***

- Ability and willingness to work flexible hours where necessary to accommodate any time differences between self and supervisor/other colleagues.
- Working from home is optional in all cases, but may be necessary in those cases where no suitable office space is available locally.
- Ability and willingness to travel domestically and internationally up to 10% of the time.