

Case Management ToR

1. Objectives

This document outlines the Term of References of SFJN Case Management mechanism that aims to support the Syrian women journalists and human rights defenders, (HRD) in the Middle East region (Syria, Lebanon, Jordan, Iraq, Turkey, or Erbil); who are at risk or exposed to forms of physical and psychological harm or material damage resulting from their work in media or that might threaten their safety or their career.

SFJN Case Management provides support to:

- Syrian women journalists/HRD that experienced any form of gender-based¹ violence in their workspace, in the field while reporting, or online, including but not limited to physical and sexual violence, harassment, and bullying.
- Syrian women journalists/HRD subjected to physical harm or material damage resulting from their work in the media, in conditions considered dangerous, for example, but not limited to armed clashes, shelling, forced displacement, being arrested, kidnapped, or physically assaulted.
- Syrian women journalists/HRD who need support in terms of mental and psychosocial health, such as trauma or psychosocial distress.

¹ The United Nations Population Authority defines gender-based violence as “any act of physical, psychological or social violence, including [sexual violence](#), that is perpetrated or threatened (such as violence, threats, coercion, exploitation or deception), manipulation of cultural concepts, use of weapons, or exploitation of economic conditions). Gender-based violence derives its origins from the social imbalance in the roles between men and women and is supported by patriarchal and authoritarian social concepts in any society and its intensity increases in times of conflict and armed conflicts and during natural disasters.

2. SFJN Case Management approaches

Case management is the integrated process carried out by the case manager with the journalist / human rights defender who has been subjected to violence or physical or psychological harm, and this process is based on the comprehensive provision of services that the beneficiary needs. It is primarily based on the beneficiary herself, as she is the one who determines her needs and chooses the priorities of assistance for her. The case manager is the facilitator in terms of assistance in assessing needs, identifying problems to develop a care plan that addresses the needs, following up regularly to ensure the proper implementation of the care plan, with the active participation of the beneficiary in the whole process of the case management. The response to the needs of the case is through two methods:

2.1. Referral system SFJN Liaises with services providers and stakeholders, to arrange, coordinate, monitor, evaluate, and advocate for a package of services to meet journalist/HRD's needs, including but not limited to:

- Psychosocial and Mental health services
- Medical care services.
- Case management services for gender-based violence.
- legal assistance services

2.2. Providing direct support for immediate needs by SFJN's emergency fund, each case will be evaluated separately. This type of direct support will be provided based on assessing the case's situation and its urgent needs. Therefore, being registered in SFJN Case Management service does not necessarily mean receiving direct support from the emergency fund.

3. Our guiding principles for case management

SFJN Case Management is built upon and informed by several fundamental principles which reflect international human rights instruments and international guidelines of case management^{2, 3} which underpin the entire case management process:

3.1. Do no harm: We are thinking about the rights and best interests of the journalist/HRD beneficiary and making sure that the approach or practice is in her best interest and does not make the situation worse.

3.2. Respect for and reflection of a human rights-based approach: SFJN Case Management is guided by principles outlined in relevant human rights-based instruments such as the Convention of Human Rights⁴ and the Convention on the Elimination of All Forms of Discrimination against women⁵. While appreciating and respecting cultural practices, context is also important for SFJN. Fulfilment of rights should supersede any practices or traditions that could be considered harmful.

² Inter-Agency Minimum Standards for Cases of Gender-Based Violence in Emergencies <https://bit.ly/2Y23iua>

³ Guidelines for Interagency GBV Case Management <https://bit.ly/3D1AQYW>

⁴ 4 Convention on Human Rights <https://bit.ly/3kT369K>

⁵ Convention on the Elimination of All Forms of Discrimination against Women <https://bit.ly/3kTIC0z>

3.3. Confidentiality: SFJN does not share information about a journalist/HRD beneficiary unless it is necessary to do so. Confidentiality will be discussed with the journalist/HRD beneficiary to provide consent about who will have access to information about her situation. For example, with other organizations or individuals whom the journalist/HRD beneficiary feels would be helpful to engage. Written and electronic records are confidential and can only be accessed by the case manager.

4. Reporting procedures

To report your case to SFJN Case Management, please fill the attached file presented in the case management.

You will receive a response from us within three working days and 24 hours for urgent cases to arrange a first interview to discuss your case. If you meet our criteria for case management service, we will arrange another meeting with you to start the process. Our criteria for case management:

1. You are a Syrian women journalist/ human rights defender based in one of the countries of the Middle East region (Syria, Lebanon, Jordan, Iraq, Turkey, or Erbil).
2. Your protection and safety needs are resulted from your work in the media or/and threatening your safety or/and might impact your career.
3. Your needs are within the above-described service package.

In case of not meeting the criteria, we will not initiate the case management process with you, and we will do our best to redirect you to other actors that can respond to your needs.

Please note that the SFJN Case Management Service is online, and all communications will be electronic, with our adherence to confidentiality standards.