INTERNATIONAL JUSTICE MISSION®

Survivor Services Specialist

IJM

Who We Are

International Justice Mission (IJM) is the global leader in protecting vulnerable people from violence around the world. IJM has implemented a collaborative approach to combating violence against those vulnerable for the last 23 years in 30 countries around the world, including Africa, Asia, Europe, North and South America, collecting international best practices in tackling human trafficking. The capacity building model of criminal justice system transformation implemented by IJM includes individual support for survivors, support for government initiatives and jointly proposing policy changes to strengthen criminal justice systems (CJS) to respond effectively to human trafficking.

IJM's European Anti-Trafficking Program (EATP) is working to combat cross-border trafficking in Europe, focusing on key routes of trafficking from Eastern Europe to Western Europe. The EATP is working to strengthen cross-border collaboration between law enforcement agencies to ensure a full continuum of care for victims. Based in Romania, IJM's EATP is expanding operations to Poland to scale protections for victims who are trafficked from and through Poland.

Position Overview:

In connection with the opening of our new office in Warsaw, we are looking for a dedicated Survivor Services Specialist. They will be responsible for leading IJM Poland's Survivor Services Department and developing and managing partnerships with other NGOs who provide social services including shelter services to survivors of trafficking. The Survivor Services Specialist will develop and implement IJM's strategy for social service provision for survivors of Trafficking in Human Beings (THB).This role will build strategic partnerships with national, regional, and community-level social welfare officers, safe shelters, and other civil society organizations that provide social services to ensure the protection, recovery, and empowerment of survivors of THB toward safe reintegration.

This position will contribute to the implementation of a multi-year project achieving various objectives in support of the larger goal to combat THB across Poland and Europe. This position requires travel within Poland and some international travel.

This position reports to IJM's Director of Operations for Poland.

This position is based in Warsaw, Poland and is available to be hybrid (onsite Tuesdays, Wednesdays and Thursdays) and remote Monday and Friday.

Key Result Areas (KRA):

The success of this role is measured by the following KRAs:

1. **Trauma-Informed Case Management**: Ensure that survivors of THB are protected by the justice system and empowered to restoration through trauma-informed, multi-disciplinary case management processes.
2. **Providing mentorship and training**: making sure that government, shelter and civil society partners are well trained in multi-disciplinary and trauma-informed psychosocial care for survivors of THB that results in reduced vulnerability to re-victimization.
3. **Create effective** partnerships with other NGO's that can provide social services provisions for survivors. Effective partnerships are created and maintained with government child protection officers, shelter staff, and other civil society actors capable of providing quality social services.

4. **Provide** clear analysis of the strengths and gaps within the governmental, shelter and civil society social service capacities and an articulated strategy for strengthening key gaps.
5. Practice leadership that results in staff health, security and professional development.
6. Demonstrate IJM's core values and adhere to IJM disciplines.

Roles and Responsibilities:

Leadership & Management:

- Apply IJM EATP departmental policies and processes for facilitation of Survivor Services in a manner that is compliant with IJM policies, promotes survivor empowerment, and ensures team safety and wellness.
- Monitor quality of departmental case management documentation, financial documentation and grant compliance.
- Ensure positive team spirit and alignment with IJM values, both within the department and within the broader IJM Poland team.

Networking & Partnership:

- Build effective partnerships with NGOs, justice system officials, social welfare officers, and other stakeholders that can provide effective social services provisions for survivors, at the regional and national level.
- Work closely with stakeholders to strengthen the trauma-informed response to survivors of THB by enhancing linkages between MOPS staff, police, and prosecutors to ensure a trauma-informed approach is adopted by all duty bearers especially during the interviews and court preparation.
- Develop and maintain close working relationships with MOPS staff, shelter staff, and other stakeholders to ensure safe placements and/or community reintegration, effective case management and seamless provision of services to survivors of THB.
- Convene and provide leadership in multi-disciplinary meetings with a variety of government and non-government stakeholders and support inter-institutional dialogue and coordination on cases of THB.
- Develop and maintain an effective network of contacts within the health, social service, and community development sectors for the benefit of survivors of THB; and
- Participate and support advocacy initiatives with other team members to engage politicians, church, government, and civil society leaders.

Training and Development:

- Develop and deliver high-quality, professional training curriculum to multi-disciplinary stakeholders.
- Support joint training programs with police, judiciary, and social welfare on survivor-friendly and trauma-informed interventions, including ethical and safety considerations for survivors of THB.
- Convene and provide leadership in multi-disciplinary meetings with a variety of government and non-government stakeholders and support inter-institutional dialogue and coordination on cases of THB.
- Provide training on case management and service provision to MOPS officials and shelter staff that incorporate elements of trauma-informed approaches; and
- Develop expertise and competency to innovatively and interactively train and mentor all stakeholders on the incorporation of trauma-informed approaches into their service delivery through classroom and field-based training.

Casework:

- Provide mentoring and support to social welfare officers and justice officials to ensure that survivors of THB are provided with trauma-informed protection and support throughout the investigation and court proceedings.
- Provide court preparation and support to survivors of THB.

- Provide mentoring and support to social welfare officers and other stakeholders to empower survivors of THB towards restoration
- Collaborate with police, other government and shelter partners and team members to continually assess and implement safety and security plans.

Documentation, Reporting & Data Management:

- Analyze and document cases of THB that can contribute to updated case management protocols.
- Research the issue of THB in Poland and throughout Europe as relevant for program development and goal setting for the IJM Poland office.
- Work with Poland Country team members to monitor and evaluate the project, including monitoring and reporting of project targets, results, collection of data, and output delivery.
- Contribute to the timely submission of reports and monitoring of progress for grant objectives (if applicable).
- Create and maintain records and documentation of IJM Survivor Partnership cases in a manner that is accurate under GDPR policies.

Education & Experience:

- Master's degree in psychology, or related field.
- Minimum five years of relevant experience working with survivors of trauma; clinical
- experience preferred, including provision of therapy.
- Minimum five years of experience in team management.
- Experience in networking and partnering with social service providers.

Technical Competencies:

- Strong understanding of trauma and proven application of trauma-informed approaches within case management and/or clinical interventions.
- Proven ability to mentor, guide and coach multi-disciplinary stakeholders. Prior experience working with law enforcement or justice system officials preferred.
- Fluent in written and oral communication in Polish and English.
- Ability to develop and deliver trainings in English and Polish to government and NGO partners on the topics of trauma, crisis intervention, methods of intervention adapted for survivors of trauma and trauma-informed casework, among other topics.
- Excellent writing, documentation and reporting skills, including the ability to maintain digital records and generate high-quality reports on all casework interventions, stakeholder interactions, and program proposals.
- Proficiency in the Microsoft Office Suite with ability to quickly learn and consistently use other software systems for purposes of case management, M&E and documentation.

Non-Technical Competencies:

- Passionate commitment to IJM's mission and values including bridge building
- Servant leader, humble.
- Courageous, ability to think creatively and innovatively.
- Attention to detail, organized and disciplined with priorities.
- Professional in demeanor, appearance, writing and oral communication.
- Works well under stress with a sustained positive attitude.
- Exceptionally high level of honesty and integrity.
- Intelligent, creative and proactive problem solver.
- Diplomatic and flexible with strong service ethics.
- Ability to contribute outside of the designated areas of responsibility, team player.

Other requirements:

1. Ability to travel within Poland and Europe, up to 30% of the time.

Polish driver's license is a plus

Application Process:

1. Please submit Resume/CV, Cover Letter, in one document to poland@ijm.org (IJM reserves the right to contact only the selected candidates)
2. Initial interview in English/Poland
3. Technical Interview in English
4. Assessment Task
5. Final Interview
6. Reference Check
7. Job Offer

What does IJM have to offer?

- Comprehensive Medical Service Plan
- Life Insurance
- Starting with 21 days paid leave
- Professional development and leadership growth opportunities
- Quarterly retreats
- Robust staff care resources
- Work alongside top experts influencing Europe's anti-trafficking architecture

IJM holds strict safeguarding principles and a zero tolerance to violations of the Safeguarding Policy, Protection against Sexual Exploitation, Abuse and Harassment Policy, and Code of Conduct. Parallel to technical competence, recruitment, selection, and hiring decisions will give due emphasis to assessing the candidates value congruence and thorough background, police clearance, and reference check processes.
IJM requires a background check, police clearance and thorough review of references with an employment offer and/or employment contract.