

TERMS OF REFERENCE

Junior Professional Officers (JPO)

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

I. General Information:

Title: RSS Research Associate

Sector of Assignment: United Nations Agency

Country: Jordan

Location (city): Amman

Agency: UNRWA

II. Supervision:

Name of Supervisor: Roger Hearn

Title of Supervisor: Director of Relief and Social Services

Content and methodology of supervision:

(Describe in detail type and manner of supervision, e.g., timing and number of meetings with supervisor; feedback sessions on performance against established work plan)

The JPO will meet with the supervisor on a weekly basis. They will engage with him and the Chief of Registration on the development of more efficient evidence and learning tools and approaches for the agency.

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)

Position Summary: UNRWA is seeking a dynamic and motivated Research Associate (Junior Professional Officer) to join the Department of Relief and Social Services. The Research Associate will play a crucial role in facilitating research initiatives, collaborating with division heads, conducting literature reviews, and developing research proposals for grants. This position offers a unique opportunity to contribute to the improvement of services for Palestinian refugees and to engage in impactful research projects.

Key Responsibilities:

- 1. 10% Collaboration with Division Heads:** Work closely with division heads within the Department of Relief and Social Services to identify research themes and topics aligned with UNRWA's mission and goals.
- 2. 10% Literature Reviews:** Conduct comprehensive literature reviews to gather relevant information, data, and best practices in the field of relief and social services to inform research projects.
- 3. 15% Engagement with Field Offices:** Collaborate with UNRWA field offices to gather on-the-ground insights, data, and feedback to support research initiatives and ensure their practical applicability.
- 4. 15% Cross-Departmental Collaboration:** Foster collaboration with other program departments and units within UNRWA to generate interdisciplinary research ideas and leverage expertise from various areas.
- 5. 10% Proposal Development:** Develop high-quality research proposals for international grants and funding opportunities, aligning them with the department's strategic priorities.

and objectives.

6. **20% Research Implementation Support:** Provide support in implementing research projects, including data collection, analysis, and reporting, in coordination with relevant stakeholders.
7. **5% Monitoring and Evaluation:** Assist in the monitoring and evaluation of research projects to ensure adherence to timelines, budgets, and objectives.
8. **5% Knowledge Sharing:** Disseminate research findings through reports, presentations, and other communication channels, both internally and externally.
9. **10% Capacity Building:** Contribute to building research capacity within the department by providing training and guidance on research methodologies and best practices.

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)

A master's degree in a relevant field (e.g. social sciences, international development, political science).

A minimum of 2 years of relevant professional experience in conducting research, including literature reviews, qualitative and quantitative data collection and analysis.

Key Competencies of the assignment:

(Indicate technical knowledge, professional/language skills)

- Demonstrated experience in conducting research, including literature reviews, qualitative and quantitative data collection and analysis.
- Strong analytical and critical thinking skills.
- Strong organisational and project management skills.
- Excellent written and verbal communications skills in English. Proficiency in Arabic highly desirable.
- Experience in developing research proposals for international grants and managing research projects is a plus.
- Knowledge of the Middle East and Palestine refugee context 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.)

The JPO will have a detailed understanding of UNRWA and the realities of working in a large scale response UN agency. The supervisor will also provide them with free access to his learning materials and seminars from Copenhagen University's Master's of Disaster Management course where he is a member of faculty. This includes a comprehensive background into the humanitarian sector. The JPO will also work closely with external academic providers as they interact with the Agency.

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 United Nations Relief and Works Agency for Palestine Refugees (UNRWA) services encompass education, health care, relief and social services, camp infrastructure and improvement, microfinance, and emergency assistance, including in times of armed conflict.

The Relief and Social Services (RSS) Department is responsible for providing strategic, technical, and operational direction, supervision and monitoring of the Agency's Relief, Registration and Social Services programs in the five Fields of UNRWA operation. RSS is also responsible for the co-ordination of such activities with local partners and international agencies. RSS is comprised of three divisions and is supported by an Administrative Officer and a Monitoring and Evaluation Officer. In addition, RSS manages a Staff Care initiative funded by the German Government.

The Relief Services Division (RSD) of RSS provides technical assistance and issues technical instructions and policy guidance. Performs monitoring (quality, coherence, and compliance control), and advises on designing appropriate social transfer programs across fields with regard to objectives, target groups, targeting methodology, transfer value and transfer modalities related to emergency assistance and programs. RSD also designs and supports implementation of socio-economic surveys and other types of data collection to assess living standards and identify vulnerable populations and needs. RSD is responsible for coordinating with partners and UN Agencies on program alignment as appropriate, coordination with other program departments on cohesive and integrated social protection interventions for most vulnerable refugees, and providing technical supervision and human resource development of staff engaged with those activities.

The Social Services Division (SSD) of RSS provides technical assistance and issues technical instructions and policy guidance. Performs monitoring (quality, coherence, and compliance control), and advises on implementing a social work program for case work interventions, case management and referrals including administering a case management information system, and offers technical supervision and human resources development for staff engaged in those activities. SSD also holds responsibility for coordinating with external bodies relevant for capacity development and referral services to foster psycho-social resilience and social inclusion of Palestine refugees, and coordinates with other departments to ensure complementarity and coherence of case management.

The Registration and Eligibility Services (RSSD) Division of RSS provides technical assistance and issues technical instructions and policy guidance. It consists of a large team based out of the UN regional headquarters in Beirut. Performs monitoring (quality, coherence, and compliance control), and advises on all refugee registration services and eligibility classification of refugees and other persons for services. RSSD leads and provides oversight on the development and improvement of the Agency's refugee registration information system and its administration, provides for its maintenance and consecutive improvements, oversees and guides on registration data sharing practices with other departments, and integration with other program service systems including those related to social transfers and access to health services. RSSD is responsible for the preservation, protection, and accessibility of historic refugee files, as well as interactions with migration services, refugees, and other stakeholders on the verification of refugee registration records and status. Note the RSSD is largely based in the Lebanon office.

It is anticipated the Research Associate will work across all divisions of RSS and engage with priority projects within each area.

Please note that in the online version you will be asked to upload an updated **organigramme**.

VII. Information About Living Conditions at the Duty Station:

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

Jordan has a population of almost ten million. It is bordered by Syria to the north, Iraq to the north-east, Saudi Arabia to the east and south, as well as the West Bank and Israel to the west. The nation has a Mediterranean climate with hot, dry summers and cool, damp winters. August is the hottest month and January the coolest. The average temperature in Amman ranges from 4 to 12 degrees Celsius in January to 18 to 32 degrees Celsius in August.

The principal ethnic majority are the Jordanians of Bedouin Arab origin. Palestinian Arabs comprise over 40 per cent of the population, while Arabs as a whole constitute 98 per cent of the population. Other ethnic minorities include the Circassians, Armenians, and Kurds. The people of Jordan are welcoming and warm to visitors.

The official religion of Jordan is Islam. 93 per cent of the population is Sunni Muslim, while Christians account for 5 per cent.

The official language is Arabic while the people speak a dialect which is common to Syria, Lebanon and areas of Iraq. English is also widely understood.

Jordan has quite an advanced healthcare system, although services are highly concentrated in Amman. Many medical professionals available in Amman are licensed and/or trained abroad and return to Jordan to set up their own medical practice. Doctors are proficient in English.

Jordan offers a wide variety of international primary and secondary education options including the

US, British and French systems, as well as bilingual Arabic-English domestic programmes.

A wide range of housing options exist in Amman. Luxurious private villas as well as large to small apartments are available, either furnished or unfurnished. Generally, apartments are found through agents, personal reference or strolling through desired neighbourhoods looking for “for rent” signs.

Several international airlines offer daily services between North America, Europe, Middle Eastern countries and the Far East. Amman’s Queen Alia International Airport is 40 minutes from downtown Amman.

Modern grocery shopping centres, full service malls and movie theatres are readily accessible. There are numerous fitness centres and several clubs that offer gyms, swimming, playgrounds and other amenities.

Dead Sea and Aqaba hotels offer sophisticated resort holidays within easy driving distance of Amman. The historic sites of Petra, Jerash, Madaba and the desert castles are readily accessible and offer a unique insight into the rich history of the region. For the more adventurous traveller, hiking, cycling or rock climbing are available in the breath-taking Wadi Rum Desert, the wadis around the Dead Sea, the Eastern Desert or the northern wildlife reserves.

Approved by:

Name:

Valeria Cetorelli

Title:

Acting Director Relief and Social Services

Duty Station:

FO Lebanon

Agency / Unit:

Relief and Social Services, UNRWA

Submitted by:

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Date of Submission: