

TERMS OF REFERENCE

Junior Professional Officers (JPO)

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

I. General Information:

Title: Social Work Associate

Sector of Assignment: Relief and Social Services Department (RSSD)

Country: Jordan

Location (city): Amman

Agency: UNRWA

II. Supervision:

Name of Supervisor: Sawsan Sa'ada

Title of Supervisor: Social Development Specialist

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 supervisor will:

- Provide induction on UNRWA's mandate, scope of work, and programs.
- Introduce the Social Services Division (SSD), including its technical focus areas and approaches.
- Share reading materials, such as strategies and annual reports, on UNRWA and the RSSD.
- Agree on a work plan with the incumbent, specifying responsibilities, deliverables, and timelines.
- Offer technical guidance on assigned tasks as needed.
- Provide feedback after the completion of assigned tasks.
- Conduct bi-weekly check-in meetings with the incumbent to review progress on the work plan.
- Hold a final meeting where the supervisor and incumbent provide feedback on the work experience.

III. Duties, Responsibilities and Output Expectations:

☐ **Support the development of SSD annual report and annual social work case management risks analysis (30%)**

- Compile and review social work interventions and activities to identify prevalent protection risks across five field offices, using data from Primero and collaborating with the system officer and social work teams.
- Expected Output: Collection and partial synthesis of secondary data for the SSD annual report and protection risks analysis.

☐ **Contribute to technical guidance for social work teams (30%)**

- Synthesize technical references from UN, INGOs, interagency committees, and academia on case management and protection risks, focusing on topics like GBV and child protection (CP).
- Expected Output: Development of state-of-the-art materials to enhance ongoing learning

and capacity for social work teams, used by SSD in technical guidance sessions.

□ **Support the development and updating of social work guiding documents (20%)**

- Review and suggest updates to existing and new guiding documents, focusing on GBV/CP sections; gather input from social work teams through surveys and focus group discussions (FGDs).
- Expected Output: Updated or newly drafted sections on GBV and CP in SSD guidance documents, such as social work SOPs.

□ **Enhance accountability to affected populations through the SSD annual client satisfaction survey (20%)**

- Review and provide feedback on the client satisfaction survey tool, and contribute to drafting parts of the final report on survey findings.
- Expected Output: Drafted sections of the SSD annual client satisfaction survey report.

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 from an accredited educational institution in social work, social development, or human rights, with a specialization or focus on GBV or CP, is required.

Experience:

A minimum of 2 years' relevant experience in social work and development programs.

Key Competencies of the assignment:

(Indicate technical knowledge, professional/language skills)

- Interpersonal skills and the ability to communicate effectively with diverse teams, including in hybrid environments.
- Excellent communicator, able to convey messages to non-technical audiences, with proven ability to work in teams comprising individuals from diverse backgrounds
- Curious analytical mind, actively seeks to improve programme and services, offers new and different options to solve problems or meet stakeholders' needs.
- Excellent troubleshooting and problem-solving skills and ability to handle pressure.
- Interest in organisational risk management is an advantage.

Language: Fluency in oral and written English is required. Knowledge of Arabic is an advantage

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 incumbent will gain:

- Knowledge of the living conditions, vulnerabilities, and protection concerns of Palestine refugees across the five fields of operation.
- Understanding of UNRWA's social work interventions aimed at preventing and responding to protection risks, particularly related to Gender Based Violence and Child Protection (CP).
- Familiarity with social work programming in humanitarian and development settings.
- Experience in social work program reporting and risk analysis.
- Experience in accountability to affected populations through surveys and reporting on protection risks.

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.)

In 2017, the Relief and Social Services Department (RSSD) underwent a reform aimed at ensuring that the wellbeing of Palestine refugees is considered holistically, fostering their psychosocial resilience and social inclusion. This approach is essential given the cross-generational and complex protection risks and challenges related to security and safety, economic and social distress, conflict, legal status, and rights, all of which continue to adversely impact the daily lives of Palestinian refugees.

As a result of the reform, the specialized Social Work Division (SSD) within the RSSD was established to provide case management and psychosocial support to critical cases, focusing on GBV, CP, persons with disabilities, older people, and other vulnerable groups. Social work teams across the five fields of operation were trained and strengthened in case management and psychosocial support through phased capacity-building programs.

VII. Information About Living Conditions at the Duty Station:

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

Jordan has an area of 89,342 km² (34,495 sq mi) with a population of 11.5 million. The dominant majority, or around 95% of the country's population, is Muslim with the rest being mostly Arab Christians.

From as early as 1948, Jordan has accepted refugees from multiple neighboring countries in conflict. An estimated 2.1 million Palestinian refugees, most of whom hold Jordanian citizenship, as well as Syrian and Iraqi refugees. While Jordan continues to accept refugees, the large Syrian influx during the 2010s has placed substantial strain on national resources and infrastructure.

The country has a high Human Development Index, ranking 99th, and is considered a lower middle income economy. The Jordanian economy, one of the smallest economies in the region, is attractive to foreign investors based upon a skilled workforce. The country is a major tourist destination, also attracting medical tourism with its well-developed health sector. Nonetheless, a lack of natural resources, large flow of refugees, and regional turmoil have hampered economic growth.

Approved by:

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Agency / Unit: UNRWA, Relief and Social Services Division (RSSD)

Submitted by:

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Date of Submission: 16 October 2024