



UNITED NATIONS CHILDREN'S FUND JPO Request Form



Training and Learning Plan

- ✓ Participation in a one-week JPO Induction Programme in New York.
- ✓ Guidance and advice about training opportunities within the field of expertise.
- ✓ Use of yearly JPO training funds for internal/external training opportunities.
- ✓ Participation in the Mentoring, Coaching, and Career Counselling and Career transition programmes.
- ✓ Encourage field mission and/or stretch assignments during and after the 2nd year.

In addition, the JPO will benefit from the following specific learning opportunities in the receiving office:



Please also mention the following:

- ✓ Career prospects and potential for retention:
- ✓ Supervisor's experience in coaching and development of young professionals:
- ✓ Training on available Social and Behavior Change
- ✓ Opportunities for expanding career in SBC.
- ✓ The JPO will work under the direct supervision of the SBC Chief, who brings over 15 years of extensive experience in leading diverse teams and programs in various organizations, including CSOs, Media, and the UN. The SBC Manager leads and coordinates the SBC function in UNICEF DRC, working with the other priorities programme sections (Health, Nutrition, Child Protection, Education, Social Policy Sections, CAI, Emergency, and CAP). The JPO can interact with and learn sectoral SBC strategies through this important platform. At the same time, building experience in the cross-sectoral functions of the SBC Unit is outlined in the TOR. Such in-depth technical expertise and leadership in the field of SBC will be an excellent opportunity for the JPO to build experiences while contributing to a thriving environment. Moreover, there is ample opportunity for SBC capacity building in line with UNICEF's recent adoption of a new business model that emphasizes SBC

programming capacity and function to respond to the growing importance of people-centered approaches and implement evidence-based change programmes in developing an emergency context.

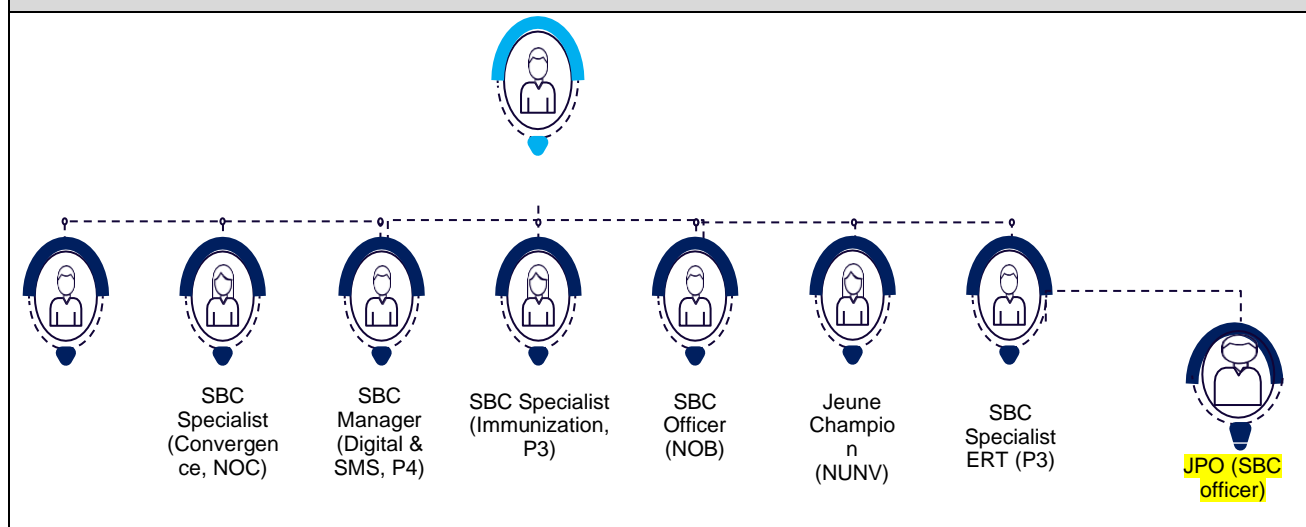
Information and living conditions of Duty station: [For Filed Office locations only]	
General Information	<p>[Please write a short paragraph with duty station information]</p> <p>The Democratic Republic of Congo is the second-largest country in Africa by surface area, comprising 26 provinces, with one of the fastest-growing populations in the world, driven by a growth rate of 3.2 per year. The population was 107 million in 2021 and is projected to reach almost 148 million in 2035. Children under the age of 15 years represent 48% of the population, women, 51%¹and adolescents (10–19 years old), 23%². The urban population accounts for 48% of the population, with a high concentration in Kinshasa's capital.</p> <p>The Democratic Republic of the Congo is the country with the highest number of grave violations verified by the United Nations and one of those with the highest number of internally displaced persons. The escalating armed conflict in the country is seriously affecting 14.9 million children, who are victims of recurrent epidemics, endemic sexual violence and increasing access difficulties, all of which exacerbate vulnerability and increase child mortality.</p> <p>The DRC is facing one of the world's longest and most complex crises in the east of the country, where the government has declared a state of siege since May 2021 in the provinces of North Kivu and Ituri and has appointed military governors in these provinces. These provinces have been experiencing a wave of endless violence for more than two decades. The most severe humanitarian crises are: (i) armed conflicts, (ii) natural disasters, (iii) public health emergencies including epidemics (measles, Mpox, suspected Marburg). These crises have caused massive displacement of populations in places that were supposed to be safe. Internally displaced persons grouped in displacement camps and host communities in North and South Kivu are receiving humanitarian assistance to meet their urgent needs.</p> <p>But sometimes, communities, especially children and women are still not involved in identifying their priority needs, they do not participate in decisions, implementation, monitoring of humanitarian goods and services or in any other way; they do not know how to share their suggestions and concerns about humanitarian aid; and the majority of their complaints have never had feedback from the responsible bodies. Sometimes, the implementation of humanitarian aid can have a negative impact on beneficiaries due to intentional or unintentional actions of humanitarian workers, including sexual exploitation and abuse.</p> <p>Likewise, since August 2024, level 3 activation for the Mpox crisis covers all 23 provinces of the DRC. In accordance with UNICEF's commitment to accountability to affected populations, all interventions at the community level must consider the AAP component from planning to the evaluation of activities implemented in favor of displaced populations and host communities.</p> <p>Kinshasa, the capital of DRC, also functions as one of the 26 provinces of the Democratic Republic of the Congo and is administratively divided into 24 communes. Kinshasa is the largest nominally Francophone urban area globally, with French being the language of government, education, media, public services, and high-end commerce.</p> <p>Numerous international agencies have offices in Kinshasa, and decent housing with water, electricity, and guards is available. The United Nations Department of Safety and Security advises on recommended residential areas for international UN Personnel and certifies that</p>

1 Institut National de Statistique (INS)-2019.

2 Institut National de Statistique (INS)-2019.

	residential premises meet the minimum-security measures set for DRC. UNICEF, UNDP, UNFPA, WFP, ILO, IOM, and other international agencies have their offices in Kinshasa.
Security	<p>Please provide information on the level of security at the duty station.</p> <p>The Democratic Republic of the Congo has duty stations that vary according to existing and potential crises. Kinshasa is a family duty station classified as a Class B duty station (low to medium risk). However, travel outside Kinshasa, particularly to the east, requires prior authorization from the Representative.</p>
Housing	<p>Please provide information on housing at the duty station.</p> <p>House rentals and prices differ depending on size and location. The main recommended residential neighborhoods in Kinshasa are Gombe and Ngaliema.</p> <p>Renting furnished and unfurnished houses, townhouses, or apartments is possible.</p>
Schools & Childcare	<p>Please share information on Schools and Childcare at the duty station.</p> <p>Several international schools with a widely recognized academic system abroad are available in DRC in English and French. International schools often include kindergarten and preschool classes (sometimes even a nursery) for younger kids.</p>
Work for spouses & partners	<p>Please share information on available opportunities for Work for spouses and partners. Work opportunities for spouses/partners are limited. However, if hired by any organization, a work permit must be applied for through the same hiring organization.</p>

Reporting line of the JPO [Please insert an org chart that is showing the reporting line of the JPO]



You may use the GJP or the Specific JD for the below sections



UNITED NATIONS CHILDREN'S FUND SPECIFIC JOB PROFILE

I. Post Information

Job Title: **Social and Behaviour Change Officer (SBC)**

Supervisor Title/ Level: **SBC Specialist Emergency Response Team (ERT), P3.**

Organizational Unit: **Programme Section**

Post Location: **DRC, Kinshasa Country Office**

Job Level: **Level 2**

Job Profile No.:

CCOG Code:

Functional Code:

Job Classification Level: **Level 2**

II. Strategic Office Context and purpose for the job

Strategic office context: [\[Office Context and JPOs Contribution to the Organization\]](#)

Please write a short pitch on why the governments should sponsor a JPO in your office. Consider including background information, history and programme outline for the country. Give a short background of the programme/projects the JPO will be working on and the impact and contribution of the JPO.

Please provide an overview of the office context in which this position works, briefly summarizing.

The fundamental mission of UNICEF is to promote the rights of every child everywhere and in everything the organization does — in programmes, advocacy, and operations. The equity strategy, emphasizing the most disadvantaged and excluded children and families, translates this commitment to children's rights into action. For UNICEF, equity means that all children have an opportunity to survive, develop, and reach their full potential without discrimination, bias, or favoritism. To the degree that any child has an unequal chance in life — in its social, political, economic, civic, and cultural dimensions — their rights are violated. Growing evidence shows that investing in the health, education, and protection of a society's most disadvantaged citizens — addressing inequity — will allow all children to fulfill their potential and lead to sustained growth and stability in countries. This is why the focus on equity is so vital. It accelerates progress towards realizing the human rights of all children, which is the universal mandate of UNICEF, as outlined by the Convention on the Rights of the Child while supporting nations' equitable development.

Purpose for the job:

Please outline the overall responsibility of this position, focusing on:

- 1.) What purpose it serves
- 2.) What is it accountable for

Under the direct supervision of the SBC Chief, the JPO will be responsible for the following key functions/accountabilities: [max 3 to 4 key functions]

Job organizational context:

This deployment requires a full-time commitment from the SBC JPO to support the SBC emergency response and AAP component in all provinces of the DRC in synergy with the SBC ERT Specialist as well as the Ministry of Health and partners in coordination, risk communication, social mobilization and community engagement, research, feedback mechanisms, capacity building, monitoring and evaluation, and donor relations related to support to humanitarian responses. The JPO will work closely with the deployed teams to support the SBC pillars below:

Build, implement, follow up and disseminate community feedback for real-time response information and action.

- Putting the needs and interests of the people we serve at the center of decision-making and ensuring the most appropriate and relevant outcomes for them, while preserving their rights and dignity and increasing their resilience to face situations of vulnerability and crisis.
- Support the development and implementing AAP mechanism and ensure that feedback is considered to inform and adapt UNICEF's Emergency Response.
- Support the capacity building on UNICEF staff and partners on AAP.

Generate and utilize research, data, and evidence to inform the design, measurement, and monitoring of SBC programs and outcomes in both development and emergency contexts and to build the evidence base for SBC.

- In collaboration with sectoral and cross-sectoral specialists, relevant government officers and other UN/NGO partners, design and conduct SBC situation analyses and formative research that identify social and behavioural drivers; initiate, commission, manage and/or utilize qualitative and quantitative research on social and behavioral drivers that include behavioural analysis, human centred design, social listening, behavioural insights, participatory research and/or RCT.
- Establish community feedback mechanisms and use feedback to inform community engagement and SBC actions for disaster preparedness, response, recovery, and resilience. Generate and use SBC evidence, data, and assessments for disaster preparedness, response, recovery, and resilience.
- Develop terms of reference, research tools, frameworks, and protocols for generating evidence to inform SBC initiatives and apply tools, methodologies and frameworks for data collection, tracking, monitoring and reporting and disseminating SBC results.

Design, plan, and implement SBC activities that are backed by social and behavioural evidence and strong engagement and participation mechanisms in both development and humanitarian contexts.

- In collaboration/consultation with UNICEF sectoral and cross-sectoral specialists, relevant government officers and other UN/NGO partners, develop, implement, and monitor evidence-

based SBC strategies and activities, in line with global standards and UNICEF priorities and approaches.

- In collaboration/consultation with UNICEF sectoral and cross-sectoral colleagues and implementing partners, select appropriate SBC activities and platforms for engagement, ensuring quality and integration of the latest evidence and science-backed approaches. In this process, oversee coordination with SBC stakeholders and partners to align plans and activities.

Support operationalization of SBC by advocating for SBC, mobilizing resources, coordinating across stakeholders, sectors and teams, and partnership building

- Collaborate with national, regional and/or global partners to link and coordinate SBC approaches.
- Cultivate resource mobilization opportunities and produce proposals, reports, and other materials to support resources mobilization. Contribute to mobilizing human resources for SBC, including staff, consultants, and external vendors.
- Identify, recruit, and supervise consultants, vendors and other technical expertise to support delivery of SBC activities. Plan, use and track the use of resources and verify compliance with organizational guidelines and standards.
- Contribute to financial planning, budget planning and tracking and financial management for SBC.
- Identify, disseminate, and adopt best practices and innovative approaches and technology in SBC, integrate them in programme approaches and support SBC and sectoral teams in implementing them.
- Advocate internally and externally for integration of SBC in national systems, in the country programme, and in sectoral plans.
- Coordinate with stakeholders and partners for the implementation of community engagement and SBC in humanitarian actions.

Promote continuous learning, strengthening, and scaling up in SBC for both development and humanitarian contexts through capacity building for UNICEF staff and partners.

- Identify, design, and organize SBC training materials and opportunities for staff and partners, including on new approaches such as behavioural analysis, behavioural insights, human-Centered design, social listening, and social accountability mechanisms. Develop and/or use and adapt existing UNICEF learning resources, guidelines, and training materials to build SBC capacity among staff, implementing partners and relevant government and non-government counterparts.
- Develop and institutionalize best practices, facilitate the exchange of experiences, and provide technical assistance for the uptake of new SBC methods and knowledge internally and externally.
- Identify and mobilize resources to support capacity development internally and externally and provide SBC technical support and capacity building to government counterparts.
- Identify and develop mechanisms to strengthen systems for community engagement in humanitarian contexts.
- Develop and/or adapt capacity development tools and activities for humanitarian programming with a focus on preparedness, response, and recovery.

Purpose for the job: The SBC Officer reports to the SBC Specialist Emergency Response Team (ERT) for supervision and guidance. The officer provides technical and operational support in SBC planning, implementing, monitoring, and documenting various SBC initiatives toward achieving measurable behavioral and social change.

III. Key functions, accountabilities, and related duties/tasks:

Summary of key functions/accountabilities:

1. **Generate & Use Evidence:** Generate and utilize research, data, and evidence to inform the design, measurement, and monitoring of Social Behaviour Change in both development and emergency contexts.
2. **Design, plan, and implement:** Design, plan, and implement Social Behaviour Change activities backed by social and behavioral evidence and strong engagement and participation mechanisms in both development and humanitarian contexts.
3. **Networking and Building Partnerships:** Support the operationalization of Social Behaviour Change through coordination across stakeholders, sectors, teams, and SBC partnerships. Facilitate capacity-building activities.
4. **Innovation and knowledge management:** Promote continuous learning, documentation of best practices and knowledge learned/products, and tailor SBC products for various media platforms

1. Support to strategy design and development of SBC plans

- Participate in conducting comprehensive SBC situation analysis of social, communication, cultural, economic, and political issues in DRC.
- Collect and synthesize qualitative and quantitative information and data to support comprehensive evidence to inform SBC strategies and messages.
- Assess, select, and/or recommend appropriate information materials for SBC initiatives and facilitate adaptation and pre-testing among the target audience.
- Support monitoring of implementation and impact of SBC strategies in achieving measurable behavioral and social change

2. Support to the implementation of SBC plans

- Collaborate and consult with internal and external partners to provide operational and technical support for co-creating evidence-based plans and producing quality SBC materials to support community engagement activities in development and emergency contexts.
- Collect, assess, and organize background documents and critical information for planning. Provide technical, administrative, and logistical support to implement and coordinate SBC strategies and activities in development and emergency contexts.
- Assess and recommend potential contacts, networks, resources, and tools to support the maximum impact and outreach of SBC initiatives.

- Follow up and monitor the production of SBC materials to ensure the technical quality, consistency, and relevancy of SBC materials for different platforms (community, institutions, mass/digital platforms)

3. Networking and partnership building

- Support partnership-building activities through regular updates to the SBC landscape analysis.
- Develop background documents for partnership documents.
- Collaborate with internal global/regional communication partners to harmonize, link, and/or coordinate messaging to enhance SBC outreach and contribution to programmatic outcomes.

4. Innovation, knowledge management, and capacity building

- Documentation of best/promising practices, human interest stories, and case studies, lessons for dissemination in various formats working with programme sections
- Facilitate tailoring and adapting of SBC message materials for various media platforms, including digital platforms such as IOGT and U-Report
- Maintain and update the repository of SBC resources and platforms for sharing with partners.

IV. Impact of Results

(Please briefly outline how the efficiency and efficacy of the incumbent impacts its office/division and how this, in turn, improves UNICEF's capacity to achieve its goals)

Effective and efficient technical, administrative, and operational support provided to the development and implementation of SBC initiatives and interventions has a direct impact on UNICEF's capacity to promote and strengthen community structures to achieve key KRCs; as well as strengthen complaints and feedback mechanisms through U-Reporters platforms in displacement sites and communities to raise their voices for their resilience in emergency and development situations.

V. Competencies and level of proficiency required

(Please base on UNICEF Competency Framework)

<p><u>Core Values attributes</u></p> <ul style="list-style-type: none"> • Care • Respect • Integrity • Trust • Accountability <p><u>Core competencies skills</u> (please make sure to adjust competency levels depending on supervisory responsibilities)</p> <ul style="list-style-type: none"> • Nurtures, Leads and Manages People (1) • Demonstrates Self Awareness and Ethical Awareness (2) • Works Collaboratively with others (2) • Builds and Maintains Partnerships (2) • Innovates and Embraces Change (2) • Thinks and Acts Strategically (2) • Drives to achieve impactful results (2) • Manages ambiguity and complexity (2) 	<p><u>Functional Competencies</u> (please use GJP as reference):</p> <ul style="list-style-type: none"> • Persuading and influencing (1) • Applying technical expertise (1) • Learning and researching (2) • Planning and organizing (2)
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VI. Recruitment Qualifications	
Education:	<p>A university degree in one of the following fields is required:</p> <p>A university degree in one of the following fields is required: social and behavioral science, sociology, anthropology, psychology, education, communication, public relations, or another relevant technical field.</p>
Experience:	<p><i>A minimum of two years of professional experience in one or more of the following areas is required.</i></p> <p><i>Relevant experience in a UN system agency or organization is considered an asset.</i></p> <p>A minimum of two years of professional experience in one or more of the following areas is required: social development programme planning, communication for development, public advocacy, or another related area.</p> <p>Relevant experience in a UN system agency or organization is considered an asset.</p>
Language Requirements:	<p><i>Fluency in English is required. Knowledge of another official UN language or the duty station's local language is considered an asset.</i></p> <p>Fluency in French and functional English is required.</p>