ToR for Referral Coordination Officer

RADIM II

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I. Background

Raising Awareness of the Dangers of Irregular Migration II (RADIM II) is a migration-focused project implemented by Seefar. The project operates across six governorates in Federal Iraq including Baghdad, Basra, Dhi Qar, Babylon, Nineveh, and Al-Muthanna. RADIM II aims to reduce irregular migration by strengthening awareness at individual and community level, providing targeted psychosocial and practical support to at-risk youth, and connecting individuals to viable local and overseas alternatives.

A core element of RADIM II is offering young people one-to-one advisory calls to share information on irregular migration and connect those eligible to local alternatives or Seefar's legal migration pathways service.

II. Objective of the Position

Seefar is seeking a Referral Coordination Officer to connect young people with local service providers as well as Seefar's legal migration pathway service "Dalil", and to ensure they receive support that meets Seefar's standards. This is a remote, part-time assignment, expected to run from mid-November 2026 to mid-April 2027

III. Key Responsibilities

- Receive potential referrals from counsellors, prioritise cases and plan the monthly call schedule.
- Contact each young person to check whether their circumstances have changed since counselling and understand their current needs and aspirations.
- Explain the suitable support options available to them, whether a local service provider or a legal migration pathway, and support them to make an informed choice.
- Obtain informed consent and refer 100 young people to the chosen service provider in their governorate, or to Seefar's legal migration pathways expert.
- Follow up to confirm whether they have accessed the service and, where they haven't, understand what is holding them back.
- Identify and escalate any safeguarding concerns in line with Seefar's procedures.
- Keep accurate records of all contacts and referral outcomes until each case is closed.
- Record every follow-up call and keep each person's referral status up to date until the case is closed.
- Attend and lead weekly counselling status meetings, sharing referral updates, supporting counsellors with reaching targets, track progress, and discuss challenges.
- Attend [monthly / quarterly] review meetings with referral partner organisations and support the Project Manager in reviewing referral numbers, outcomes, challenges and any changes to services.

IV. Remuneration

You will be paid GBP 800 (approx. USD1,000) per month for a maximum of five months, with an expectation that you work approximately 20 hours per week. The workload might vary from month to month depending on the number of referrals taking place.

V. Qualifications and Experience

You should apply if you meet most or all of the following criteria:

Essential

- Bachelor's degree in social work, psychology, sociology, development studies or a related field, or equivalent practical experience.
- At least two years' experience in case management, referrals, community outreach or similar roles, ideally with young people.
- Good knowledge of local services, NGOs and support organisations in the programme governorates.
- Strong communication skills, with the ability to build trust quickly over the phone and hold sensitive conversations.
- Fluency in Arabic and English.
- Strong organisational skills, with the ability to manage a caseload, prioritise cases and meet monthly referral targets.
- Accurate record-keeping and confidence using databases or spreadsheets to track calls and referral status.
- Understanding of confidentiality, informed consent and safeguarding principles.
- Reside in one of the project governorates.

Desirable

- Experience working on migration, livelihoods, protection or youth programmes.
- Persistent and motivating, especially when encouraging young people to follow through on referrals.
- Able to work independently and remotely while staying in close contact with counsellors and the wider team.
- Experience supporting young people's psychosocial wellbeing and motivating them to take positive steps

VI. How to Apply

Interested candidates should complete this application form on or before 7th of November, 2026 11:59 PM, and may submit any clarifying questions as part of their application. Seefar reserves the right to negotiate on scope and terms prior to contract signing.