

TERMS OF REFERENCE

Case Manager

Institutionalizing Gender Based Violence Response in Nepal (P180665)

PIU Tilotama Municipality



1. Background:

Gender-Based Violence (GBV) is a critical human rights, social and protection issue that extremely affects women and girls. The Government of Nepal has adopted a zero-tolerance policy to address GBV, and has laws and policies aimed at addressing GBV issues, including the Domestic Violence Act, and GESI Policy at federal, provincial and local levels. The Local Government Operation Act 2074 BS, mandates local levels to prevent and address GBV. Accordingly, the local level entails the responsibility to review and monitor programs against GBV and to provide necessary services, including referral, protection, counseling services, and legal assistance to GBV survivors.

In this context, the Ministry of Women, Children, and Senior Citizens (MoWCSC), with support from a World Bank-funded initiative, is implementing the *Institutionalizing Gender-Based Violence Response in Nepal (IGBVRN)* project. This project aims to enhance access to multi-sectoral GBV response services for women and girls across six local governments (Ramgram and Tilotama in Lumbini Province; and Urlabari, Mechinagar, Dhankuta, and Bhotkhola in Koshi Province) and strengthen comprehensive, survivor-centered GBV response systems particularly in the health, legal, psychosocial, and referral service sectors. The project focuses on improving service delivery, building institutional capacities, and addressing behavioral change among first responders to ensure that GBV survivors receive timely, ethical, and coordinated support. A dedicated Case Manager will play a crucial role in these efforts, serving as the primary point of contact for survivors, coordinating appropriate support services, and upholding/overseeing principles of confidentiality, dignity, and respect throughout the response process.

2. Objective:

- To provide confidential, survivor-centered case management services to individuals affected by GBV.



- To provide strategic and operational leadership to the case management team.

3. Job responsibilities

- Conduct assessments to understand the urgency of each case, including risk of harm or further violence and maintain thorough documentation.
- Develop case action plans in collaboration with survivors, prioritizing their safety, dignity, and informed consent, and support the development of care plan for survivor.
- Coordinate with OCMC, health service, psychosocial, legal, security and interim/ long term shelter providers for need base referral support.
- Maintain updated service mapping and ensure appropriate, confidential referrals to health, psychosocial, legal, shelter, and other relevant services.
- Liaise with service providers, PIU, Safe space, mobile clinic and other project support mechanism to strengthen coordinated care, and ensure survivors receive comprehensive survivor-centered support.
- Ensure compliance with ethical standards to maintain accurate, confidential case records in line with data protection requirements and GBV data management system.
- Contribute to case data analysis and reporting as required by the project and PIU.
- Supervise and mentor to Case Workers and Psychosocial Counsellors in their day-to-day activities, including to provide timely and effective support to GBV survivor and ensure safe documentation and accurate data management.
- Support the development and dissemination of IEC (Information, Education, Communication) materials.
- Adhere to the principles of respect, safety, confidentiality, non-discrimination, and do no harm.
- Ensure survivor's informed consent for all actions and referrals.
- Contribute to the formulation of SOP/guidelines, referral mechanisms, and other relevant protocols.

4. Qualification and work experience

- Bachelor's degree in Social Science, Gender Studies, Law, Psychology, Public Health, or related field.



- Preferably 5 years of general experience, with at least 2 years of specific experience in GBV case management or protection services. Must demonstrate ability to manage a caseload and work independently.
- Experience working within multi-sectoral GBV response systems, including coordination with health/legal/psychosocial/ shelter service providers preferred.
- Excellent interpersonal, communication, and documentation skills, including GBV data management. Prior experience working on donor-funded project/ World Bank project, is preferred.
- Prior involvement in capacity building or training frontline workers (e.g., health staff, police, paralegals) on GBV case handling is a strong asset.
- Prior experience in supervising a team.
- Proficiency in local language(s); English proficiency is preferred.

5. Duration and Location

The consulting services will span a period of 24 person-months, with an intermittent inputs of 20 months. The initial engagement period will be for 5 months, tentatively from 13 February 2026 to July 16, 2026. Any extension beyond July 16, 2026 will be subject to the project being extended beyond its current closing date of July 31, 2026. Should the project not be extended, the contract will automatically terminate at the end of the initial engagement period of June 15, 2026. The commencement date will be confirmed through the Notice to Proceed (NTP). If the NTP specifies a different commencement date from the one outlined in the agreement, the NTP date will take precedence.

Duty station shall be the office of Project Implementation Unit (PIU) Tillotama Municipality, and any other station within the municipality/rural municipality as designated by the PIU. The Case Manager is required to undertake field visits at regular interval.

6. Reporting and Documentation:

The Case Manager will report to PIU focal person in coordination with GBV Specialist and responsible as following:

- Prepare monthly, quarterly and annual progress reports.



- Case documentation and reports.

7. Expected key achievements

- Successfully managed and resolved a high number of GBV cases while ensuring confidentiality and survivor-centered care.
- Facilitated timely medical, legal, and psychosocial support for all survivors under case management.
- Produced accurate and timely case reports and data analysis to inform program improvements.
- Strengthened multi-sectoral coordination through active engagement with local authorities and partner organizations.