

JOB DESCRIPTION – EMERGENCY RESPONSE COORDINATOR

JOB TITLE: EMERGENCY RESPONSE COORDINATOR

LOCATION: Lagos, Nigeria (Hybrid)

REPORTING TO: Senior Programmes Officer (Human Rights & Advocacy)

SECONDARY SUPERVISOR: Director of Programmes II

Gross Salary: 440,000

Employment Type: Contract

Contract Duration: 1 year (renewable for up to 3 years)

Application Deadline: Monday, 15th June 2026

ABOUT TIERS:

[The Initiative for Equal Rights](#) (TIERs) is a nonprofit human rights organization committed to creating societies where human rights are guaranteed regardless of identity or status.

Guided by feminist principles and democratic values, our main aim is to protect, uphold, and promote the rights and humanity of sexual and gender minorities, women, PLHIV and intersecting marginalized groups.

Our work spans across Nigeria and some parts of Africa through narrative change and advocacy, health service provision, human rights violation response and documentation, research and knowledge sharing, economic justice, and provision of safe platforms for convergence.

SUMMARY: The Emergency Response Coordinator will serve as the central focal point for receiving, investigating, documenting, and coordinating responses to reports of human rights violations based on SOGIESC received through multiple intake channels, including the helpline, website, social media platforms, email, referrals, and other reporting mechanisms. Working closely with the Human Rights and Advocacy Team, 6 Regional SOGIESC-Based Responders, and partner organizations, the Coordinator will conduct initial assessments, coordinate timely interventions and referrals, maintain confidential case records, monitor trends in human rights violations, and support reporting and evidence generation to strengthen response, protection, and advocacy efforts.

ESSENTIAL DUTIES AND RESPONSIBILITIES

(Other duties may be assigned)



- Manage SOGIESC-based violation response helpline, providing prompt and case specific response.
- Sort Edge Emergency Response Fund applications and coordinate review panel.
- Provide immediate, empathetic, and appropriate responses to individuals in crisis.
- Conduct initial case assessments and provide first aid support where necessary.
- Coordinate emergency responses, referrals, and interventions in collaboration with the Human Rights & Advocacy team, regional responders and partners.
- Actively monitor and map trends of human rights violations across the country, online and offline.
- Track case progress and ensure timely follow-up and resolution.
- Produce periodic reports, analyses, and data summaries.
- Maintain accurate and up-to-date case documentation and records
- Ensure confidentiality, data protection, and ethical handling of all cases

KEY PERFORMANCE INDICATORS

- Ensure timely and effective response to reported human rights violation cases across all channels according to the agreed response timeline.
- Ensure seamless coordination of case documentation, response and reporting with regional responders and partner organizations.
- Monitor, track, and document trends of SOGIESC-based human rights violations both online and offline on a continuous basis.
- Ensure timely follow-up and case management coordination for active cases until closure or referral.
- Submit reports of monthly activity and case reports accurately and within agreed deadlines.
- Ensure consistent and quality trend analyses, incident mappings, and situational updates.
- Contribution to identifying emerging human rights trends and informing advocacy and response strategies.
- Ensure compliance with confidentiality, data protection, and ethical case handling standards.

These KPIs will be the yardstick for measuring your performance during your appraisal.

REQUIREMENTS

Education & Professional Background

- Bachelor's degree in Psychology, Social work, Communications, or related fields.
- Additional training or certification in case management, psychosocial support, human rights protection, customer care, safeguarding, or crisis response is an advantage.

Experience

- Minimum of 1 year of experience in human rights response, case management, crisis intervention, community outreach, or related roles.
- Experience working with gender and sexual minority groups, survivors of violence, or other marginalized populations is strongly preferred.
- Experience handling sensitive and confidential cases with professionalism and discretion.
- Experience managing helplines or customer case services.



Experience as a social case worker is an advantage.

Technical & Professional Skills

- Strong case documentation and report writing skills.
- Knowledge of human rights principles, protection mechanisms, and referral pathways.
- Ability to conduct initial case assessments and provide immediate crisis response support.
- Strong understanding of confidentiality, safeguarding, and data protection practices.
- Ability to monitor and track trends in human rights violations both online and offline.
- Ability to coordinate people from diverse backgrounds and conduct extensive follow-ups where necessary.
- Proficiency in Microsoft Office tools (Word, Excel, and Google Workspace tools).
- Strong verbal and written communication skills in English.
- Ability to coordinate effectively with responders, community actors, partners, and service providers.
- Experience in client management, particularly in sensitive or high-risk situations.

Advocacy & Values Alignment

- Strong commitment to human rights, social justice, and inclusion.
- Ability to work in sensitive environments and handle confidential information with professionalism.
- Demonstrated understanding of issues affecting LGBTQIA+ persons and other marginalized communities.

Personal Competencies

- Strong communication and interpersonal skills.
- Excellent time management and multitasking ability.
- Ability to work independently and collaboratively in a fast-paced environment.
- High level of professionalism, integrity, and accountability.
- Creative, proactive, and solution oriented.

Additional Information

TIERs will provide a work phone and laptop for official communication and response coordination.

The Initiative for Equal Rights (TIERs) is an equal opportunity employer committed to building a diverse, inclusive, and equitable workplace. We welcome applications from qualified candidates regardless of age, gender identity or expression, sexual orientation, disability, ethnicity, religion, marital status, socioeconomic background, or other protected characteristics.

We strongly encourage applications from individuals with lived experiences and those from communities directly impacted by the issues we work to address. All employment decisions are based on qualifications, merit, and organisational needs.