

TERMS OF REFERENCE

Junior Professional Officers (JPO)

Please indicate if this ToR supersedes a previously submitted ToR: No

I. General Information:

Title: Associate Conflict Resolution Officer

Sector of Assignment: Office of the Ombudsman for UNRWA

Country/Duty Station: Jerusalem (East), West Bank Field Office

Location (city): Jerusalem

Agency: UNRWA

II. Supervision:

Name of Supervisor: Joanna Paul

Title of Supervisor: Regional Ombudsman

Content and methodology of supervision:

Ongoing meetings and feedback with supervisor, as needed. Establishment of workplan (Q1). Mid-point review (Q2). Interim appraisal against workplan (Q3). Final appraisal (Q4).

III. Duties, Responsibilities and Output Expectations:

Please include percentages for each duty:
(Please include percentages for each duty. Describe briefly the main tasks specific to this assignment and output expectations during the first and second year of assignment)

- Assist in providing impartial, independent, and informal support to staff members and other personnel in addressing workplace concerns, including through mediation, facilitated conversations and/or group interventions.
- Explore with staff members and other related personnel their options and the different avenues open to them, taking into account the rights and obligations existing between the Organization and staff members or other personnel when required.

[65%]

Participate and/or conduct presentations and workshops to increase awareness of informal resolution services as well as to enhance conflict competence and focus on skills to prevent or better manage conflict.

- Participate in regularly planned and ad hoc outreach visits to field offices to provide on-site conflict resolution services.

[15%]

- Research, Identify, analyse, and interpret information for trends or patterns to identify policies, procedures and practices that cause tension or conflict and participate in analysing the trends. Prepare and participate in presentations of analysed data to Senior Managers.
- Participate in drafting periodic activity reports for the Office of the Ombudsman and Mediation Services, providing analyses of systemic issues and their root causes.

[10%]

- Record gender-related information and trends from internal and external source and support the strengthening of data collection, analysis and reporting on gender related matters and, where relevant, provide inputs on the drafting of communication and advocacy materials.
- Perform other duties as assigned by the supervisor.

IV. Qualifications and Experience:

Education (only Master's degree or equivalent):

(Indicate Master's degree or equivalent in specified development-related discipline, and desired emphasis, if applicable)

- Advanced university degree (Master's degree or equivalent degree) in conflict resolution, law, administration, management, human resources, social sciences, or related area is required. A first-level university degree in combination with two additional years of qualifying experience may be accepted in lieu of the advanced university degree.

Key Competencies of the assignment:

(Indicate technical knowledge, professional/language skills)

Required Competencies

- Planning and Organisation.
- Relating and Networking
- Deciding and Initiating Action

Minimum Experience

- A minimum of 2 years of progressively responsible experience in conflict resolution, legal, managerial, human resources or related area is required with relevant experience at an international level outside of the candidate home country, country of residence and country of citizenship.
- Experience in alternate dispute resolution is desirable.
- Experience working with conflict resolution issues arising in field locations is desirable.
- Experience in conducting outreach activities is desirable.
- Experience in conducting research and collecting and analysing data is desirable.

Languages

- Fluency in oral and written English required.
- Fluency in oral and written Arabic highly desirable.

V. Learning Expectations:

Upon completion of the assignment, the JPO will have / be able to...

(Indicate training / learning activities, based on which learning programme will be structured. Indicate what the incumbent will learn during the assignment, defined in measurable results and broken down by year. Specify what subjects will be taught in the course of the orientation briefing upon JPO's arrival at the duty station.)

Upon completion of the assignment, the JPO will be able to:

- Provide informal dispute resolution services on work-based disputes.
- Settle/mediate work-based disputes.
- Coach individuals in how best to manage conflicts at work.
- Assist with or provide conflict competence coaching to UNRWA personnel.
- Assist with or conduct outreach activities in the field.

-Following an orientation on the provision of informal conflict resolution services and ongoing coaching from the Ombudsman and other staff in the first three months, the individual will be able to independently take appointments in person and online with UNRWA personnel across all areas of UNRWA's operation, with the ongoing supervision of the Ombudsman.

-Within 3 months, the JPO should have begun to have developed a network of colleagues throughout UNRWA with whom he can collaborate as needed to resolve cases.

-After 6 months of the assignment, the complexity of the cases assigned to the JPO will increase, including the JPO's involvement in co-mediations.

After the first year, depending on progress, further training will be provided to continue to improve skills and capacity of the JPO.

VI. Background Information:

(Briefly give background/outline of the programme/projects the JPO will be working on, e.g., history, recent developments, and briefly describe planned developments concerning the programme/projects. Provide some basic information about the office: number of international and national staff in the whole office and in the unit where the JPO will be working, etc.)

The current team working under the Regional Ombudsman is currently being established. The JPO will have the opportunity to be a part of the new team. We currently have one consultant Conflict Resolution Officer (local) based in Lebanon. Depending on funding, we hope to extend the team to around 6 persons over the coming months (1 Ombudsman, 2 local Conflict Resolution Officers, 1 international Conflict Resolution Officer, 1 JPO, 1 Admin Support).

VII. Information About Living Conditions at the Duty Station:

(Indicate briefly the main characteristics of the place of assignment)

Jerusalem is a vibrant city with good access to services (banking, medical, transport etc.).

Approved by:

Name: Joanna Paul

Title: Regional Ombudsman

Duty Station: Jerusalem

Agency / Unit: Office of the Ombudsman for UNRWA

Submitted by:

Name:
Joanna Paul

Title:
Regional Ombudsman

Duty Station:
Jerusalem

Agency / Unit:
Office of the Ombudsman for UNRWA

Date of Submission: 25 September 2023