



PROTECTION OFFICER - Volunteer position

Fenix – Humanitarian Legal Aid is a US non-profit organization and Greek MKO, federally registered with Greece’s Ministry of Migration and Asylum.

Our team of lawyers, protection officers, legal assistants, translators, psychologist and experts from different academic backgrounds, provides legal aid, protection and psychosocial services to refugees and asylum seekers on Lesbos, with the support of over 20 volunteers working remotely on translation, research, communication and fundraising.

We are looking for an independent, adaptable and responsible individual who is willing to work in an emergency setting. Our clients need great advocates who demonstrate compassion, patience, hard work and empathy in extremely trying circumstances. The successful candidate must be an excellent communicator, a cooperative, respectful team player, and have the ability to multitask and prioritize in a constantly shifting context.

Job Description

Under supervision of the Protection Coordinator, the Protection Officer will work to provide protection case management to the clients of Fenix in collaboration with the Legal, Mental Health and Psychosocial Support & Translators teams.

Job Responsibilities

Responsibilities will include, but are not necessarily be limited to, the following:

- Conduct vulnerability assessments, so as to identify social, legal, psychosocial, mental health, socio-economic and administrative needs of the clients and/or support related activities.
- Compile referrals to other actors, where necessary, to refer clients to services available on the island and the mainland if appropriate.
- Advocate for and support clients to access services, and attend appointments when required.
- Maintain an oversight of services provided and available to clients.
- Collect and compile documentation to support the client’s case (both protection and legal), ensuring that documentation is translated, scanned and uploaded appropriately.
- Maintain and manage individual case files and ensure that the collected information is formatted and uploaded in the electronic database, following applicable policies and procedures.
- Collaborate with the entire team to exchange information and ensure that Fenix’s programs are responding to the evolving needs of refugee.
- All Fenix team members must comply with the values and principles outlined in the Fenix Code of Conduct and Policies.

Job Requirements

- Fluent in English. Other languages are an asset (French, Arabic, Farsi/Dari, Somali, Lingala, Greek).
- Academic background or professional experience in social work, social science or other relevant fields is required
- Experience of working in a case holding setting is a strong advantage
- Experience of community-based or community mobilization work in a humanitarian context is an asset



- Strong computer skills
- High professional ethics
- Positive and professional attitude, including ability to work in a team setting and under pressure
- Ability to conduct sessions with translators

Conditions

- 6 months full time position based in Mytilene, Lesvos.
- Volunteer Position
- Start date: January 7, 2022