

RISK MANAGEMENT CASE MANAGER (REMOTE AND FULL HOME BASED)

We are seeking a highly organised, calm-under-pressure Case Manager to join CISV International on a part-time basis for a fixed term of four months. This fully remote role needs to be based in the Asia Pacific time zone to provide time-zone-friendly coverage and responsive support to our programmes and volunteers worldwide. The Risk Management Case Manager – APAC will take the lead on regional risk management cases during programmes and ensure that all required conditions and controls are in place for programmes to run safely and in line with organisational standards.

The postholder will manage risk cases across the APAC region, ensuring compliance with programme conditions and acting as a key point of professional judgement on risk matters. This role requires confidence to challenge, the ability to recognise when risk arrangements are incomplete or ineffective, and the professionalism to hold boundaries while working constructively with volunteers and staff. The role requires someone who has an ability to quickly grasp and understand policies and support their implementation in the region.

ABOUT YOU

The role requires a capable risk management professional with sound judgement, empathy, and outstanding interpersonal skills. Discretion, resilience and a calm demeanour is required for this busy, high pressure role. Good communication skills and fluency in English, a steady, thoughtful approach to managing risk and an ability to support people and foster a safe culture are essential requirements. You should have a good understanding of risk management and health and safety requirements and have the confidence to challenge constructively and hold boundaries. A knowledge and understanding of the subtleties throughout the Asia Pacific region is important.

ROLE SUMMARY

The role has a strong focus on checking and assuring compliance to confirm that programmes are ready to run safely. This includes reviewing whether required risk management

conditions, safeguards, and controls are fully in place, and identifying where information, actions, or mitigations are missing or incomplete.

The postholder will take the lead on regional risk management cases whilst programmes are running, applying professional judgement to constructively challenge where standards or conditions for safe programme delivery are not being met. Working closely with volunteers and regional stakeholders, the role balances collaboration with clear accountability.

What this means in practice:

- Reviewing programme risk documentation and confirming required conditions are met.
- Checking that safeguards, controls, and mitigation measures are in place and evidenced.
- Identifying gaps, inconsistencies, or outstanding actions that affect programme readiness and delivery.
- Clearly communicating what is needed for compliance and safe delivery.
- Escalating concerns where requirements are not met and supporting resolution.
- Holding risk management cases and maintaining accurate, complete, and up-to-date case files and records in line with organisational requirements.

Through this work, the role supports safe, consistent, and compliant programme delivery across APAC, while contributing to shared learning and improved risk practice during the 4-month period.

ABOUT CISV

Our mission is straightforward: to educate and inspire for a more just and peaceful world through building intercultural friendship, cooperation and understanding in our peace education programmes. Founded over 70 years ago, today we are a federation of 60+ National Associations with 200+ Chapters. Through our innovative, non-formal “learning by doing” programmes we help young people develop as active global citizens who make a difference in their communities and the world.

KEY RESPONSIBILITIES

Risk case management & programme readiness

- Manage and progress risk management cases for APAC programmes, taking the lead on risk management and health and safety issues.

- Supporting and developing the skills and knowledge of National and Chapter Risk Managers – helping to build risk management capacity in the region in a sustainable manner.
- Ensuring required conditions are met before programmes proceed.
- Review risk documentation, controls, and mitigations to confirm compliance with organisational frameworks and safeguarding expectations.
- Identify gaps, inconsistencies, or missing elements that could impact programme safety or compliance.
- Maintain clear, accurate, and confidential case records and decision logs.

Professional judgement & constructive challenge

- Apply sound judgement to determine whether programmes are ready to run from a risk management perspective.
- Confidently and respectfully challenge when standards, requirements, or timelines are not met.
- Escalate concerns appropriately, providing clear analysis and proportionate recommendations.
- Model consistent, fair, and transparent decision-making.

Working with volunteers & stakeholders

- Work closely with volunteers, National Associations, and regional stakeholders, recognising and valuing volunteer experience while maintaining staff accountability.
- Provide clear guidance on risk requirements and what is needed to achieve compliance.
- Support understanding of risk management expectations across the APAC region.
- Contribute regional insight to wider risk management discussions and learning.

Learning & development focus

- Use insight from cases to highlight recurring issues, learning points, or opportunities for improvement.
- Support a culture of shared learning and continuous improvement in risk awareness and practice.
- Contribute to strengthening risk processes and guidance during the 4-month period.

Where a significant safeguarding concern is identified, this will be escalated to the Risk Management and Safeguarding Team who will work with the case-holder and take responsibility for safeguarding decisions.

ESSENTIAL QUALIFICATIONS & EXPERIENCE

- Experience in risk management, compliance and programme assurance, or a related field.
- Strong analytical skills with the ability to assess complex situations and identify where controls or conditions are missing.
- Confidence to challenge constructively and professionally, including in situations of pressure or resistance.
- Excellent written and verbal communication skills, with the ability to explain risk decisions clearly and calmly.
- High level of integrity, discretion, and respect for confidentiality.
- Ability to work independently, manage multiple cases, and prioritise effectively across a regional portfolio.
- The post will be subject to DBS Enhanced clearance or suitable alternative.

HOURS & LOCATION

- Part-time remote position, preferably based in the Asia Pacific region.

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.