

TERMS OF REFERENCE

Junior Professional Officers (JPO)

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

I. General Information:

Title: Associate Social Protection Officer

Sector of Assignment: Protection Division, UNRWA HQ

Country: Jordan

Location (city): Amman

Agency: United Nations Relief and Works Agency for Palestine refugees (UNRWA)

II. Supervision:

Name of Supervisor: Kedir Yimam

Title of Supervisor: Senior Protection Officer (Protection Mainstreaming)

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 post holder will receive regular technical support and guidance from supervisor. Bi-weekly meetings will take place to review work progress between supervisor and post holder. At the beginning of the assignment the post holder together with supervisor will define key performance objective including detail workplan that will be reviewed quarterly. The post holder will also participate in weekly protection team meetings and monthly meetings with other program focal points. The post holder will also schedule and lead regular conversation with field based focal persons.

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)

- Undertake a review of the agency's social protection services using inclusion, well-being, protection resilience lenses and compare them against global good practice. (1st half of year 1)
- Map community-based protection mechanisms and local actors and undertake consultation across the five field offices to identify community-led solutions work to promote social protection (1st half of year 1)
- Develop tools and guidance document on how to promote wellbeing, protection resilience, participation, and inclusion of persons with protection risks in social protection assistance (1st half year 1)
- Develop and roll-out capacity building materials on age, gender, and disability sensitive social protection service delivery guidelines aligned with UNRWA's current services (2nd half of Year 2)
- Support the protection division in the identification of strategies, processes, and tools to promote protection in social protection services (throughout the assignment period)
- Support the protection division in the collation and synthesis of data from protection monitoring, internal reviews and other assessment and ensure its utilization for social protection and resilience building strategy development (throughout the assignment period)

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)

Master's degree or equivalent from an accredited educational institution in social studies, psychology, law, social protection, social services, and other related social disciplines.

Experience: A minimum of two years relevant professional experience in the areas of social protection, social services and exposure in social protection systems in humanitarian contexts. Previous experience and exposure in social protection systems is preferred.

Key Competencies of the assignment:

(Indicate technical knowledge, professional/language skills)

Analyzing: ability to conduct independent research to identify and analyse policy and practice issues and formulate options in making recommendations; ability to conduct necessary fact-finding including interviews;

Applying technical expertise: knowledge of social protection policy and practice; knowledge of protection mainstreaming; knowledge of disability and inclusion; and child protection

Creativity: ability to produce a range of creative solutions to problems; contributes innovative approaches and insights;

Communication: speaks and writes clearly and effectively; listens to others, interprets messages from others and responds appropriately; tailors' language, tone, style and format to match the audience; demonstrates openness in sharing information and keeping people informed;

Client orientation: ability to manage conflict; uses humour appropriately to enhance relationships with others; recognizes disagreements and tensions between individuals and attempts to resolve or ease them.

Integrity: an ability to work honestly, openly, impartially and in accordance with the values of the United Nations; serves as a role model that other people want to follow.

Language(s):

- Fluency in English is required.
- Arabic is 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.)

Learning/training activities include: engagement/participation in training and workshop activities including on broader protection topics including gender, child protection and disability and inclusion and their linkages to social protection. Interaction with decision makers and experts within the agency will also enhance knowledge and skills

Learning outcomes will include:

- A broad understanding of UNRWA's mandate, its critical programmes and services for the Palestine refugee population;
- An in-depth understanding of current UN system-wide standards and activities on social protection and the linkage to wellbeing, resilience and protection
- Experience in developing strategies, action plans, risk assessments and mitigation strategies, and monitoring and reporting in a United Nations context
- Enhanced knowledge and skills in coordination, training, education, and outreach, policy support and standard setting.
- Understanding how social protection service is provided by UNRWA and its linkage on vulnerability and wellbeing across the five field of operation

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.)

Protection is a key pillar of the Agency's mandate and the first strategic objective of UNRWA's Strategic Plan for 2023-2028. Since 2021, with the adoption of the Protection Strategic Framework, UNRWA has strengthened its protection function and shifted to a more rights-based approach in its delivery. UNRWA's acknowledges that Palestine refugees are best protected through realization of their human rights, whether through equitable and inclusive access to UNRWA services, services available in the host community, or by reducing risks and threats in the external environment. UNRWA seeks to carry out its protection mandate through protection mainstreaming, protection programming, and advocacy with other duty bearers on the rights of Palestine refugees.

As part of this strategy, the protection division will assess and provide support in integrating protection elements in the way the Agency designs and delivers social protection services, including through cash and food assistance, microfinance, and skill development through vocational skills training. The Agency's basic service in health and education contribute to the social protection systems of Palestine refugees. However, gaps remain in how such services are addressing broader risk factors and their intersection to reduce protection risks. Under the leadership of the protection division, further review of current social protection services is expected to generate evidence and tools to ensure strategies and approaches are inclusive, promote wellbeing and reduce protection risk factors for Palestine refugees.

VII. Information About Living Conditions at the Duty Station:

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

The Hashemite Kingdom of Jordan is strategically located in the Middle East covering a diversity of landscapes. Jordan is bound by Syria to the north, Iraq to the northeast, Saudi Arabia to the east and south, the Red Sea to the south and Israel and the Palestinian National Authority to the west. The weather in Jordan is not too extreme. Summer is dry, with temperatures regularly reaching 35°C. The winter is colder with temperatures often dropping slightly below freezing.

Amman, the capital, is a peaceful city with over four million residents. People are friendly to visitors. Services in terms of banking, transportation, health and communications are easily available. Though Arabic is the official language, English is widely spoken among the majority of the population, especially in Amman. Road network is good both in terms of spread and quality of the roads. Public transportation in Amman is limited. Taxis are relatively cheap and easily available. There are several shopping malls, restaurants, gyms, and cinemas. A large variety of accommodation options can be found; however, internationals tend to live in certain neighbourhoods in which services and amenities are often found. It is worth noting that prices in Amman have generally increased in the past few years. There are no specific security threats. Amman is a very easy city in which to live; large, many amenities, very modern and serviced by Queen Alia International Airport (QAIA) with direct flights to most capital cities. According to the assessment of the UN Department of Safety & Security (UNDSS) Jordan is a family duty station (category A hardship). Amman has wonderful sites such as Roman Amphitheatre, The Citadel, Royal Automobile Museum, Old Downtown, Rainbow Street.

Approved by:

Name: Stephanie Case

Title: Chief of Protection Division

Duty Station: Amman/ Jerusalem

Agency / Unit: Protection Division.

Submitted by:

Name: Kadir Yimam

Title: Associate Social Protection Officer

Duty Station: Amman, Jordan

Agency / Unit: UNRWA/Protection Division

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