

SAFEGUARDING CASE MANAGER (REMOTE AND FULL HOME BASED)

A unique opportunity to support educational experiences around the world. If you are passionate about child protection, trauma-informed practice, and intercultural learning and thrive in a fast-paced, value-driven environment, this role is for you.

We are seeking a highly organised, calm-under-pressure, and bilingual Safeguarding Case Manager to join CISV International. This fully remote (nomad-friendly) role needs to be based in the Americas time zone (Americas time zones (UTC-8 to UTC-3)) s to provide time-zone-friendly coverage and responsive support to our programmes and volunteers worldwide. You will coordinate and manage safeguarding concerns globally, working in close partnership with local and national volunteers, staff, and be an integral part of the international safeguarding team to ensure timely, proportionate, and survivor-centred responses.

ABOUT YOU

You are a capable safeguarding professional with sound judgement, empathy, and outstanding interpersonal skills. You can hold boundaries kindly, translate complex policies into clear actions, and keep stakeholders informed even in sensitive or high-pressure situations. You are fluent in English and a second language (Spanish or Portuguese strongly preferred) You are motivated by meaningful, purpose-driven work and bring a steady, thoughtful approach to managing risk, supporting people, and fostering a safe culture.

ROLE SUMMARY

- Lead end-to-end safeguarding case management across CISV's global network.
- Apply trauma-informed, child-centred, and survivor-focused approaches while balancing programme safety, organisational duty of care, and fairness.
- Partner with CISV National Associations, Chapter Risk Managers, and programme staff/leaders to ensure concerns are addressed promptly, proportionately, and in line with CISV policy and local law.



ABOUT CISV

Our mission is straightforward: to educate and inspire for a more just and peaceful world through building inter-cultural friendship, cooperation and understanding in our peace education programmes. Founded over 70 years ago, today we are a federation of over 60 Associations with over 200 Chapters or local groups. Through our innovative, non-formal ‘learning by doing’ programmes we help our young participants develop to their full potential as future leaders and active global citizens, to make a difference in their communities and the world.

KEY RESPONSIBILITIES

- Receive and triage safeguarding concerns from CISV programmes globally, ensuring swift and proportionate response.
- Lead on assigned cases from initial report to resolution: scoping, action planning, referrals, follow-up, and closure.
- Provide advice to National and Chapter Risk Managers, Programme Directors, and volunteers on thresholds and reporting.
- Liaise with local statutory agencies where required and escalate high-risk matters in line with CISV policy.
- Identify trends and lessons learned; contribute to improvements in policy, training, and systems.
- Work closely with colleagues across time zones to ensure continuous safeguarding coverage.

ESSENTIAL QUALIFICATIONS & EXPERIENCE

- Fluency in English and a second language (priority: Spanish or Portuguese)
- Substantial experience in safeguarding, child protection, social work, or similar case management roles.
- Demonstrated competence managing complex safeguarding cases, including multi-agency coordination.
- Strong intercultural awareness and ability to work effectively with volunteers across multiple time zones.

HOURS AND LOCATION

- Full-time remote position, preferably based in the Americas region.
- CISV operates year-round, with peak activity seasons in June–August, December–January, and March–April.
- During these times, we work flexible hours and shared working patterns (including some evenings and weekends) to provide continuous global coverage. This schedule is planned and agreed collaboratively as a team.
- Occasional travel may be required for training and collaboration

HOW TO APPLY

Please send your CV and a cover letter (max 2 pages) outlining your relevant case management experience and your language proficiency to recruitment@cisv.org with the subject line: “Safeguarding Case Manager”. Applications will be reviewed on a rolling basis until Friday, 7 November 2025, with early applications strongly encouraged.

We aim to hold interviews the following week and hope for a start date as soon as possible thereafter.

