



**UNHCR TERMS OF REFERENCE
FOR JUNIOR PROFESSIONAL OFFICER (JPO) CATEGORY**
(When finalised and approved by the Post Manager(s), e-mail to HQPC00)

DATE SUBMITTED: dd/mm/yyyy

PART 1A - CLASSIFICATION DATA

A.1 CURRENT / OFFICIAL POSITION DATA

JPO Position No.: 10021061		
JPO Position Title: Associate Protection Officer		
JPO Position Grade: P2	Position Category: JPO	
JPO Position Location: Luanda, Angola		
Supervisor Position No: 10002621	Supervisor Position Title: Senior Protection Officer	Supervisor Position Grade: P4

- ACTION REQUESTED -

A.2 CREATION OF JPO POSITION *(Tick as appropriate)*

A.3 REVISION OF EXISTING POSITION *(Tick as appropriate, and indicate the current, revised title)*

Change of Title Update of Duties Others *(Specify)*: new form; new title supervisor

	Title:	Grade	Category
From:	Head of National Office	P3	JPO
To:	Snr Protection Officer	P4	JPO

PART 1B - POSITION JUSTIFICATION

JUSTIFICATION (Creation / Revision) – Explain below why the creation of position is needed. If the position is to be revised, explain any new contextual developments or changes in position requirements that justify the review.

There are an estimated 15,555 recognized refugees in Angola, among whom about half are from a long staying protracted Congolese (DRC) caseload from several waves of displacement. The remainder of the refugees are from more than 20 nationalities, most notably Mauritania, Sudan and Cote d'Ivoire. In addition, according to information provided by the Service for Migration and Foreigners (SME), Angola hosts more than 30,000 asylum seekers who are scattered across the country, although the majority is believed to reside in the capital city Luanda and its surroundings. A new Asylum Law was adopted and entered into force in June 2015. This Law is however not implemented resulting in a situation in which newly arriving asylum-seekers are not registered and documented, while recognized refugees face increasing protection problems as the refugee cards are not being renewed and get expired.

Other consequences of the non implementation of the law are that refugee born in Angola do not receive a birth certificate, lack effective access to employment, cannot open businesses, and the low quality refugee documents causes difficulties to open bank accounts and to get mobile phones. Access to education and health care is equally hampered by expiration or lack of recognition of the refugee cards. From the onset of the emergency operation in Lunda Norte and advocacy from UNHCR the government decided to apply the biometric registration to all refugees in Angolan territory, in order to obtain reliable data to prepare the implementation of the new law foreseen to start in late 2018. The quality of RSD has always been short of international standards and strengthening of UNHCR's protection capacity in Angola is needed in order to train the officials that will carry out the RSD procedure and to perform UNHCR's observer role in the new RSD body.

The upcoming registration challenge and the implementation of the new law will face UNHCR with the challenges to renew registration of more than 45 thousand refugees and asylum seekers and support the government on building the capacity to process a backlog of 30 thousand asylum seekers and an indeterminate number of new arrivals who could not present their asylum claims since 2013. UNHCR has in 2016 carried out a 1st Protection Needs Assessment in order to increase its knowledge about the refugees in Angola and to identify durable solutions. On the other hand the new documentation will increase the possibilities of local integration, however it is necessary to settle a new focus on durable solutions. The prospective evocation of the cessation clause for Rwandan, Sierra Leonians and Liberian refugees will pose the challenge of voluntary repatriation or local integration for these refugees. Resettlement should also be increasingly be used as a protection tool. The Associate Protection Officer will support the Office with this broad area of protection issues and in particular reinforce the capacity to identify durable solutions with a community based approach.



UNHCR TERMS OF REFERENCE FOR JUNIOR PROFESSIONAL OFFICER (JPO) CATEGORY

(When finalised and approved by the Post Manager(s), e-mail to HQPC00)

Date of Classification ⁽¹⁾:

PART 2A – IDENTIFICATION OF POSITION	
Position No:	Job Code ⁽¹⁾ :
Position Title:	Job Profile ⁽¹⁾ :
Position Location :	Functional Group ⁽¹⁾ :
Supervisor Position No., Title & Grade:	CCOG Code ⁽¹⁾ :
Position Grade:	Category: ⁽¹⁾ : JPO
	<i>(1) To be completed by PCU</i>
PART 2B – POSITION REQUIREMENTS	

2.1 ORGANIZATIONAL CONTEXT. *Define the role of the position within the team, it's external/internal work relationships or contacts, the contextual environment in which it operates and the scope of supervision received, and where applicable, exercised by the incumbent.*

The Office of the United Nations High Commissioner for Refugees was established on December 14, 1950 by the United Nations General Assembly. The agency is mandated to provide protection (including assistance) and seek durable solutions for refugees, returnees and stateless persons. The Associate Protection Officer assists the Senior Protection Officer to strengthen the protection response in Angola, to work closely with Partners and the national authorities on all issues related to the development of the asylum system in Angola; build a multifunctional team approach for mainstreaming gender equality and child rights in all protection activities and for operationalising policy priorities; ensure that individuals and groups with specific needs are identified; and incorporate these approaches, policies and concerns into the design and implementation of protection activities. The supervisor defines the objectives and assignments to be performed and provides guidance and support to the incumbent who completes the work independently. The incumbent may supervise some support staff.

SUPERVISION: The JPO will be under the direct supervision of the manager indicated under ‘Supervisor title and position number’. The supervisor will be responsible for the performance evaluation of the JPO. The manager will also ensure that the JPO is provided a thorough induction and orientation briefing, followed by on-the-job training as well as continuous guidance for training/learning opportunities throughout the assignment. In support to the manager, the JPO Unit provides the Supervisory Guidelines upon recruitment/reassignment of the JPO.

LIVING CONDITIONS AT THE DUTY STATION

Please indicate if the following is available at the Duty Station

Housing/accommodation	Housing has been extremely expensive in Angola, but due to the current economic and financial crisis that Angola is facing the rent of apartments has a tendency to decrease.
Health care	Health care facilities are limited in Luanda; two larger private clinics provide emergency services, testing and analysis can be done in various private clinics; most expatriate staff travel for medical issues to South Africa, Namibia, Brazil or Europe where access is done by daily flights.
Educational facilities	In Luanda there are various English language private schools, a French and Portuguese International School (kindergarten upto Grade 12). The Luanda International School, also offers K1 to Grade 12 but the tuition fees are high.
Security	The MORSS foresees a right to a security guard and 2 guards for female staff; all private residences need a generator. In practice most international staff do not have private guards as they live in buildings with common guards.
Other (transports, banks, etc)	Banking services in local currency and ATMs are available; there is a shortage of USD and other hard currencies and most banks cannot provide USD at the counter while transfers in hard currency within the country are not allowed.

2.2 FUNCTIONAL STATEMENT. *Describe the accountabilities, responsibilities and authorities associated with the position.*

Accountability *(key results that will be achieved)*

- The protection of populations of concern is met through the application of international and national Law, relevant UN/UNHCR protection standards and IASC principles.
- The protection strategy incorporates a thorough age, gender and diversity (AGD) analysis and reflects the Organization’s global, regional and country level priorities.
- The Participation of persons of concern is assured through continuous assessment and evaluation using participatory, rights and community based approaches.
- Protection incidents are immediately identified and addressed

Responsibility *(process and functions undertaken to achieve results)*

Duties and Responsibilities:

- Stay abreast of political, social, economic and cultural developments that have an impact on the protection environment.
- Promote International and National Law and applicable UN/UNHCR and IASC policy, standards and codes of conduct.
- Foster their consistent and coherent interpretation and application through mainstreaming in all sectors and /or in clusters in applicable operations.
- Assist in providing comments on existing and draft legislation related to persons of concern. Provide legal advice and guidance on protection issues to persons of concern; liaise with competent authorities to ensure the issuance of personal and other relevant documentation.
- Conduct eligibility and status determination for persons of concern in compliance with UNHCR procedural standards and international protection principles.
- Promote and contribute to measures to identify, prevent and reduce statelessness.
- Contribute to a country-level child protection plan as part of the protection strategy to ensure programmes use a child protection systems approach, increase refugee children's access to education.
- Implement and oversee Standard Operating Procedures (SOPs) for all protection/solutions activities.
- Oversee and manage individual protection cases including those on SGBV and child protection. Monitor, and intervene in cases of refoulement, expulsion and other protection incidents through working relations with governments and other partners.
- Recommend durable solutions for the largest possible number of persons of concern through voluntary repatriation, local integration and where appropriate, resettlement.
- Assess resettlement needs and apply priorities for the resettlement of individuals and groups of refugees and other persons of concern.
- Contribute to the design, implementation and evaluation of protection related AGD based programming with implementing and operational partners.
- Contribute to and facilitate a programme of results-based advocacy through a consultative process with sectorial and/or cluster partners.
- Facilitate effective information management through the provision of disaggregated data on populations of concern and their problems.
- Contribute to capacity-building initiatives for communities and individuals to assert their rights.
- Participate in initiatives to capacitate national authorities, relevant institutions and NGOs to strengthen national protection related legislation and procedures.
- Provide training and capacity building to partners and government officials on a wide range of protection related issues particularly protection in emergencies and Refugee status determination.

Authority *(decisions made in executing responsibilities and to achieve results)*

- Intervene with authorities on protection issues.
- Negotiate locally on behalf of UNHCR.
- Decide priorities for reception, interviewing and counselling for groups or individuals.
- Enforce compliance of staff and implementing partners with global protection policies and standards of professional integrity in the delivery of protection services.
- Enforce compliance with, and integrity of, all protection standard operating procedures.

2.3 REQUIRED COMPETENCIES, which illustrate behaviours that are essential to achieving deliverables described above, and that are critical to successful performance. All jobs require the staff to abide to the Values and Core competencies of UNHCR. Where applicable, select a maximum of six Managerial and three Cross-Functional Competencies. (Note that the Performance Appraisal and Management System (PAMS) allows for up to five Cross-Functional Competencies to be selected by the staff member and the supervisor.)

<u>Code</u>	<u>Managerial Competencies</u>	<i>(Max. 4)</i>
1. <input checked="" type="checkbox"/> M001	Empowering and Building Trust	
2. <input type="checkbox"/> M002	Managing Performance	
3. <input checked="" type="checkbox"/> M003	Judgement and Decision Making	
4. <input type="checkbox"/> (M004)	Strategic Planning and Vision <i>(Not applicable to JPOs)</i>	
5. <input type="checkbox"/> (M005)	Leadership <i>(Not applicable to JPOs)</i>	
6. <input type="checkbox"/> M006	Managing Resources	

<u>Code</u>	<u>Cross-Functional Competencies</u>	<i>(Max. 3)</i>
1. <input checked="" type="checkbox"/> X001	Analytical Thinking	
2. <input type="checkbox"/> X002	Innovation and Creativity	
3. <input type="checkbox"/> X003	Technological Awareness	
4. <input checked="" type="checkbox"/> X004	Negotiation and Conflict Resolution	
5. <input type="checkbox"/> X005	Planning and Organizing	
6. <input type="checkbox"/> X006	Policy Development and Research	
7. <input checked="" type="checkbox"/> X007	Political Awareness	
8. <input type="checkbox"/> X008	Stakeholder Management	
9. <input type="checkbox"/> X009	Change Capability and Adaptability	

2.4 ESSENTIAL MINIMUM QUALIFICATIONS AND PROFESSIONAL EXPERIENCE

REQUIRED. Define the educational background, the relevant job experience and the language(s) that are essential to perform the work of the position.

EDUCATION/QUALIFICATION:

- Education: University degree in Law, International Law, Political Sciences or related field.

WORK EXPERIENCE: 4 years (2 years with relevant degree)

SKILLS: Team work, conflict resolution.

LANGUAGE KNOWLEDGE

Please indicate languages required (Official UN Languages: English, French, Spanish, Chinese, Russian, Arabic)

- **Essential:** English,
- **Desirable:** Portuguese or Spanish

2.5 DESIRABLE QUALIFICATIONS & COMPETENCIES. *Describe any experience or knowledge that would be an asset, such as: UNHCR Learning Programmes, other training, additional languages, Field/HQs experience, etc.*

Completed training and/or on-job experience with RSD, Resettlement, Durable Solutions, AGDM, and SGBV.

2.6 TRAINING COMPONENTS AND LEARNING ELEMENTS

TRAINING COMPONENTS:

- **Mandatory training courses:**

1. Basic Security in the Field (NB: needs to be retaken every 3 years)
2. Advanced Security in the Field (NB: needs to be retaken every 3 years)
3. Protection Induction Programme (PIP)
4. UN Course on Harassment, Sexual Harassment and Abuse of Authority
5. Orientation to IPSAS

- **Recommended training courses**

Please indicate at least 1-2 training courses relevant to the particular JPO function, available through Learn &Connect platform.

Protection Learning Program (PLP)

RSD LP

Age, Gender and Diversity Approach Training (AGD)

LEARNING ELEMENTS

Please indicate what the incumbent will learn during the assignment, defined in measurable results through applied skills or demonstrated competencies and specified per year.

The Associate Protection Officer will work in a Branch Office and will thus be involved in a broad range of issues, be directly supervised by the Head of the Protection Unit guaranteeing a constant on-the-job learning; as the UNHCR Office in Angola is compact, the Associate Protection Officer will participate in meetings at ministerial level, and will him/herself have working level contacts up to the level of National Director, under discretion of the supervisor. The Associate Protection Officer will take part in the program planning cycle and be responsible for the inputs into the programming by the protection team. The Office in Angola is part of UNHCR's regional structure for Southern Africa and the incumbent may take part in meetings at the regional level resulting in the increased understanding of the work above the national level.



**UNHCR TERMS OF REFERENCE
FOR JUNIOR PROFESSIONAL OFFICER (JPO) CATEGORY**
(When finalised and approved by the Post Manager(s), e-mail to HQPC00)

DATE SUBMITTED: 26/03/2018

PART 1A - CLASSIFICATION DATA

A.1 CURRENT / OFFICIAL POSITION DATA

JPO Position No.: 10024271		
JPO Position Title: Associate Resettlement Officer		
JPO Position Grade: P2	Position Category: JPO	
JPO Position Location: Douala		
Supervisor Position No: 10022398	Supervisor Position Title: Head of Field Office	Supervisor Position Grade: P3

- ACTION REQUESTED -

A.2 CREATION OF JPO POSITION *(Tick as appropriate)*

A.3 REVISION OF EXISTING POSITION *(Tick as appropriate, and indicate the current, revised title)*

Change of Title Update of Duties Others *(Specify):*

	Title:	Grade	Category
From:			JPO
To:			JPO

PART 1B - POSITION JUSTIFICATION

JUSTIFICATION (Creation / Revision) – *Explain below why the creation of position is needed. If the position is to be revised, explain any new contextual developments or changes in position requirements that justify the review.*

As of 01 December 2019, there were a total of 405,294 refugees from Central African Republic (CAR), Nigeria, Chad and other countries living in Cameroon, with 378,989 refugees living in camps and sites, and 26,305 refugees living in urban areas, mainly in Douala and Yaoundé. The largest number of refugees come from the CAR (292,863) followed by Nigerian refugees (109,340). Other nationalities include Chadians, Rwandans, Congolese (DRC), Sudanese, and Ivorians.

The rationale for the position is to strengthen the capacity of the office in addressing the protection needs of refugees through the identification of refugees with protection/resettlement needs and processing of resettlement cases for submission to resettlement countries. Finding durable solutions for refugees remains one of the priorities of the operation in Cameroon. The position therefore fits into the overall protection strategy of the Operation.



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(When finalised and approved by the Post Manager(s), e-mail to HQPC00)

Date of Classification ⁽¹⁾:

PART 2A – IDENTIFICATION OF POSITION	
Position No: 10024271	Job Code ⁽¹⁾ :
Position Title: Associate Resettlement Officer	Job Profile ⁽¹⁾ :
Position Location : Douala	Functional Group ⁽¹⁾ :
Supervisor Position No., Title & Grade: Kassié Claude Fangamou	CCOG Code ⁽¹⁾ :
Position Grade: P2	Category: ⁽¹⁾ : JPO
	<i>(1) To be completed by PCU</i>
PART 2B – POSITION REQUIREMENTS	

2.1 ORGANIZATIONAL CONTEXT. *Define the role of the position within the team, it's external/internal work relationships or contacts, the contextual environment in which it operates and the scope of supervision received, and where applicable, exercised by the incumbent.*

The UNHCR operation in Cameroon has a Representation Office in Yaoundé, one Field Office in Douala (Littoral region), a sub office in Maroua (Far North region), a sub-Office in Bertoua (East region), a Sub Office in Buéa (South West Region) and Sub-Office in Meiganga (Adamaoua region) and Field Offices in Batouri (East region), Bamenda (North West region) Touboro and Djohong in (Adamaoua region).

Cameroon, a signatory of the 1951 Convention, has practiced an open-door policy towards CAR refugees, allowing them to settle among host communities and to access services and natural resources. Official refugee sites were only created during the 2014 crisis in view of the massive influx of new arrivals in appalling conditions.

However, the increasing number of refugees has put some strains on the above-mentioned policy, as their presence has intensified pressure on already scarce natural resources and social infrastructure, as regards agro-pastoral conflict, access to water, health, education and firewood. Underfunding of the humanitarian operation and scarce development funding has also worsened the situation.

Key protection issues for the refugees in Cameroon remain freedom of movement, lack of access to documentation officially recognized by the Government and to some extent the private sector, child protection, SGBV and poverty. These problems are compounded by a high level of female-headed households and a lack of decision-making power for women, due to cultural factors.

Refugees have the rights to legal residence, primary education, public health and employment in Cameroon. Despite this, their living conditions are generally precarious largely due to lack of employment and regular income. Refugees rely on casual labour, are usually underpaid, work under unsafe conditions and without safeguards; men often work in construction and digging septic tanks, while women often sell street food or engage in domestic work, where they are at risk of abuse or not being paid. UNHCR often intervenes in cases of abuse by (informal) employers, particularly in cases of exploitation. In the urban context, refugees tend to live in makeshift shelters at building sites in poor conditions. The drastic reduction of UNHCR's budget has also negatively impacted on the assistance being provided to refugees further hampering their ability to become self-reliant.

Although voluntary repatriation is an option for refugees from some regions of CAR, with continued regional instability in CAR and Nigeria, Cameroon will likely continue receiving refugees and asylum-seekers from these countries, who are currently arriving in Cameroon in deplorable physical and psychological conditions after suffering traumatic experiences and witnessing atrocities in their countries of origin. Therefore, refugees from these countries have limited prospects for repatriation in safety and dignity.

The high level of illiteracy (as well as the lack of professional/vocational training) prevent refugees from becoming self-reliant and integrating locally. These challenges have been observed in particular with the Central African caseload. As a result, resettlement is often the only viable solution for this group.

Standard Operating Procedures for resettlement activities are in place and UNHCR Cameroon continues to use resettlement as a protection tool and durable solution to address the protection needs of vulnerable refugees residing primarily in urban areas.

In 2019 and years to come, finding durable solutions for refugees is one of the priorities of the operation in Cameroon and resettlement will continue to be used as a protection tool and as a durable solution for refugees. The projected global resettlement needs (PGRN) target for Cameroon for the year 2020 is 600 individuals.

The UNHCR field office in Douala currently comprises of one Senior Resettlement Assistant and one Resettlement Expert (Deployee). The incumbent will work as part of a team of national and international interviewing officers and is expected to be an active part of a dynamic team. The incumbent should be extremely flexible and adaptable, possess excellent drafting skills, and be able to work in a multicultural environment.

SUPERVISION: The JPO will be under the direct supervision of the manager indicated under 'Supervisor title and position number'. The supervisor will be responsible for the performance evaluation of the JPO. The manager will also ensure that the JPO is provided a thorough induction and orientation briefing, followed by on-the-job training as well as continuous guidance for training/learning opportunities throughout the assignment. In support to the manager, the JPO Unit provides the Supervisory Guidelines upon recruitment/reassignment of the JPO.

LIVING CONDITIONS AT THE DUTY STATION

Please indicate if the following is available at the Duty Station

Housing/accommodation	Available
Health care	Available
Educational facilities	Available
Security	Available but unpredictable
Other (transports, banks, etc)	Available

2.2 FUNCTIONAL STATEMENT. *Describe the accountabilities, responsibilities and authorities associated with the position.*

Accountability *(key results that will be achieved)*

- Resettlement delivery in the country is needs-based, non-discriminatory and prioritized for refugees most in need of this solution.
- UNHCR's resettlement policies and standards are correctly and coherently applied; efficient, fair and transparent resettlement procedures are in place.
- Persons of concern are made aware of UNHCR's resettlement procedures and have fair and transparent access to and participation in the resettlement process.
- Fraud in the resettlement process is promptly identified and addressed.

Responsibility *(process and functions undertaken to achieve results)*

The overall responsibility is to implement resettlement policies, strategies, and standard operating procedures to maintain a coherent, credible, and transparent resettlement programme, and specifically to:

1. Assist in the identification of vulnerable refugees who are eligible for resettlement consideration;
2. Interview refugees following established procedures to assess resettlement needs and process suitable candidates for resettlement;
3. Prepare written documentation for resettlement submission (RRFs), and take appropriate decisions as required by UNHCR's Standard Operating Procedures;
4. Conduct resettlement case follow up as required
5. Provide counselling and advice to refugees concerning criteria, prospects, and problems in connection with the resettlement process;
6. Assist in the dissemination of resettlement policy issues among refugees, partners, and Government authorities;
7. Assist in the organization and oversight of selection missions by resettlement countries
8. Assist in mitigating resettlement fraud through oversight (including in-country travel), advice and guidance;
9. Prepare situation reports and compile correct monthly resettlement reports to supervisors and the RBWCA in Dakar;
10. Perform other duties as required and requested by Senior Management.

Authority *(decisions made in executing responsibilities and to achieve results)*

- Ensure proper identification of potential resettlement cases.
- Decide and prioritize resettlement interviews of persons of concern.
- Represent UNHCR's resettlement positions.
- Enforce compliance with, and integrity of, resettlement standard operating procedures.

2.3 REQUIRED COMPETENCIES, which illustrate behaviours that are essential to achieving deliverables described above, and that are critical to successful performance. All jobs require the staff to abide to the Values and Core competencies of UNHCR. Where applicable, select a maximum of six Managerial and three Cross-Functional Competencies. (Note that the Performance Appraisal and Management System (PAMS) allows for up to five Cross-Functional Competencies to be selected by the staff member and the supervisor.)

<u>Code</u>	<u>Managerial Competencies</u>	<i>(Max. 4)</i>
1. <input checked="" type="checkbox"/> M001	Empowering and Building Trust	
2. <input type="checkbox"/> M002	Managing Performance	
3. <input checked="" type="checkbox"/> M003	Judgement and Decision Making	
4. <input type="checkbox"/> (M004)	Strategic Planning and Vision <i>(Not applicable to JPOs)</i>	
5. <input type="checkbox"/> (M005)	Leadership <i>(Not applicable to JPOs)</i>	
6. <input type="checkbox"/> M006	Managing Resources	

<u>Code</u>	<u>Cross-Functional Competencies</u>	<i>(Max. 3)</i>
1. <input checked="" type="checkbox"/> X001	Analytical Thinking	
2. <input type="checkbox"/> X002	Innovation and Creativity	
3. <input type="checkbox"/> X003	Technological Awareness	
4. <input type="checkbox"/> X004	Negotiation and Conflict Resolution	
5. <input checked="" type="checkbox"/> X005	Planning and Organizing	
6. <input type="checkbox"/> X006	Policy Development and Research	
7. <input checked="" type="checkbox"/> X007	Political Awareness	
8. <input type="checkbox"/> X008	Stakeholder Management	
9. <input type="checkbox"/> X009	Change Capability and Adaptability	

2.4 ESSENTIAL MINIMUM QUALIFICATIONS AND PROFESSIONAL EXPERIENCE

REQUIRED. Define the educational background, the relevant job experience and the language(s) that are essential to perform the work of the position.

EDUCATION/QUALIFICATION:

University degree in law, international law, political sciences, or international relations. Knowledge of refugee issues, international human rights and refugee law are desirable.

WORK EXPERIENCE:

2 years of directly relevant work experience. Prior experience in interviewing will be an asset.

SKILLS:

The incumbent should be flexible and able to work under pressure and deadlines. A solid grounding in international human rights law and refugee law are assets.

LANGUAGE KNOWLEDGE

Please indicate languages required (Official UN Languages: English, French, Spanish, Chinese, Russian, Arabic)

- **Essential:** English, and French
- **Desirable:**

2.5 DESIRABLE QUALIFICATIONS & COMPETENCIES. *Describe any experience or knowledge that would be an asset, such as: UNHCR Learning Programmes, other training, additional languages, Field/HQs experience, etc.*

Protection Learning Programme (PLP)
Resettlement Learning Programme (RLP)
Community Based Approach Learning Programme (CBALP)

2.6 TRAINING COMPONENTS AND LEARNING ELEMENTS

TRAINING COMPONENTS:

- **Mandatory training courses:**

1. Basic Security in the Field (NB: needs to be retaken every 3 years)
2. Advanced Security in the Field (NB: needs to be retaken every 3 years)
3. Protection Induction Programme (PIP)
4. UN Course on Harassment, Sexual Harassment and Abuse of Authority
5. Orientation to IPSAS

- **Recommended training courses**

Please indicate at least 1-2 training courses relevant to the particular JPO function, available through Learn &Connect platform.

The incumbent will attend training sessions on resettlement, interview techniques, Country of Origin Information, and UNHCR's protection mandate. Based on availability of the training courses, the incumbent will be expected to complete the UNHCR Resettlement Learning Programme. On the job training and coaching by experienced Resettlement staff, including review of and feedback on resettlement submissions prepared by the incumbent, will be provided on a routine basis.

LEARNING ELEMENTS

Please indicate what the incumbent will learn during the assignment, defined in measurable results through applied skills or demonstrated competencies and specified per year.

The incumbent will become an expert on UNHCR resettlement procedures and on resettlement criteria applied by different resettlement countries. The incumbent will have achieved a good understanding of UNHCR's protection mandate and policies, in particular related to resettlement.

The incumbent will have learned how to interview individuals with a view to assess and present (in the RRF) their needs for Resettlement. This includes the writing up and presentation of refugee claims for submission to resettlement countries. In this context, the incumbent will develop strong advocacy skills and a capacity to apply UNHCR's resettlement criteria and compelling legal analysis to individual cases. As such, it is expected the Incumbent will further develop a sound understanding of Refugee Status Determination procedures. The incumbent will additionally have the opportunity to develop some managerial and/or planning skills.

These learning elements result from the tasks the JPO carries out during the assignment, and will be defined in the form of measurable results, including:

- Number of vulnerable refugees identified as in need of resettlement;
- Number of eligible refugees interviewed by the resettlement unit following their identification.
- Number of RRFs drafted and referred for consideration to RRWA-Dakar;
- Number of resettlement cases submitted within the resettlement country deadline;



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(When finalised and approved by the Post Manager(s), e-mail to HQPC00)

DATE SUBMITTED: dd/mm/yyyy

PART 1A - CLASSIFICATION DATA

A.1 CURRENT / OFFICIAL POSITION DATA

JPO Position No.: 10031219		
JPO Position Title: Associate Protection Officer		
JPO Position Grade: P2	Position Category: JPO	
JPO Position Location: Jijiga		
Supervisor Position No: 10012943	Supervisor Position Title: Protection Officer	Supervisor Position Grade: P3

- ACTION REQUESTED -

A.2 CREATION OF JPO POSITION *(Tick as appropriate)*

A.3 REVISION OF EXISTING POSITION *(Tick as appropriate, and indicate the current, revised title)*

Change of Title Update of Duties Others *(Specify):*

	Title:	Grade	Category
From:			JPO
To:			JPO

PART 1B - POSITION JUSTIFICATION

JUSTIFICATION (Creation / Revision) – Explain below why the creation of position is needed. If the position is to be revised, explain any new contextual developments or changes in position requirements that justify the review.



UNHCR TERMS OF REFERENCE FOR JUNIOR PROFESSIONAL OFFICER (JPO) CATEGORY

(When finalised and approved by the Post Manager(s), e-mail to HQPC00)

Date of Classification ⁽¹⁾:

PART 2A – IDENTIFICATION OF POSITION	
Position No:	Job Code ⁽¹⁾ :
Position Title: Associate Protection Officer	Job Profile ⁽¹⁾ :
Position Location : Jijiga	Functional Group ⁽¹⁾ :
Supervisor Position No., Title & Grade:	CCOG Code ⁽¹⁾ :
Position Grade: P2	Category: ⁽¹⁾ : JPO
	<i>(1) To be completed by PCU</i>
PART 2B – POSITION REQUIREMENTS	

2.1 ORGANIZATIONAL CONTEXT. Define the role of the position within the team, its external/internal work relationships or contacts, the contextual environment in which it operates and the scope of supervision received, and where applicable, exercised by the incumbent.

The Associate Protection Officer reports to the Protection Officer or the Senior Protection Officer. Depending on the size and structure of the Office, the incumbent may have supervisory responsibility for protection staff including community-based protection registration, resettlement and education. S/he provides functional protection guidance to information management and programme staff on all protection/legal matters and accountabilities. These include: statelessness (in line with the campaign to End Statelessness by 2024), Global Compact on Refugees (GCR) commitments, age, gender, diversity (AGD) and accountability to affected populations (AAP) through community-based protection, Child protection, Sexual and Gender-Based Violence (SGBV) prevention and response, gender equality, disability inclusion, youth empowerment, psycho-social support and PSEA, registration, asylum/refugee status determination, resettlement, local integration, voluntary repatriation, human rights standards integration, national legislation, judicial engagement, predictable and decisive engagement in situations of internal displacement and engagement in wider mixed movement and climate change/disaster-related displacement responses. S/he supervises protection standards, operational procedures and practices in protection delivery in line with international standards.

SUPERVISION: The JPO will be under the direct supervision of the manager indicated under ‘Supervisor title and position number’. The supervisor will be responsible for the performance evaluation of the JPO. The manager will also ensure that the JPO is provided a thorough induction and orientation briefing, followed by on-the-job training as well as continuous guidance for training/learning opportunities throughout the assignment. In support to the manager, the JPO Unit provides the Supervisory Guidelines upon recruitment/reassignment of the JPO.

LIVING CONDITIONS AT THE DUTY STATION

Please indicate if the following is available at the Duty Station

Housing/accommodation	Available at the UNHCR residence compound
Health care	Private and government health facilities
Educational facilities	Yes, Government Higher Educational Institutions
Security	Level-D
Other (transports, banks, etc)	Road and Air transportation are available Private and Public banks available

2.2 FUNCTIONAL STATEMENT. *Describe the accountabilities, responsibilities and authorities associated with the position.*

Accountability *(key results that will be achieved)*

All UNHCR staff members are accountable to perform their duties as reflected in their job description. They do so within their delegated authorities, in line with the regulatory framework of UNHCR which includes the UN Charter, UN Staff Regulations and Rules, UNHCR Policies and Administrative Instructions as well as relevant accountability frameworks. In addition, staff members are required to discharge their responsibilities in a manner consistent with the core, functional, cross-functional and managerial competencies and UNHCR's core values of professionalism, integrity and respect for diversity.

Responsibility *(process and functions undertaken to achieve results)*

- Stay abreast of political, social, economic and cultural developments that have an impact on the protection environment.
- Promote International and National Law and applicable UN/UNHCR and IASC policy, standards and codes of conduct.
- Foster their consistent and coherent interpretation and application through mainstreaming in all sectors and /or in clusters in applicable operations.
- Assist in providing comments on existing and draft legislation related to persons of concern.
- Provide legal advice and guidance on protection issues to persons of concern; liaise with competent authorities to ensure the issuance of personal and other relevant documentation.
- Conduct eligibility and status determination for persons of concern in compliance with UNHCR procedural standards and international protection principles.
- Promote and contribute to measures to identify, prevent and reduce statelessness.
- Contribute to a country-level child protection plan as part of the protection strategy to ensure programmes use a child protection systems approach.
- Contribute to a country-level education plan.
- Implement and oversee Standard Operating Procedures (SOPs) for all protection/solutions activities which integrate AGD sensitive procedures.
- Oversee and manage individual protection cases, including those on SGBV and child protection. Monitor, and intervene in cases of refoulement, expulsion and other protection incidents through working relations with governments and other partners.
- Recommend durable solutions for the largest possible number of persons of concern through voluntary repatriation, local integration and where appropriate, resettlement.
- Assess resettlement needs and apply priorities for the resettlement of individuals and groups of refugees and other persons of concern.
- Participate in the organisation and implementation of participatory assessments and methodologies throughout the operations management cycle and promote AGD sensitive programming with implementing and operational partners.
- Contribute to and facilitate a programme of results-based advocacy through a consultative process with sectorial and/or cluster partners.
- Facilitate effective information management through the provision of disaggregated data on populations of concern and their problems.
- Promote and integrate community-based approaches to protection and contribute to capacity-building initiatives for communities and individuals to assert their rights.
- Support activities in the area of risk management related to Sexual Exploitation and Abuse, fraud, case-processing, data protection, and human rights due diligence at country level.
- Participate in initiatives to capacitate national authorities, relevant institutions and NGOs to strengthen national protection related legislation and procedures.
-

Authority *(decisions made in executing responsibilities and to achieve results)*

Intervene with authorities on protection issues.

- Negotiate locally on behalf of UNHCR.
- Decide priorities for reception, interviewing and counselling for groups or individuals.
- Enforce compliance of staff and implementing partners with global protection policies and standards of professional integrity in the delivery of protection services.
-

2.3 REQUIRED COMPETENCIES, which illustrate behaviours that are essential to achieving deliverables described above, and that are critical to successful performance. All jobs require the staff to abide to the Values and Core competencies of UNHCR. Where applicable, select a maximum of six Managerial and three Cross-Functional Competencies. (Note that the Performance Appraisal and Management System (PAMS) allows for up to five Cross-Functional Competencies to be selected by the staff member and the supervisor.)

<u>Code</u>	<u>Managerial Competencies</u>	<i>(Max. 4)</i>
1. <input checked="" type="checkbox"/> M001	Empowering and Building Trust	
2. <input type="checkbox"/> M002	Managing Performance	
3. <input checked="" type="checkbox"/> M003	Judgement and Decision Making	
4. <input type="checkbox"/> (M004)	Strategic Planning and Vision <i>(Not applicable to JPOs)</i>	
5. <input type="checkbox"/> (M005)	Leadership <i>(Not applicable to JPOs)</i>	
6. <input type="checkbox"/> M006	Managing Resources	

<u>Code</u>	<u>Cross-Functional Competencies</u>	<i>(Max. 3)</i>
1. <input checked="" type="checkbox"/> X001	Analytical Thinking	
2. <input type="checkbox"/> X002	Innovation and Creativity	
3. <input type="checkbox"/> X003	Technological Awareness	
4. <input checked="" type="checkbox"/> X004	Negotiation and Conflict Resolution	
5. <input type="checkbox"/> X005	Planning and Organizing	
6. <input type="checkbox"/> X006	Policy Development and Research	
7. <input checked="" type="checkbox"/> X007	Political Awareness	
8. <input type="checkbox"/> X008	Stakeholder Management	
9. <input type="checkbox"/> X009	Change Capability and Adaptability	

2.4 ESSENTIAL MINIMUM QUALIFICATIONS AND PROFESSIONAL EXPERIENCE

REQUIRED. Define the educational background, the relevant job experience and the language(s) that are essential to perform the work of the position.

EDUCATION/QUALIFICATION:

Law, International Law, Political Sciences or other relevant field

WORK EXPERIENCE: Professional experience in the area of refugee protection, internal displacement, human rights or international humanitarian law. Good knowledge of International Refugee and Human Rights Law and ability to apply the relevant legal principles.

SKILLS:

- Protection-related guidelines, standards and indicators
- International Refugee Law
- Age, Gender and Diversity (AGD)
- Sexual and Gender Based Violence (SGBV) Coordination
- Projects management
- PR-Human Rights Doctrine/Standards
- International Humanitarian Law
- Protection and mixed-movements
- Internally Displaced Persons (IDP) Operations & IDPs Status/Rights/Obligation
- Climate change and disaster related displacement
- Community-based Protection
- Drafting, Documentation, Data Presentation

LANGUAGE KNOWLEDGE

Please indicate languages required (Official UN Languages: English, French, Spanish, Chinese, Russian, Arabic)

- **Essential: English,**
- **Desirable:**

2.5 DESIRABLE QUALIFICATIONS & COMPETENCIES. *Describe any experience or knowledge that would be an asset, such as: UNHCR Learning Programmes, other training, additional languages, Field/HQs experience, etc.*

Field experience, including in working directly with communities. Good IT skills including database management skills.

2.6 TRAINING COMPONENTS AND LEARNING ELEMENTS

TRAINING COMPONENTS:

- **Mandatory training courses:**

1. Basic Security in the Field (NB: needs to be retaken every 3 years)
2. Advanced Security in the Field (NB: needs to be retaken every 3 years)
3. Protection Induction Programme (PIP)
4. UN Course on Harassment, Sexual Harassment and Abuse of Authority
5. Orientation to IPSAS

- **Recommended training courses**

Please indicate at least 1-2 training courses relevant to the particular JPO function, available through Learn &Connect platform.

LEARNING ELEMENTS

Please indicate what the incumbent will learn during the assignment, defined in measurable results through applied skills or demonstrated competencies and specified per year.



**UNHCR TERMS OF REFERENCE
FOR JUNIOR PROFESSIONAL OFFICER (JPO) CATEGORY**
(When finalised and approved by the Post Manager(s), e-mail to HQPC00)

DATE SUBMITTED: dd/mm/yyyy

PART 1A - CLASSIFICATION DATA

A.1 CURRENT / OFFICIAL POSITION DATA

JPO Position No.:		
JPO Position Title: Associate WASH Officer		
JPO Position Grade: P2	Position Category: JPO	
JPO Position Location: Lilongwe		
Supervisor Position No: 10026086	Supervisor Position Title: Programme Officer	Supervisor Position Grade: P3

- ACTION REQUESTED -

A.2 CREATION OF JPO POSITION (Tick as appropriate)

A.3 REVISION OF EXISTING POSITION (Tick as appropriate, and indicate the current, revised title)

Change of Title Update of Duties Others (Specify):

	Title:	Grade	Category
From:			JPO
To:			JPO

PART 1B - POSITION JUSTIFICATION

JUSTIFICATION (Creation / Revision) – Explain below why the creation of position is needed. If the position is to be revised, explain any new contextual developments or changes in position requirements that justify the review.

There are approximately 37,000 refugees in Malawi with new asylum-seekers from the Democratic Republic of the Congo arriving each month. Most of those of concern to UNHCR live in Dzaleka refugee camp, which has a population of nearly 34,000, near the capital Lilongwe.

A recent assessment of the WASH situation in Dzaleka identified various WASH gaps and has identified numerous low cost interventions that can be made to optimise the performance of the existing infrastructure to improve conditions. The same assessment identified a number of WASH needs for the border crossing and transit centres in the north (Karonga District).

The WASH JPO will support the UNHCR Malawi Operation, in coordination with the Government and WASH Partners, to coordinate the implementation of the identified recommendations and improve the provision of WASH services to persons of concern to UNHCR. This will include ensuring that an adequate level of WASH service is provided at each site in accordance with applicable UNHCR and National Standards, and developing longer term WASH Strategies and Contingency Plans to cope with possible additional refugee flows in the foreseeable future.



UNHCR TERMS OF REFERENCE FOR JUNIOR PROFESSIONAL OFFICER (JPO) CATEGORY

(When finalised and approved by the Post Manager(s), e-mail to HQPC00)

Date of Classification ⁽¹⁾:

PART 2A – IDENTIFICATION OF POSITION	
Position No:	Job Code ⁽¹⁾ :
Position Title: Associate WASH Officer	Job Profile ⁽¹⁾ :
Position Location : Lilongwe	Functional Group ⁽¹⁾ :
Supervisor Position No., Title & Grade: 10026086, Programme Officer	CCOG Code ⁽¹⁾ :
Position Grade: P3	Category: ⁽¹⁾ : JPO
	<i>(1) To be completed by PCU</i>
PART 2B – POSITION REQUIREMENTS	

2.1 ORGANIZATIONAL CONTEXT. Define the role of the position within the team, it's external/internal work relationships or contacts, the contextual environment in which it operates and the scope of supervision received, and where applicable, exercised by the incumbent.

The WASH Officer will be responsible for provision of professional technical support and guidance on activities within the areas of Water, Sanitation & Hygiene (WASH) in the locations in the Areas of Responsibility (AOR). Furthermore, the incumbent is required to play a lead role in formulating appropriate project proposals and assistance activities that should be incorporated into the relevant operation programmes of UNHCR. The WASH Officer is normally supervised by Snr Programme Officer and will receive the technical backup and support from the Regional WASH Officer and/or the Senior WASH Officer in HQ.

In order to ensure wider reach out to the refugees and other persons of concern and ensure their close involvement in the delivery and management of the Water, Sanitation & Hygiene (WASH) services, the incumbent will need to establish an appropriate consultative and monitoring framework which would draw the experience and expertise of a wide range of actors both internally and externally.

SUPERVISION: The JPO will be under the direct supervision of the manager indicated under 'Supervisor title and position number'. The supervisor will be responsible for the performance evaluation of the JPO. The manager will also ensure that the JPO is provided a thorough induction and orientation briefing, followed by on-the-job training as well as continuous guidance for training/learning opportunities throughout the assignment. In support to the manager, the JPO Unit provides the Supervisory Guidelines upon recruitment/reassignment of the JPO.

LIVING CONDITIONS AT THE DUTY STATION

Please indicate if the following is available at the Duty Station

Housing/accommodation	Housing in Lilongwe varies and it is possible to rent apartments in safe areas from \$1000 upwards.
Health care	Lilongwe is modest with appropriate health services.
Educational facilities	International schools are available
Security	The general security situation in Malawi is stable. Security level 2 is in effect throughout Malawi. However, caution should be exercised in all activities. Burglary, theft, vehicle break-in, carjacking, and robbery are prevalent in the three cities of Blantyre, Lilongwe and Mzuzu while civil unrest and road traffic accidents are common country wide.
Other (transports, banks, etc)	

2.2 FUNCTIONAL STATEMENT. Describe the accountabilities, responsibilities and authorities associated with the position.

Accountability (key results that will be achieved)

- WASH services provided to refugees and other persons of concern to UNHCR are based on UNHCR and /or internationally recognised and most up-to-date standards and policies.
- Sound technical support and advice are provided to the operations under AOR in the field of WASH.
- There is viable monitoring and evaluation system in place for data collection, analysis and interpretation to serve as evidence base for planning and interventions.

Responsibility *(process and functions undertaken to achieve results)*

- Provide technical assistance to UNHCR offices and programmes under AOR in the development, integration and mainstreaming of appropriate and cost effective WASH programmes.
- Undertake needs and resource assessments with Governments and partners in order to prioritize needs and activities in provision of services to refugees and others persons of concern to UNHCR.
- Support operations under AOR to define the level and scope of UNHCR involvement, expressed in terms of overall and operational objectives during emergency situations as well as in care and maintenance and repatriation/reintegration programmes.
- Support operation under AOR to participate in review and analysis of relevant project proposal and budgetary submissions presented by UNHCR partners.
- Ensure that project plan and proposal submitted to UNHCR for funding adhere to internationally accepted standard.
- Maintain and update WASH contingency plan for potential epidemics, refugee and returnee movement.
- Work in a multi-sectorial and coordinated approach in co-operation with Governments, UN agencies, non-Governmental organizations (NGOs) and other humanitarian partners.
- Work closely with UNHCR programme, field and protection staff to identify priority WASH and key data requirements for programme planning and monitoring to ensure that minimum UNHCR and international standards are being met.
- Use community-based approaches, including clear involvement of refugees and other persons of concern in the hygiene promotion and others sector that are related to WASH.
- Ensure regular update and share information within UNHCR as well as with relevant Government, UN and NGO counterparts and donor communities.
- Monitor and evaluate country-level WASH programmes against standard UNHCR and international indicator to ensure that programmes are evidence-based and implemented in a comprehensive and cost effective manner.
- Make provisions for the installation of WASH services in any new camp or camp extension identified for the settlement of refugees and other persons of concern.
- Facilitate capacity strengthening activities of UNHCR and its implementing/operational partners to address key areas of WASH importance to refugees and other persons of concern to UNHCR.
- Build the capacity and competence of UNHCR's Public Health and WASH staff.
- Ensure WASH is adequately addressed in in-house capacity building activities of the agency such as emergency and operations training.
- Provide other related duties as required.

Authority *(decisions made in executing responsibilities and to achieve results)*

- Provide guidance and recommendations on WASH programmes in the country.
- Represent UNHCR in WASH meetings as well as in technical monitoring of activities.

2.3 REQUIRED COMPETENCIES, which illustrate behaviours that are essential to achieving deliverables described above, and that are critical to successful performance. All jobs require the staff to abide to the Values and Core competencies of UNHCR. Where applicable, select a maximum of six Managerial and three Cross-Functional Competencies. (Note that the Performance Appraisal and Management System (PAMS) allows for up to five Cross-Functional Competencies to be selected by the staff member and the supervisor.)

<u>Code</u>	<u>Managerial Competencies</u>	<i>(Max. 4)</i>
1. <input type="checkbox"/> M001	Empowering and Building Trust	
2. <input type="checkbox"/> M002	Managing Performance	
3. <input type="checkbox"/> M003	Judgement and Decision Making	
4. <input type="checkbox"/> (M004)	Strategic Planning and Vision <i>(Not applicable to JPOs)</i>	
5. <input type="checkbox"/> (M005)	Leadership <i>(Not applicable to JPOs)</i>	
6. <input type="checkbox"/> M006	Managing Resources	

<u>Code</u>	<u>Cross-Functional Competencies</u>	<i>(Max. 3)</i>
1. <input type="checkbox"/> X001	Analytical Thinking	
2. <input type="checkbox"/> X002	Innovation and Creativity	
3. <input type="checkbox"/> X003	Technological Awareness	
4. <input type="checkbox"/> X004	Negotiation and Conflict Resolution	
5. <input type="checkbox"/> X005	Planning and Organizing	
6. <input type="checkbox"/> X006	Policy Development and Research	
7. <input type="checkbox"/> X007	Political Awareness	
8. <input type="checkbox"/> X008	Stakeholder Management	
9. <input type="checkbox"/> X009	Change Capability and Adaptability	

2.4 ESSENTIAL MINIMUM QUALIFICATIONS AND PROFESSIONAL EXPERIENCE

REQUIRED. Define the educational background, the relevant job experience and the language(s) that are essential to perform the work of the position.

EDUCATION/QUALIFICATION: Undergraduate degree (equivalent of a BA/BS) Water / Civil / Environmental / Engineering, Water Management, Biology, Public/Environmental Health or other relevant degree (water supply and/or hydrology) or sanitation/hygiene engineering plus minimum 6 years of previous work experience relevant to the function. Graduate degree (equivalent of a Master’s) plus 5 years or Doctorate degree (equivalent of a PhD) plus 4 years of previous relevant work experience may also be accepted.

WORK EXPERIENCE: - At least 3 years of this experience should be in a capacity directly relevant to the current position in an international humanitarian organisation dealing with large scale emergencies or displaced/refugee situations.

SKILLS:

- Ability to coordinate a range of diverse actors and activities to achieve a common objective in the area of WASH.
- Demonstrated experience in organising and conducting training activities and information campaigns in the areas of environmental sanitation, natural resources management, water quality, bore-hole drilling, vector control and appropriate technologies.

LANGUAGE KNOWLEDGE

Please indicate languages required (Official UN Languages: English, French, Spanish, Chinese, Russian, Arabic)

- **Essential: English,**
- **Desirable:**

2.5 DESIRABLE QUALIFICATIONS & COMPETENCIES. *Describe any experience or knowledge that would be an asset, such as: UNHCR Learning Programmes, other training, additional languages, Field/HQs experience, etc.*

- Experience and professional training in one of irrigation, site planning, or shelter with a good understanding of the main issues in the other two sectors. To this end, an advanced degree and additional training in one or more of the above sectors would be useful.
- Applied knowledge in UNHCR programme management, project formulation, programme cycles and reporting standards.
- Previous exposure to cluster approach, preferably both at the global policy level and at field level.
- Expertise in planning, formulation, implementation, monitoring and reporting on humanitarian operations.
- Knowledge of additional UN languages.

2.6 TRAINING COMPONENTS AND LEARNING ELEMENTS

TRAINING COMPONENTS:

- **Mandatory training courses:**
 1. Basic Security in the Field (NB: needs to be retaken every 3 years)
 2. Advanced Security in the Field (NB: needs to be retaken every 3 years)
 3. Protection Induction Programme (PIP)
 4. UN Course on Harassment, Sexual Harassment and Abuse of Authority
 5. Orientation to IPSAS
- **Recommended training courses**
Please indicate at least 1-2 training courses relevant to the particular JPO function, available through Learn &Connect platform.

LEARNING ELEMENTS

Please indicate what the incumbent will learn during the assignment, defined in measurable results through applied skills or demonstrated competencies and specified per year.



**UNHCR TERMS OF REFERENCE
FOR JUNIOR PROFESSIONAL OFFICER (JPO) CATEGORY**
(When finalised and approved by the Post Manager(s), e-mail to HQPC00)

DATE SUBMITTED: dd/mm/yyyy

PART 1A - CLASSIFICATION DATA

A.1 CURRENT / OFFICIAL POSITION DATA

JPO Position No.: 10025170		
JPO Position Title: Associate Protection Officer		
JPO Position Grade: P2	Position Category: JPO	
JPO Position Location: Abuja		
Supervisor Position No: 10024161	Supervisor Position Title: Deputy Representative (Prot)	Supervisor Position Grade: P5

- ACTION REQUESTED -

A.2 CREATION OF JPO POSITION (Tick as appropriate)

A.3 REVISION OF EXISTING POSITION (Tick as appropriate, and indicate the current, revised title)

Change of Title Update of Duties Others (Specify):

	Title:	Grade	Category
From:			JPO
To:			JPO

PART 1B - POSITION JUSTIFICATION

JUSTIFICATION (Creation / Revision) – Explain below why the creation of position is needed. If the position is to be revised, explain any new contextual developments or changes in position requirements that justify the review.



UNHCR TERMS OF REFERENCE FOR JUNIOR PROFESSIONAL OFFICER (JPO) CATEGORY

(When finalised and approved by the Post Manager(s), e-mail to HQPC00)

Date of Classification ⁽¹⁾:

PART 2A – IDENTIFICATION OF POSITION	
Position No: 10025170	Job Code ⁽¹⁾ :
Position Title: Associate Protection Officer	Job Profile ⁽¹⁾ :
Position Location : Abuja	Functional Group ⁽¹⁾ :
Supervisor Position No., Title & Grade: 10024161, Deputy Representative (Prot), P5	CCOG Code ⁽¹⁾ :
Position Grade: P2	Category: ⁽¹⁾ : JPO
	<i>(1) To be completed by PCU</i>
PART 2B – POSITION REQUIREMENTS	

2.1 ORGANIZATIONAL CONTEXT. *Define the role of the position within the team, it's external/internal work relationships or contacts, the contextual environment in which it operates and the scope of supervision received, and where applicable, exercised by the incumbent.*

The JPO will be under the direct supervision of the Deputy Representative in Charge of Protection. The JPO will assist the Deputy Representative in her protection coordination responsibilities and activities across the Nigerian operation.

SUPERVISION: The JPO will be under the direct supervision of the manager indicated under ‘Supervisor title and position number’. The supervisor will be responsible for the performance evaluation of the JPO. The manager will also ensure that the JPO is provided a thorough induction and orientation briefing, followed by on-the-job training as well as continuous guidance for training/learning opportunities throughout the assignment. In support to the manager, the JPO Unit provides the Supervisory Guidelines upon recruitment/reassignment of the JPO.

LIVING CONDITIONS AT THE DUTY STATION

Please indicate if the following is available at the Duty Station

Housing/accommodation	Accommodation is a really big issue. It does take time to find good accommodation (staying in hotels with children is not ideal over a long period of time). Houses and apartments are expensive in Abuja and rent is payable annually. Selection of an accommodation should take into consideration the UNDSS authorized area and security assessment by UNDSS before engaging into negotiations. There is not yet good database of good credible agents or compounds that keep us up to date on what's available on a regular basis.
Health care	
Educational facilities	
Security	
Other (transports, banks, etc)	While most of the cities in Nigeria are hugely populated, access to accommodation is relatively easier in Abuja with less security restrictions. In Maiduguri, in the North East, for security reasons and due to limited availability, UNHCR has rented a guesthouse solely for the use of staff. Most food products, both fresh and processed are readily available in most urban centers. In Maiduguri for example due to the prolonged inaccessibility by road, scarcity of food products is experienced. In Calabar, movement is free with minimal restrictions and staff are allowed to rent their own houses in designated areas. There are also many UNDSS cleared hotels which can be used by staff. Good medical facilities, reliable daily flights and banking services available.

2.2 FUNCTIONAL STATEMENT. *Describe the accountabilities, responsibilities and authorities associated with the position.*

Accountability *(key results that will be achieved)*

- The protection of populations of concern is met through the application of International and National Law, relevant UN/UNHCR protection standards and IASC principles.
- The protection strategy incorporates a thorough age, gender and diversity (AGD) analysis and reflects the Organization’s global, regional and country level priorities.
- The Participation of persons of concern is assured through continuous assessment and evaluation using participatory, rights and community based approaches.
- Protection incidents are immediately identified and addressed.

Responsibility (*process and functions undertaken to achieve results*)

IDP Situation:

- Support protection activities in the North East of Nigeria, where there are 6 million individuals in need of protection, including 1.8 million IDPs.
- Support protection interventions and activities led by the Protection Sector Working Group (PSWG), which UNHCR is co-leading. This includes support for sub-sectors like the SGBV sub-sector and the Access to Justice Initiative. In collaboration with the Ministry of Justice, the Nigerian Bar Association, and the National Identity Management Commission (NIMC), the Access to Justice Initiative provides access to documentation, legal assistance, and sensitization campaigns.
- Keep abreast of vulnerability screening and protection monitoring activities, as well as subsequent protection response.
- Assist in drafting various reports. Ensure that reports submitted by the field and various colleagues are in line with the operation's objectives, target, and commitments.
- In light of the upcoming 2019 Nigerian elections, ensure IDPs are aware of voting rights.

Refugee Situation

- Assist colleagues working with approximately 2,000 urban refugees located in Lagos.
- Provide support for the Cameroonian emergency response in South East Nigeria, where as of July 2017, more than 21,000 refugees have been registered.
- Assist efforts to support Nigerian returnees from Cameroon.

Authority (*decisions made in executing responsibilities and to achieve results*)

- Enforce compliance of staff and implementing partners with global protection policies and standards of professional integrity in the delivery of protection services.
- Enforce compliance with, and integrity of, all protection standard operating procedures.

2.3 REQUIRED COMPETENCIES, which illustrate behaviours that are essential to achieving deliverables described above, and that are critical to successful performance. All jobs require the staff to abide to the Values and Core competencies of UNHCR. Where applicable, select a maximum of six Managerial and three Cross-Functional Competencies. (Note that the Performance Appraisal and Management System (PAMS) allows for up to five Cross-Functional Competencies to be selected by the staff member and the supervisor.)

<u>Code</u>	<u>Managerial Competencies</u>	<i>(Max. 4)</i>
1. <input type="checkbox"/> M001	Empowering and Building Trust	
2. <input type="checkbox"/> M002	Managing Performance	
3. <input checked="" type="checkbox"/> M003	Judgement and Decision Making	
4. <input type="checkbox"/> (M004)	Strategic Planning and Vision <i>(Not applicable to JPOs)</i>	
5. <input type="checkbox"/> (M005)	Leadership <i>(Not applicable to JPOs)</i>	
6. <input type="checkbox"/> M006	Managing Resources	

<u>Code</u>	<u>Cross-Functional Competencies</u>	<i>(Max. 3)</i>
1. <input checked="" type="checkbox"/> X001	Analytical Thinking	
2. <input type="checkbox"/> X002	Innovation and Creativity	
3. <input type="checkbox"/> X003	Technological Awareness	
4. <input checked="" type="checkbox"/> X004	Negotiation and Conflict Resolution	
5. <input type="checkbox"/> X005	Planning and Organizing	
6. <input type="checkbox"/> X006	Policy Development and Research	
7. <input checked="" type="checkbox"/> X007	Political Awareness	
8. <input type="checkbox"/> X008	Stakeholder Management	
9. <input type="checkbox"/> X009	Change Capability and Adaptability	

2.4 ESSENTIAL MINIMUM QUALIFICATIONS AND PROFESSIONAL EXPERIENCE

REQUIRED. *Define the educational background, the relevant job experience and the language(s) that are essential to perform the work of the position.*

EDUCATION/QUALIFICATION:

- Undergraduate degree (equivalent of a BA/BS) in Law, International Law, political Sciences or related field plus minimum 3 years of previous work experience relevant to the function. Graduate degree (equivalent of a Master's) plus 2 years or Doctorate degree (equivalent of a PhD) plus 1 year of previous relevant work experience may also be accepted.

WORK EXPERIENCE: See above

SKILLS:

LANGUAGE KNOWLEDGE

Please indicate languages required (Official UN Languages: English, French, Spanish, Chinese, Russian, Arabic)

Essential: English, Excellent knowledge of English and working knowledge of another UN language.

- **Desirable:**

2.5 DESIRABLE QUALIFICATIONS & COMPETENCIES. *Describe any experience or knowledge that would be an asset, such as: UNHCR Learning Programmes, other training, additional languages, Field/HQs experience, etc.*

- Diverse field experience desirable.
- Good IT skills including database management skills.
- Completion of the Protection Learning Programme, RSD- Resettlement Learning Programme.

2.6 TRAINING COMPONENTS AND LEARNING ELEMENTS

TRAINING COMPONENTS:

- **Mandatory training courses:**
 1. Basic Security in the Field (NB: needs to be retaken every 3 years)
 2. Advanced Security in the Field (NB: needs to be retaken every 3 years)
 3. Protection Induction Programme (PIP)
 4. UN Course on Harassment, Sexual Harassment and Abuse of Authority
 5. Orientation to IPSAS
- **Recommended training courses**
Please indicate at least 1-2 training courses relevant to the particular JPO function, available through Learn & Connect platform.

LEARNING ELEMENTS

Please indicate what the incumbent will learn during the assignment, defined in measurable results through applied skills or demonstrated competencies and specified per year.



**UNHCR TERMS OF REFERENCE
FOR JUNIOR PROFESSIONAL OFFICER (JPO) CATEGORY**
(When finalised and approved by the Post Manager(s), e-mail to HQPC00)

DATE SUBMITTED: dd/mm/yyyy

PART 1A - CLASSIFICATION DATA

A.1 CURRENT / OFFICIAL POSITION DATA

JPO Position No.: 10023989		
JPO Position Title: Associate Reporting Officer		
JPO Position Grade: P2	Position Category: JPO	
JPO Position Location: Kigali, Rwanda		
Supervisor Position No: 10006273	Supervisor Position Title: Deputy Representative (Operations)	Supervisor Position Grade: P5

- ACTION REQUESTED -

A.2 CREATION OF JPO POSITION *(Tick as appropriate)*

A.3 REVISION OF EXISTING POSITION *(Tick as appropriate, and indicate the current, revised title)*

Change of Title Update of Duties Others *(Specify):*

	Title:	Grade	Category
From:	Associate Livelihood Officer	P2	JPO
To:	Associate Reporting Officer	P2	JPO

PART 1B - POSITION JUSTIFICATION

JUSTIFICATION (Creation / Revision) – Explain below why the creation of position is needed. If the position is to be revised, explain any new contextual developments or changes in position requirements that justify the review.

This is the submission of the revised TORs. The position already exists.



UNHCR TERMS OF REFERENCE FOR JUNIOR PROFESSIONAL OFFICER (JPO) CATEGORY

(When finalised and approved by the Post Manager(s), e-mail to HQPC00)

Date of Classification ⁽¹⁾:

PART 2A – IDENTIFICATION OF POSITION	
Position No: 10023989	Job Code ⁽¹⁾ :
Position Title: Associate Reporting Officer	Job Profile ⁽¹⁾ :
Position Location : Kigali	Functional Group ⁽¹⁾ :
Supervisor Position No., Title & Grade: 10006273,Deputy Representative (Operations), P5	CCOG Code ⁽¹⁾ :
Position Grade: P2	Category: ⁽¹⁾ : JPO
	<i>(1) To be completed by PCU</i>
PART 2B – POSITION REQUIREMENTS	

2.1 ORGANIZATIONAL CONTEXT. Define *the role of the position within the team, it's external/internal work relationships or contacts, the contextual environment in which it operates and the scope of supervision received, and where applicable, exercised by the incumbent.*

The Associate Reporting Officer is supervised by the Deputy Representative (Operations). However, the incumbent should be able to work under minimum supervision, be creative and innovative. Guidance may also be given by the various specialised units in the office.

Within UNHCR: Close contacts with all sections to gather and analyse information.

With EXTERNAL Parties: All implementing partners and UN agencies to gather analyse and disseminate information about UNHCR activity information.

Impact of Work: Accurate and well presented information will promote UNHCR action for refugees, contribute to good decision making, and help for fund raising.

Errors can lead to inappropriate action, and impact negatively on UNHCR's image and affect funding raising efforts.

SUPERVISION: The JPO will be under the direct supervision of the manager indicated under 'Supervisor title and position number'. The supervisor will be responsible for the performance evaluation of the JPO. The manager will also ensure that the JPO is provided a thorough induction and orientation briefing, followed by on-the-job training as well as continuous guidance for training/learning opportunities throughout the assignment. In support to the manager, the JPO Unit provides the Supervisory Guidelines upon recruitment/reassignment of the JPO.

LIVING CONDITIONS AT THE DUTY STATION

Please indicate if the following is available at the Duty Station

Housing/accommodation	Yes
Health care	Yes
Educational facilities	Yes
Security	Yes
Other (transports, banks, etc)	Yes

2.2 FUNCTIONAL STATEMENT. *Describe the accountabilities, responsibilities and authorities associated with the position.*

Accountability *(key results that will be achieved)*

1. Keep abreast with all developments in the activity to prepare appropriate briefings and reports;
2. Assist the office in consolidating and analysing data on programme implementation and indicators (nutrition, health, watsan) in order to facilitate the preparation of periodic reports, i.e. Sitreps, activity-specific reports as may be required;
3. Assist in presenting accurate and attractive data presentation on the maps;
4. Maintain working relationships with the Government, NGOs, and UN agencies to develop cooperation in inter-related activities;
5. Prepare and distribute minutes of the co-ordination meetings that are held periodically in the country of assignment;
6. Meet and brief visitors on all UNHCR activities, where necessary together with appropriate specialist/ programme officers;
7. Draft press reports, booklets, etc.
8. Perform other duties as required.

Responsibility *(process and functions undertaken to achieve results)*

Authority *(decisions made in executing responsibilities and to achieve results)*

2.3 REQUIRED COMPETENCIES, which illustrate behaviours that are essential to achieving deliverables described above, and that are critical to successful performance. All jobs require the staff to abide to the Values and Core competencies of UNHCR. Where applicable, select a maximum of six Managerial and three Cross-Functional Competencies. (Note that the Performance Appraisal and Management System (PAMS) allows for up to five Cross-Functional Competencies to be selected by the staff member and the supervisor.)

<u>Code</u>	<u>Managerial Competencies</u>	(Max. 4)
1. <input type="checkbox"/> M001	Empowering and Building Trust	
2. <input type="checkbox"/> M002	Managing Performance	
3. <input type="checkbox"/> M003	Judgement and Decision Making	
4. <input type="checkbox"/> (M004)	Strategic Planning and Vision (Not applicable to JPOs)	
5. <input type="checkbox"/> (M005)	Leadership (Not applicable to JPOs)	
6. <input type="checkbox"/> M006	Managing Resources	

<u>Code</u>	<u>Cross-Functional Competencies</u>	(Max. 3)
1. <input checked="" type="checkbox"/> X001	Analytical Thinking	
2. <input type="checkbox"/> X002	Innovation and Creativity	
3. <input type="checkbox"/> X003	Technological Awareness	
4. <input type="checkbox"/> X004	Negotiation and Conflict Resolution	
5. <input checked="" type="checkbox"/> X005	Planning and Organizing	
6. <input type="checkbox"/> X006	Policy Development and Research	
7. <input checked="" type="checkbox"/> X007	Political Awareness	
8. <input type="checkbox"/> X008	Stakeholder Management	
9. <input type="checkbox"/> X009	Change Capability and Adaptability	

2.4 ESSENTIAL MINIMUM QUALIFICATIONS AND PROFESSIONAL EXPERIENCE

REQUIRED. Define the educational background, the relevant job experience and the language(s) that are essential to perform the work of the position.

EDUCATION/QUALIFICATION: University degree in Journalism, Law or related fields.

WORK EXPERIENCE: Minimum 4 years of previous job experience relevant to the function.

SKILLS:

LANGUAGE KNOWLEDGE

Please indicate languages required (Official UN Languages: English, French, Spanish, Chinese, Russian, Arabic)

- **Essential:** English, English
- **Desirable:** French

2.5 DESIRABLE QUALIFICATIONS & COMPETENCIES. *Describe any experience or knowledge that would be an asset, such as: UNHCR Learning Programmes, other training, additional languages, Field/HQs experience, etc.*

Knowledge of UNHCR programmes and activities;
Drafting skills;
Experience in dealing with the public;
Communication skills.

2.6 TRAINING COMPONENTS AND LEARNING ELEMENTS

TRAINING COMPONENTS:

- **Mandatory training courses:**

1. Basic Security in the Field (NB: needs to be retaken every 3 years)
2. Advanced Security in the Field (NB: needs to be retaken every 3 years)
3. Protection Induction Programme (PIP)
4. UN Course on Harassment, Sexual Harassment and Abuse of Authority
5. Orientation to IPSAS

- **Recommended training courses**

Please indicate at least 1-2 training courses relevant to the particular JPO function, available through Learn & Connect platform.

Writing Effectively - Module 3 - Report Writing;
Writing for the Web - videos

LEARNING ELEMENTS

Please indicate what the incumbent will learn during the assignment, defined in measurable results through applied skills or demonstrated competencies and specified per year.



**UNHCR TERMS OF REFERENCE
FOR JUNIOR PROFESSIONAL OFFICER (JPO) CATEGORY**
(When finalised and approved by the Post Manager(s), e-mail to HQPC00)

DATE SUBMITTED: 23/03/2019

PART 1A - CLASSIFICATION DATA

A.1 CURRENT / OFFICIAL POSITION DATA

JPO Position No.: 10029549		
JPO Position Title: Associate Resettlement Officer		
JPO Position Grade: P2	Position Category: JPO	
JPO Position Location: Lusaka, Zambia		
Supervisor Position No: 10008582	Supervisor Position Title: Senior Protection Officer	Supervisor Position Grade: P4

- ACTION REQUESTED -

A.2 CREATION OF JPO POSITION *(Tick as appropriate)*

A.3 REVISION OF EXISTING POSITION *(Tick as appropriate, and indicate the current, revised title)*

Change of Title Update of Duties Others *(Specify):*

	Title:	Grade	Category
From:	Associate Resettlement Officer	P2	JPO
To:	Associate Resettlement Office	P2	JPO

PART 1B - POSITION JUSTIFICATION

JUSTIFICATION (Creation / Revision) – Explain below why the creation of position is needed. If the position is to be revised, explain any new contextual developments or changes in position requirements that justify the review.

The JPO will assume the position of Associate Resettlement Officer which used to be a regular post covered internally. The post was discontinued due to budgetary constraints and following the shifting policy by the USA Government whereby quotas for resettlement of refugees were reduced significantly in 2017/2018. The JPO will be responsible for supervision, coordination, programming and implementation of resettlement activities countrywide. Refugees and asylum seekers from eastern DRC make up about 83% of total refugees and asylum seekers in Zambia, in the absence of voluntary repatriation prospects to the most parts of DRC, resettlement is viewed as the appropriate long term solution for the majority of DRC and other refugees in Zambia. Limited resources do not allow to create and maintain internal resettlement dedicated positions and the operation in Zambia has resorted to deploying affiliated workforces to be able to meet its targets and quotas, as established by the regional office.



UNHCR TERMS OF REFERENCE FOR JUNIOR PROFESSIONAL OFFICER (JPO) CATEGORY

(When finalised and approved by the Post Manager(s), e-mail to HQPC00)

Date of Classification ⁽¹⁾:

PART 2A – IDENTIFICATION OF POSITION	
Position No: 10029549	Job Code ⁽¹⁾ :
Position Title: Associate Resettlement Officer	Job Profile ⁽¹⁾ :
Position Location : Lusaka	Functional Group ⁽¹⁾ :
Supervisor Position No., Title & Grade: Snr Protection Officer	CCOG Code ⁽¹⁾ :
Position Grade: P4	Category: ⁽¹⁾ : JPO
	<i>(1) To be completed by PCU</i>
PART 2B – POSITION REQUIREMENTS	

2.1 ORGANIZATIONAL CONTEXT. *Define the role of the position within the team, its external/internal work relationships or contacts, the contextual environment in which it operates and the scope of supervision received, and where applicable, exercised by the incumbent.*

The incumbent will be part of the Protection Team and work under the direct supervision of the Senior Protection Officer. The protection team is composed by protection, community based protection and field protection, resettlement and registration staff and the incumbent will be working in close collaboration with all protection colleagues and with programme staff for programmatic purposes. He/She will also liaise with and provide guidance in his/her relevant areas of expertise to partner organizations and government counterparts and to UNHCR relevant field offices staff.

Title of other international staff members in the operation: Representative, Senior Programme Officer, Senior Protection Officer, Livelihood Officer, Administrative Officer, Project Control Officer, Protection officer, Supply Officer, Associate Field Officer, Associate Health and Nutrition Officer, Associate Program officer, Associate Registration officer, Associate Community Services officer, Associate Protection officer (Child protection and education) and Associate Liaison and Interagency Coordination officer, two Heads of field Offices, and currently 4 resettlement employees. The team of the field office Kawambwa currently counts 21 staff, however given the possible upcoming emergency, reinforcement may be called for in due course.

BACKGROUND INFORMATION:

UNHCR in Zambia has a Representation Office in Lusaka. Mayukwayukwa refugee settlement in Western Province is managed through the Field Office Solwezi (and through permanent presence of UNHCR affiliated workforce in Mayukwayukwa settlements itself), and Meheba settlement, in the North Western Province, is also administered through the Field Office in Solwezi. Mantapala settlement, established in early 2018, is administered through the field office Kawambwa, in Luapula province.

The political situation in Zambia was stable in 2018 and the stability is anticipated to continue during the coming years. A new Refugee Act was enacted and passed by the parliament in 2017, the new Act contains some positive elements as compared to the previous Act. Generally the Government commitment towards protection of refugees is positive and UNHCR enjoys good working relationship with the Government of Zambia.

The Zambia operation caters for three types of populations of concerns: asylum seekers, refugees of various nationalities but predominantly from the Democratic Republic of Congo, Burundi, Rwanda and Somalia on the one hand and former refugees from Angola and Rwanda who refugee status ceased in 2012 and 2013 and who have been offered local integration in Zambia on the other hand. The majority of refugees and former refugees (72,184 persons) in Zambia continue to reside in designated refugee settlements (Meheba, Mantapala and Mayukwayukwa) and over 14,000 individuals are allowed to stay in urban areas mostly in Lusaka and Ndola for medical, education and self-employment reasons. An additional estimated 12,404 “self-settled” refugees and former refugees reside in various urban areas across the country and are not in regular touch with UNHCR or with the office of the Commissioner for Refugees. In 2018, Zambia continued to receive a number of new arrivals from the Democratic Republic of the Congo (DRC) and few from Burundi. Those from the DRC are mainly from the Haut Katanga, Tangyanaka and Kivu region.

Zambia is party to the 1951 Convention Relating to the Status of Refugees and its 1967 Protocol but has entered reservations in regard to the right to employment (Art. 17.2), education (Art. 22.1), freedom of movement (Art. 26) and travel documents (Art. 28). However the new refugee Act shows some shifting in the reservations in the sense that the Act provides for right to self-employment and primary education. Zambia is also party to the 1969 OAU Convention Governing Specific Aspects of Refugee Problems in Africa, and it is under this Convention the majority of recognized refugees have been granted status.

The protection situation of recognized refugees in Zambia continues to be stable and favourable. UNHCR provides assistance to new arrivals and vulnerable refugees in the settlements to be self-reliant through livelihood ventures tailored to their skills, capacities and specific needs. The livelihood ventures have increased the purchasing power of refugee households. Furthermore, UNHCR has introduced cash-based-interventions, instead of food distribution, in the two settlements targeting the very vulnerable refugees and new arrivals, and aims at rolling this out in Mantapala in 2019.

UNHCR supports the RSD procedure conducted by the government, by participation in the RSDC (Refugee Status determination Committee in Lusaka), and through trainings and legal advice. Challenges relate to a high turn-over of staff on the committee, and the fact that (perceived) security concerns override legal analysis of claims. UNHCR with partners provides legal and material support for SGBV victims, safe havens as well as livelihood activities (the latter especially in case the perpetrator is member of the household/ breadwinner). Challenges remain in that victims are reluctant to report cases (in particular of SGBV within the family) and as a consequence a preference for settlements outside the legal system. UNHCR and partners try to explore alternatives to the detention of refugees, in particular children, vulnerable refugees and asylum seekers, building on some good practices already present in the country. UNHCR monitors the situation of detainees and brings their situation to the attention of the Office of the Commissioner for Refugees in the Ministry of Home Affairs to ensure a speedy release and transfer to the settlements.

Zambia is a CRRF roll out country and the Mantapala settlement was established with this spirit in mind. It is an integrated settlement where refugees and local communities live side by side and benefit equally from infrastructures put in place through humanitarian and development efforts (health facilities, schools,...). As Luapula is one of the least developed provinces of Zambia, these initiatives are welcomed by local authorities and communities, however work needs to continue in areas of peaceful coexistence and development of self reliance of refugees, to facilitate better integration.

Resettlement of eligible refugees will continue in 2019 and beyond and the quotas are expected to rise from 800 (2018) to 1000 (2019). Resettlement countries (in particular the US) continue to provide the biggest resettlement quotas. Candidates for voluntary repatriation are very few, given that the countries they originate from are still encountering instability and sporadic clashes or insurgency.

In the area of local integration, UNHCR facilitated the issuance of residence permits to former Angolans and Rwandan refugees through financial support to individuals for the processing fees and capacity support to COR to compile all relevant documentation (alien's cards, application with pictures, etc....) UNHCR will continue to facilitate the documentation of the former refugees in 2019.

SUPERVISION: The JPO will be under the direct supervision of the manager indicated under 'Supervisor title and position number'. The supervisor will be responsible for the performance evaluation of the JPO. The manager will also ensure that the JPO is provided a thorough induction and orientation briefing, followed by on-the-job training as well as continuous guidance for training/learning opportunities throughout the assignment. In support to the manager, the JPO Unit provides the Supervisory Guidelines upon recruitment/reassignment of the JPO.

LIVING CONDITIONS AT THE DUTY STATION

Please indicate if the following is available at the Duty Station

Housing/accommodation	various types of accommodations available
Health care	available (medical evacuation may be considered for specialised and advanced treatments)
Educational facilities	international schools available
Security	Available
Other (transports, banks, etc)	various banking services available. Various transport i.e Taxi/buses available

2.2 FUNCTIONAL STATEMENT. *Describe the accountabilities, responsibilities and authorities associated with the position.*

Accountability *(key results that will be achieved)*

- Resettlement delivery in the country is needs-based, non-discriminatory and prioritized for refugees most in need of this solution.
- UNHCR's resettlement policies and standards are correctly and coherently applied.
- Persons of concern are made aware of UNHCR's resettlement procedures and have fair and transparent access to and participation in the resettlement process.
- Fraud in the resettlement process is promptly identified and addressed

Responsibility *(process and functions undertaken to achieve results)*

Responsibility (process and functions undertaken to achieve results)

- Stay abreast of political, legal, social and economic developments that have an impact on the protection environment.
- Assist in implementing Standard Operating Procedures (SOPs) for promoting the Resettlement of persons of concern as protection tool and durable solution in the context of comprehensive solution strategies.
- Assist in the development of country Resettlement strategy and annual Resettlement planning exercise.
- Assist in promoting and monitoring the implementation of UNHCR's global Resettlement policies, procedures and guidelines.
- Propose the development and enhancement of policy and guidelines for Resettlement practices.
- Assist in guiding and capacitating the country operation to prepare consistent and quality Resettlement submissions.
- Assist in monitoring resettlement activities to ensure progress against targets, transparency and efficiency in case submissions and appropriate follow-up with resettlement countries and other key stakeholders.
- Identify, interview, assess Resettlement needs, and process persons identified for Resettlement following established procedures; undertake field missions as required; provide counselling to individuals.
- Assist selection missions by Resettlement countries to the country.
- Systematically apply an Age, Gender and Diversity perspective in all aspects of the resettlement process; comply with UNHCR policy and guidelines on HIV/AIDS.
- Assist in mitigating resettlement fraud through oversight (including in-country travel), advice and guidance.
- Assist the country operation with group resettlement procedures, including planning, profiling, logistical arrangements, verification and post-verification follow-up.
- Maintain regular contact and close cooperation with resettlement countries and partners to ensure effective resettlement delivery and adherence to adequate protection and resettlement standards.
- Participate, where appropriate, in country-level discussions with resettlement countries and partners.
- Assist in managing a process to ensure that persons of concern and partners receive up-to-date and accurate information on UNHCR's resettlement policies and procedures.
- Assist in the submission of up-to-date and accurate statistics, resettlement reports and needs assessments are submitted to management as required.
- Identify and recommend relevant training activities of UNHCR staff and implementing partners.
- Contribute to a communications strategy that generates support for UNHCR's operations from external partners.

Authority *(decisions made in executing responsibilities and to achieve results)*

- Decide and prioritize Resettlement interviews of persons of concern.
- Approve submissions for resettlement.
- Represent UNHCR's Resettlement positions.
- Enforce compliance with, and integrity of, Resettlement standard operating procedures.

2.3 REQUIRED COMPETENCIES, which illustrate behaviours that are essential to achieving deliverables described above, and that are critical to successful performance. All jobs require the staff to abide to the Values and Core competencies of UNHCR. Where applicable, select a maximum of six Managerial and three Cross-Functional Competencies. (Note that the Performance Appraisal and Management System (PAMS) allows for up to five Cross-Functional Competencies to be selected by the staff member and the supervisor.)

<u>Code</u>	<u>Managerial Competencies</u>	<i>(Max. 4)</i>
1. <input checked="" type="checkbox"/> M001	Empowering and Building Trust	
2. <input checked="" type="checkbox"/> M002	Managing Performance	
3. <input type="checkbox"/> M003	Judgement and Decision Making	
4. <input type="checkbox"/> (M004)	Strategic Planning and Vision <i>(Not applicable to JPOs)</i>	
5. <input type="checkbox"/> (M005)	Leadership <i>(Not applicable to JPOs)</i>	
6. <input type="checkbox"/> M006	Managing Resources	

<u>Code</u>	<u>Cross-Functional Competencies</u>	<i>(Max. 3)</i>
1. <input checked="" type="checkbox"/> X001	Analytical Thinking	
2. <input type="checkbox"/> X002	Innovation and Creativity	
3. <input type="checkbox"/> X003	Technological Awareness	
4. <input type="checkbox"/> X004	Negotiation and Conflict Resolution	
5. <input checked="" type="checkbox"/> X005	Planning and Organizing	
6. <input type="checkbox"/> X006	Policy Development and Research	
7. <input checked="" type="checkbox"/> X007	Political Awareness	
8. <input type="checkbox"/> X008	Stakeholder Management	
9. <input type="checkbox"/> X009	Change Capability and Adaptability	

2.4 ESSENTIAL MINIMUM QUALIFICATIONS AND PROFESSIONAL EXPERIENCE

REQUIRED. Define the educational background, the relevant job experience and the language(s) that are essential to perform the work of the position.

EDUCATION/QUALIFICATION:

- Undergraduate degree (equivalent of a BA/BS) in international law, international relations, political science, social sciences or related fields of discipline plus minimum 2 years of previous work experience relevant to the function.
- Knowledge of English and UN working language of the duty station if not English.

WORK EXPERIENCE:

- Minimum 2 years relevant professional experience, including in the areas of refugee protection, community based protection, community services, social work, education and human rights.
- Diverse field experience desirable.
- Ability to understand and implement UNHCR's policy and global strategic priorities, such as AGDM, IDP, Statelessness, and HIV/AIDS, in the area of responsibility at appropriate level.
- Good IT skills including database management skills.
- Completion of the Protection Learning Programme, RSD- Resettlement Learning Programme will be an added advantage.
- Knowledge of additional UN languages.

SKILLS:

- Good IT skills including database management skills.
- Proven communication skills, both oral and written.

LANGUAGE KNOWLEDGE

Please indicate languages required (Official UN Languages: English, French, Spanish, Chinese, Russian, Arabic)

- **Essential: English,**
- **Desirable:** working knowledge of another UN language

2.5 DESIRABLE QUALIFICATIONS & COMPETENCIES. *Describe any experience or knowledge that would be an asset, such as: UNHCR Learning Programmes, other training, additional languages, Field/HQs experience, etc.*

- Diverse field operational experience.
- Ability to establish and maintain good working relations with people of different national and cultural backgrounds.
- Understanding of and demonstrated competencies in forced displacement and UNHCR protection issues, particularly -
- RSD and Resettlement

2.6 TRAINING COMPONENTS AND LEARNING ELEMENTS

TRAINING COMPONENTS:

- **Mandatory training courses:**

1. Basic Security in the Field (NB: needs to be retaken every 3 years)
2. Advanced Security in the Field (NB: needs to be retaken every 3 years)
3. Protection Induction Programme (PIP)
4. UN Course on Harassment, Sexual Harassment and Abuse of Authority
5. Orientation to IPSAS

- **Recommended training courses**

Please indicate at least 1-2 training courses relevant to the particular JPO function, available through Learn &Connect platform.

- Protection Induction Program
- RSD & Resettlement learning Program
- Best Interest of the Child-Basic Principles and Procedures
- Sexual and Gender-Based Violence (SGBV)

LEARNING ELEMENTS

Please indicate what the incumbent will learn during the assignment, defined in measurable results through applied skills or demonstrated competencies and specified per year.

The JPO will gain an intimate knowledge and understanding of UNHCR's protection mandate and related legal principles, policies and guidelines, in particular with regards to Resettlement

He/she will furthermore learn how to interact directly, on a daily basis with refugees and other persons of concern, as well as with partners and Government officials. Report writing, ad-hoc on specific cases and issues, or as part of periodic regular reporting requirements, will be an important part of the job as well.



**UNHCR TERMS OF REFERENCE
FOR JUNIOR PROFESSIONAL OFFICER (JPO) CATEGORY**
(When finalised and approved by the Post Manager(s), e-mail to HQPC00)

DATE SUBMITTED: dd/mm/yyyy

PART 1A - CLASSIFICATION DATA

A.1 CURRENT / OFFICIAL POSITION DATA

JPO Position No.:		
JPO Position Title: Associate Protection (Community Based) Officer		
JPO Position Grade: P2	Position Category: JPO	
JPO Position Location: Kawambwa, Zambia		
Supervisor Position No: 10028435	Supervisor Position Title: Head of Field Office	Supervisor Position Grade: P4

- ACTION REQUESTED -

A.2 CREATION OF JPO POSITION (Tick as appropriate)

A.3 REVISION OF EXISTING POSITION (Tick as appropriate, and indicate the current, revised title)

Change of Title Update of Duties Others (Specify):

	Title:	Grade	Category
From:	Associate Protection Officer	P2	JPO
To:	Associate Protection Officer.	P2	JPO

PART 1B - POSITION JUSTIFICATION

JUSTIFICATION (Creation / Revision) – Explain below why the creation of position is needed. If the position is to be revised, explain any new contextual developments or changes in position requirements that justify the review.

The JPO will assume the position currently partially covered by an International United Nations Volunteers (IUNV) whose contract cannot be further renewed due to policy restrictions as well as budgetary constraints. The JPO will be responsible for programming and implementation of activities in the areas of SGBV, Child Protection, services for persons with specific needs, education and community mobilisation. Although Child Protection and SGBV are core UNHCR areas of intervention (children represent over 50% of persons of concern to UNHCR worldwide and in Zambia and women and children represent 80 % of the Mantapala settlement) limited resources do not allow the operation to create and maintain internal international community based protection dedicated positions and the operation in Zambia has thus resorted to deploying affiliated workforces. Mantapala refugee settlement is a new settlement that requires a lot of dedicated attention and protection work in the area of community mobilisation and establishment of solid referral pathways to address and respond to core protection issues that may arise. The current workforce of the field office is insufficient to cover these needs.



UNHCR TERMS OF REFERENCE FOR JUNIOR PROFESSIONAL OFFICER (JPO) CATEGORY

(When finalised and approved by the Post Manager(s), e-mail to HQPC00)

Date of Classification ⁽¹⁾:

PART 2A – IDENTIFICATION OF POSITION	
Position No:	Job Code ⁽¹⁾ :
Position Title: Associate Protection (community based) Officer	Job Profile ⁽¹⁾ :
Position Location : Kawambwa, Zambia	Functional Group ⁽¹⁾ :
Supervisor Position No., Title & Grade: 10028435	CCOG Code ⁽¹⁾ :
Position Grade: P4	Category: ⁽¹⁾ : JPO
	<i>(1) To be completed by PCU</i>
PART 2B – POSITION REQUIREMENTS	

2.1 ORGANIZATIONAL CONTEXT. *Define the role of the position within the team, it's external/internal work relationships or contacts, the contextual environment in which it operates and the scope of supervision received, and where applicable, exercised by the incumbent.*

The incumbent will be part of the Protection Team and work under the direct supervision of the Head of Field office in Kawambwa and the technical supervision of the Senior Protection Officer in Lusaka.

The countrywide protection team is composed by protection, field protection, resettlement and registration staff and the incumbent will be working in close collaboration with all protection colleagues and with programme staff for programmatic purposes, to implement the country specific protection strategy and priorities. He/She will also liaise with and provide guidance in his/her relevant areas of expertise to partner organizations and government counterparts and to UNHCR relevant field offices staff.

Under the overall direction of the Protection Unit, and in coordination with other UNHCR staff, government, NGO partners and other stakeholders, the Associate Protection Officer (Community-based) works directly with communities of concern to identify the risks they face and to leverage their capacities to protect themselves, their families and communities. The incumbent may have direct supervisory responsibility for part of the protection staff and supports the application of community-based protection standards, operational procedures and practices in community-based protection delivery at the field level.

To fulfil this role the Associate Protection Officer (Community-based) is required to spend a substantial percentage of her/his time working outside the office, building and maintaining networks within communities of persons of concern. The development and maintenance of constructive relationships with persons of concern that measurably impact and enhance protection planning, programming and results forms the core of the work of the Associate Protection Officer (Community-based). The incumbent also supports the designing of a comprehensive community-based protection strategy by ensuring that it is based on consultation with persons of concern. S/he provides timely analysis on the protection situation in the field, highlighting important political, social, military and economic developments affecting the protection of persons of concern and the identification of solutions, based upon information obtained through direct communication with persons of concern and a network of local partners. The incumbent plans and undertakes quality, timely and effective responses to the needs of all segments of populations of concern, in an age, gender and diversity inclusive manner.

Title of other international staff members in the operation: Representative, Senior Programme Officer, Senior Protection Officer, Livelihood Officer, Administrative Officer, Project Control Officer, Protection officer, Supply Officer, Associate Field Officer, Associate Health and Nutrition Officer, Associate Program officer, Associate Registration officer, Associate Community Services officer, Associate Protection officer (Child protection and education) and Associate Liaison and Interagency Coordination officer, two Heads of field Offices, and currently 4 resettlement employees. The team of the field office Kawambwa currently counts 21 staff, however given the possible upcoming emergency, reinforcement may be called for in due course.

BACKGROUND INFORMATION:

UNHCR in Zambia has a Representation Office in Lusaka. Mayukwayukwa refugee settlement in Western Province is currently managed through the Field Office in Kaoma (until end of 2018), while Meheba settlement, in the North Western Province, is administered through the Field Office in Solwezi. Mantapala settlement, established in early 2018, is administered through the field office Kawambwa, in Luapula province.

The political situation in Zambia was stable in 2018 and the stability is anticipated to continue during the coming years. A new Refugee Act was enacted and passed by the parliament in 2017, the new Act contains some positive elements as compared to the previous Act. Generally the Government commitment towards protection of refugees is positive and UNHCR enjoys good working relationship with the Government of Zambia.

The Zambia operation caters for three types of populations of concerns: asylum seekers, refugees of various nationalities but predominantly from the Democratic Republic of Congo, Burundi, Rwanda and Somalia on the one hand and former refugees from Angola and Rwanda who refugee status ceased in 2012 and 2013 and who have been offered local integration in Zambia on the other hand. The majority of refugees and former refugees (72,184 persons) in Zambia continue to reside in designated refugee settlements (Meheba, Mantapala and Mayukwayukwa) and over 14,000 individuals are allowed to stay in urban areas mostly in Lusaka and Ndola for medical, education and self-employment reasons. An additional estimated 12,404 "self-settled" refugees and former refugees reside in various urban areas across the country and are not in regular touch with UNHCR or with the office of the Commissioner for Refugees. In 2018, Zambia continued to receive a number of new arrivals from the Democratic Republic of the Congo (DRC) and few from Burundi. Those from the DRC are mainly from the Haut Katanga, Tangyanaka and Kivu region.

Zambia is party to the 1951 Convention Relating to the Status of Refugees and its 1967 Protocol but has entered reservations in regard to the right to employment (Art. 17.2), education (Art. 22.1), freedom of movement (Art. 26) and travel documents (Art. 28). However the new refugee Act shows some shifting in the reservations in the sense that the Act provides for right to self-employment and primary education. Zambia is also party to the 1969 OAU Convention Governing Specific Aspects of Refugee Problems in Africa, and it is under this Convention the majority of recognized refugees have been granted status.

The protection situation of recognized refugees in Zambia continues to be stable and favourable. UNHCR provides assistance to new arrivals and vulnerable refugees in the settlements to be self-reliant through livelihood ventures tailored to their skills, capacities and specific needs. the livelihood ventures have increased the purchasing power of refugee households. Furthermore, UNHCR has introduced cash-based-interventions, instead of food distribution, in the two settlements targeting the very vulnerable refugees and new arrivals, and aims at rolling this out in Mantapala in 2019.

UNHCR supports the RSD procedure conducted by the government, by participation in the RSDC (Refugee Status determination Committee in Lusaka), and through trainings and legal advice. Challenges relate to a high turn-over of staff on the committee, and the fact that (perceived) security concerns override legal analysis of claims. UNHCR with partners provides legal and material support for SGBV victims, safe havens as well as livelihood activities (the latter especially in case the perpetrator is member of the household/ breadwinner). Challenges remain in that victims are reluctant to report cases (in particular of SGBV within the family) and as a consequence a preference for settlements outside the legal system. UNHCR and partners try to explore alternatives to the detention of refugees, in particular children, vulnerable refugees and asylum seekers, building on some good practices already present in the country. UNHCR monitors the situation of detainees and brings their situation to the attention of the Office of the Commissioner for Refugees in the Ministry of Home Affairs to ensure a speedy release and transfer to the settlements.

Zambia is a CRRF roll out country and the Mantapala settlement was established with this spirit in mind. It is an integrated settlement where refugees and local communities live side by side and benefit equally from infrastructures put in place through humanitarian and development efforts (health facilities, schools,...). As Luapula is one of the least developed provinces of Zambia, these initiatives are welcomed by local authorities and communities, however work needs to continue in areas of peaceful coexistence and development of self reliance of refugees, to facilitate better integration.

SUPERVISION: The JPO will be under the direct supervision of the manager indicated under ‘Supervisor title and position number’. The supervisor will be responsible for the performance evaluation of the JPO. The manager will also ensure that the JPO is provided a thorough induction and orientation briefing, followed by on-the-job training as well as continuous guidance for training/learning opportunities throughout the assignment. In support to the manager, the JPO Unit provides the Supervisory Guidelines upon recruitment/reassignment of the JPO.

LIVING CONDITIONS AT THE DUTY STATION

Please indicate if the following is available at the Duty Station

Housing/accommodation	Various types of accomodations available
Health care	Available but limited (medical evacuation may be considered for specialised and advanced treatments)
Educational facilities	No international schooling available, only basic government facilities
Security	Kawambwa is an E duty station.
Other (transports, banks, etc)	Available but limited in Kawambwa. Certain commodities and facilities may require travel to the provincial capital (225Km)

2.2 FUNCTIONAL STATEMENT. *Describe the accountabilities, responsibilities and authorities associated with the position.*

Accountability *(key results that will be achieved)*

- Effective and timely support is provided to the formulation of a clear and coherent protection and solutions oriented strategy, which incorporates a thorough age, gender and diversity analysis and reflects the Organization's global, regional and country level priorities.
- AGD sensitive analysis of community risks and capacities provides the essential basis for all of UNHCR's work.
- The participation of persons of concern is assured through continuous assessment and evaluation using participatory, rights and community based approaches, which inform protection and assistance programming and ensure that UNHCR meets its commitments to accountability to persons of concern.
- National protection capacities are improved through direct engagement, research and advocacy with all relevant external interlocutors.
- Protection incidents and needs are immediately identified and addressed through direct intervention, advocacy and public exposure.

Responsibility *(process and functions undertaken to achieve results)*

- Be fully informed about community structures and the protection and security situation of the population of concern and develop strong links with a cross-section of members of refugee communities, using an AGD approach.
- Through relationships with persons of concern and network of partners stay abreast of political, social, economic and cultural developments that have an impact on the protection environment and provide advice to senior management. Ensure that the perspectives, capacities, needs and resources of the persons of concerns are reflected in the protection strategy, planning processes and operations plan addressing the specific protection needs of women and men, children, youth and older persons, persons with disabilities, minority groups such as sexual minorities and persons living with HIV/AIDS.
- Ensure through direct action and advocacy with more senior protection staff that the necessary resources are allocated to enable community work to identify and address protection and assistance gaps.
- Support a consultative process with government counterparts at local levels, partners and persons of concern to develop and implement integrated strategies that address the key protection priorities, including, for example, child protection, education and SGBV, and solutions approaches.
- Provide technical guidance and support to UNHCR and partners and implement and oversee Standard Operating Procedures (SOPs) on all community-based protection related issues.
- Support the design, implementation and evaluation of protection centred and solutions oriented programming with implementing and operational partners guaranteeing that community-owned activities are integrated.
- Support communities in establishing representation and coordination structures
- Promote confidence building and conflict resolution among populations of concern, authorities and host communities.
- Maintain protection presence through regular field missions and reports, making direct contact with persons of concern, host communities, local authorities and partners.
- Contribute to the Protection team's information management component which: provide disaggregated data on populations of concern and their problems; researches, collects and disseminates relevant protection information and good practices to enhance protection delivery and provide technical advice if necessary.
- Ensure participatory, community-based protection and AGD approaches are included in, strategies and plans in the country operation.
- Ensure community understanding of UNHCR's commitment to deliver on accountability and quality assurance in its response.
- Support persons of concern to develop structures that enhance their participation and protection.

Authority *(decisions made in executing responsibilities and to achieve results)*

- Contribute to the design of the community-based protection strategy, project submissions and budgets for endorsement by the Senior Protection Officer or the Head of Office.
- Chair protection meetings with partners.
- Intervene with authorities on community-based protection issues.
- Negotiate with local counterparts, partners and populations of concern.

2.3 REQUIRED COMPETENCIES, which illustrate behaviours that are essential to achieving deliverables described above, and that are critical to successful performance. All jobs require the staff to abide to the Values and Core competencies of UNHCR. Where applicable, select a maximum of six Managerial and three Cross-Functional Competencies. (Note that the Performance Appraisal and Management System (PAMS) allows for up to five Cross-Functional Competencies to be selected by the staff member and the supervisor.)

<u>Code</u>	<u>Managerial Competencies</u>	<i>(Max. 4)</i>
1. <input checked="" type="checkbox"/> M001	Empowering and Building Trust	
2. <input type="checkbox"/> M002	Managing Performance	
3. <input checked="" type="checkbox"/> M003	Judgement and Decision Making	
4. <input type="checkbox"/> (M004)	Strategic Planning and Vision <i>(Not applicable to JPOs)</i>	
5. <input type="checkbox"/> (M005)	Leadership <i>(Not applicable to JPOs)</i>	
6. <input type="checkbox"/> M006	Managing Resources	

<u>Code</u>	<u>Cross-Functional Competencies</u>	<i>(Max. 3)</i>
1. <input checked="" type="checkbox"/> X001	Analytical Thinking	
2. <input type="checkbox"/> X002	Innovation and Creativity	
3. <input type="checkbox"/> X003	Technological Awareness	
4. <input checked="" type="checkbox"/> X004	Negotiation and Conflict Resolution	
5. <input checked="" type="checkbox"/> X005	Planning and Organizing	
6. <input type="checkbox"/> X006	Policy Development and Research	
7. <input checked="" type="checkbox"/> X007	Political Awareness	
8. <input type="checkbox"/> X008	Stakeholder Management	
9. <input type="checkbox"/> X009	Change Capability and Adaptability	

2.4 ESSENTIAL MINIMUM QUALIFICATIONS AND PROFESSIONAL EXPERIENCE

REQUIRED. Define the educational background, the relevant job experience and the language(s) that are essential to perform the work of the position.

EDUCATION/QUALIFICATION: Advanced university degree in International Development, Cultural Studies, Human Rights, International Social Work, Social Science, Political Science, Anthropology, International Law or other clearly related disciplines

WORK EXPERIENCE: Minimum 2 years relevant professional experience, including in the areas of child protection, community based protection, community services, social work, education and human rights.

SKILLS: - Good IT skills including database management skills.
 - Proven communication skills, both oral and written.

LANGUAGE KNOWLEDGE

Please indicate languages required (Official UN Languages: English, French, Spanish, Chinese, Russian, Arabic)

- **Essential: English,**
-
- **Desirable:** working knowledge of another UN language
-

2.5 DESIRABLE QUALIFICATIONS & COMPETENCIES. *Describe any experience or knowledge that would be an asset, such as: UNHCR Learning Programmes, other training, additional languages, Field/HQs experience, etc.*

- Diverse field operational experience.
- Ability to establish and maintain good working relations with people of different national and cultural backgrounds
- Understanding of and demonstrated competencies in forced displacement and UNHCR protection issues, particularly child protection, education, SGBV prevention and response, gender equality, and the application of the Age, Gender and Diversity Policy

2.6 TRAINING COMPONENTS AND LEARNING ELEMENTS

TRAINING COMPONENTS:

- **Mandatory training courses:**

1. Basic Security in the Field (NB: needs to be retaken every 3 years)
2. Advanced Security in the Field (NB: needs to be retaken every 3 years)
3. Protection Induction Programme (PIP)
4. UN Course on Harassment, Sexual Harassment and Abuse of Authority
5. Orientation to IPSAS

- **Recommended training courses**

Please indicate at least 1-2 training courses relevant to the particular JPO function, available through Learn &Connect platform.

- Protection Induction Program
- Best Interest of the Child-Basic Principles and Procedures
- Sexual and Gender-Based Violence (SGBV)
- Age, Gender and Diversity Approach

LEARNING ELEMENTS

Please indicate what the incumbent will learn during the assignment, defined in measurable results through applied skills or demonstrated competencies and specified per year.

The JPO will gain an intimate knowledge and understanding of UNHCR's protection mandate and related legal principles, policies and guidelines, in particular with regards to child protection.

He/she will furthermore learn how to interact directly, on a daily basis with refugees and other persons of concern, as well as with partners and Government officials. Report writing, ad-hoc on specific cases and issues, or as part of periodic regular reporting requirements, will be an important part of the job as well. The JPO will furthermore get firsthand experience with UNHCR's implementation of durable solutions, in particular repatriation and local integration, but also some resettlement activities.



**UNHCR TERMS OF REFERENCE
FOR JUNIOR PROFESSIONAL OFFICER (JPO) CATEGORY**
(When finalised and approved by the Post Manager(s), e-mail to HQPC00)

DATE SUBMITTED: 12/06/2017

PART 1A - CLASSIFICATION DATA

A.1 CURRENT / OFFICIAL POSITION DATA

JPO Position No.: 10014146		
JPO Position Title: Associate External Relations Officer		
JPO Position Grade: P2	Position Category: JPO	
JPO Position Location: Brasilia, Brazil		
Supervisor Position No: 10002971	Supervisor Position Title: Representative	Supervisor Position Grade: P5

- ACTION REQUESTED -

A.2 CREATION OF JPO POSITION *(Tick as appropriate)*

A.3 REVISION OF EXISTING POSITION *(Tick as appropriate, and indicate the current, revised title)*

Change of Title Update of Duties Others *(Specify):*

	Title:	Grade	Category
From:			JPO
To:			JPO

PART 1B - POSITION JUSTIFICATION

JUSTIFICATION (Creation / Revision) – Explain below why the creation of position is needed. If the position is to be revised, explain any new contextual developments or changes in position requirements that justify the review.

The UNHCR Representation in Brazil carries out its mandate of providing international protection and seeking durable solutions for refugees and other persons of concern. The country is signatory of the main international human rights instruments, including the 1951 UN Convention, the 1967 Protocol and the conventions related to prevention and reduction of statelessness. The Office works closely with governmental counterparts at all levels (federal, state and municipal) and with partners from the private sector and civil society organizations, operating in different fronts: protection, assistance, advocacy, awareness, innovation and fund raising.

To mobilize resources, the Office works either with governmental and private donors. Before the government, the Office interacts with two main donors: the Ministry of Foreign Affairs (for overseas operations) and the Ministry of Justice (for reception and local integration activities). Beyond governmental authorities, selected Embassies, private companies and major state owned corporations need to be approached— both for global appeals and for local activities, meaning more briefings and regular contacts with these potential new donors - including within the National Congress.

Donor relations activities in the Office are conducted by the Representative, the Head of Livelihoods as well as the PI Unit, composed by one staff (NOB) and two assistants (UNOPS contract for nationals). Due to their respective agenda, neither of them is dedicated full time to those activities, which are time consuming and requires specific technical training to present issues in a 'language amenable to donors'. Although UNHCR uses the already distributed "Field Guide on Fund Raising – Guidance and Policy", a more tailored strategy needs to be designed and implemented, focused on the relations with the Brazilian government, potential donors amongst the diplomatic representations in Brazil, private companies and individuals. Specific information material (more oriented for fund raising) has to be developed, including projects and activities (with budgets) to be carried out by the national IPs.

Although the Brazilian government has sustained a significant level of contributions to UNHCR's overseas operations between 2010 and 2014, the lack of predictability and the adoption of tight fiscal policies have reduced these donations since 2015. These funds come from the national budgetary law, and the political dispute around these resources makes the disbursements unstable. The Office needs to continue lobbying to ensure a continuous disbursement of donations from the Brazilian government and seek to renew the Memorandum of Understanding Technical Cooperation Agreement with MFA looking at ensuring more predictability. A blended private/public sponsorship programme is being pursued to facilitate the implementation of the Solidarity Resettlement Programme and other pledges made by the government within the framework of the NY Summit, CRRF and the Refugee Global Compact. Other potential governmental donors need to be explored. The work with High Profile Supporters to raise brand awareness and expand donor base is another effort to be undertaken in 2017 and beyond, as it is the mobilization of potential donors and private sector partners around events promoted by UNHCR.

Thus, the creation of this position will strengthen the Office's ability to implement a comprehensive and effective strategy towards potential donors.



UNHCR TERMS OF REFERENCE FOR JUNIOR PROFESSIONAL OFFICER (JPO) CATEGORY

(When finalised and approved by the Post Manager(s), e-mail to HQPC00)

Date of Classification ⁽¹⁾:

PART 2A – IDENTIFICATION OF POSITION	
Position No: 10014146	Job Code ⁽¹⁾ :
Position Title: Associate External Relations Officer	Job Profile ⁽¹⁾ :
Position Location : Brasilia, Brazil	Functional Group ⁽¹⁾ :
Supervisor Position No., Title & Grade: 10002971, Representative, P5	CCOG Code ⁽¹⁾ :
Position Grade: P2	Category: ⁽¹⁾ : JPO
	<i>(1) To be completed by PCU</i>
PART 2B – POSITION REQUIREMENTS	

2.1 ORGANIZATIONAL CONTEXT. *Define the role of the position within the team, it's external/internal work relationships or contacts, the contextual environment in which it operates and the scope of supervision received, and where applicable, exercised by the incumbent.*

Brazil is a signatory of the main international human rights instruments. Since 16/11/1960, when it was ratified, Brazil is part of the 1951 Convention on the Status of Refugees, further ratifying the 1967 Protocol in 1972 and removing the geographical reservation on 09/12/1989. Brazil enacted the refugee act Law number 9.474/97, in effect since 23rd July 1997. The law contains the protection mechanism of the 1951 Convention and 1967 Protocol and incorporates the broader definition of the 1984 Cartagena Declaration, the formulation “generalized violation of human rights”, which applies to situations of generalized violence and armed conflict. Following substantial lobbying by human rights groups, including UNHCR, Brazil ratified the 1961 Convention on the Reduction of Statelessness on October 25th, 2007, further re-affirming its commitment to the principles of humanitarian law.

The majority of refugees in Brazil have an urban profile. By law, refugees and asylum seekers are formally granted access to social and economic rights such as health care, education and work. Insertion in the labour market and affordable accommodation remain the main challenge to refugee's self-reliance.

The national legislation created the National Committee for Refugees (CONARE) to deal with eligibility and to implement normative instructions related to the law. CONARE has functioned regularly since then, giving a legal stability for refugee protection in the country. UNHCR Brazil is part of the committee, with voice and without vote. The national law also guarantees the basic documentation for refugees, including ID cards and work permits.

The overall protection environment in Brazil is favorable and continuously improving. RSD procedures are functional and fair, although some lack of knowledge of the legislation by border and port officials may lead to some inconsistencies – especially when asylum seekers enter the country with forged documents or in ports where stowaway asylum seekers may experience difficulties to have immediate access to these procedures. There are no detention facilities or internment of asylum seekers. New protection challenges involve mixed migration flows and the drastic increase in terms of asylum seekers trends in the country.

The Brazilian Government has consistently supported UNHCR initiatives to promote refugee protection in international fora and at the regional level. Brazil is also the largest emerging donor to UNHCR's humanitarian operations since 2010 (US\$ 3.5 million in 2010, US\$ 3.7 million in 2011 and 2012 and almost US\$ 1 million in 2013). In 2014, the donations amounted to USD 3.2 million, and decreased to an annual average of USD 700.000 in the period 2015, 2016 and 2017.

In order to accomplish its mandate, UNHCR Brazil has an office in Brasilia (Country Office Brasilia) and two small offices in Sao Paulo (Sao Paulo Field Unit established in October 2013, which is directly linked to CO Brasilia; and one small PSFR presence at the UN House, which is responsible for implementing global PSFR strategies in the country). The operations count with the support of one international and 19 national staff, including affiliate workforce personnel.

UNHCR works in close partnership with the government (at federal, state and municipal levels) and with a number of partners from civil society and the private sector. UNHCR Brazil actively participates at the UNCT Brazil and has promoted bilateral initiatives with other UN agencies. The work in the country focuses on three main areas: operations, advocacy and monitoring.

Through its implementing partners, UNHCR Brazil carries out a number of activities to ensure the protection, assistance and self-sufficiency of refugees. Refugees have formal access to health care, education and work. Insertion into the labor market and affordable housing remain the main challenges for the achievement of self-reliance by refugees. In this connection, UNHCR has closely worked with the Ministry of Labor with which it recently signed a MoU as to promote refugee employment through joint initiatives including the organization of workshops in Sao Paulo, Rio de Janeiro, Porto Alegre and Manaus, with the participation of State and Municipality's authorities, and the private sector.

The partners are based in São Paulo, Rio de Janeiro, Rio Grande do Sul, Manaus and Brasilia, where the majority of the refugee population is located. Protection and assistance activities are also carried out in the Amazon region through operational partners. In addition, UNHCR Brazil works with a network of around 50 civil society partner organizations through the Protection Networks, an innovative model which plays an important role in monitoring access to the territory and to refugee status determination procedures. They also seek to ensure respect for the rights of asylum seekers and refugees especially in major entry points, port areas and remote areas of the vast territory of Brazil.

As stated before, the funds donated by Brazil to UNHCR's operation (national and overseas) have steadily increased since 2010, making the country the main donor in Latin America and the most important emerging donors worldwide. These funds come from the national budgetary law, and the political dispute around these resources, as well as tight fiscal policies, makes the disbursements instable. In 2013, however, the level of funds donated by Brazil to UNHCR's operations overseas decreased to USD1 million, its lowest level since 2010, and much lower than the USD4 million originally pledged by GoB. Since 2015, an annual average of USD 700,000.00 has been donated by the Brazilian government - including activities of protection and local integration in Brazil.

In addition to working closely with the two main governmental donors (the Ministry of Foreign Affairs, for overseas operations, and the Ministry of Justice), the Office will try to identify and sensitize other potential donors inside and outside the government.

The Office is convinced that PSFR is indeed a significant window of opportunity and is strongly supporting the implementation of a regional strategy carried out the Bureau and PSFR Global. Currently, the Office in Brasilia works closely with the PSFR project in Sao Paulo comprised of two staff, to implement the strategy foreseen for Brazil, which includes the launching of face-to-face activities, the retention of individual donors and corporate giving – along with PI support to the dissemination of appeals and webpages for online donation.

SUPERVISION: The JPO will be under the direct supervision of the manager indicated under ‘Supervisor title and position number’. The supervisor will be responsible for the performance evaluation of the JPO. The manager will also ensure that the JPO is provided a thorough induction and orientation briefing, followed by on-the-job training as well as continuous guidance for training/learning opportunities throughout the assignment. In support to the manager, the JPO Unit provides the Supervisory Guidelines upon recruitment/reassignment of the JPO.

LIVING CONDITIONS AT THE DUTY STATION

Please indicate if the following is available at the Duty Station

Housing/accommodation	Yes
Health care	Yes
Educational facilities	Yes
Security	Yes
Other (transports, banks, etc)	Yes

2.2 FUNCTIONAL STATEMENT. *Describe the accountabilities, responsibilities and authorities associated with the position.*

Accountability *(key results that will be achieved)*

- Regular donations from the Brazilian Government to UNHCR’s operations overseas and in Brazil increased;
- New donors identified and donor based expanded;
- Systematic support to PSFR strategy accomplished;
- Coordination interagency mechanism with UN System in Brazil improved;
- Active participation in key working/thematic UN Groups accomplished.

Responsibility (*process and functions undertaken to achieve results*)

The Associate External Relations Officer will work under the direct supervision and guidance of the Representative. The incumbent will have the overall role of assisting his/her supervisor to collect, review and provide the required information in order to create greater donor interest, awareness and understanding, and to support the Office in raising additional funding for UNHCR Programmes in favour of refugees and other people of its concern. During his/her assignment, the Associate External Relations Officer will:

1. Be responsible for relations with selected donor countries. Provide information to donor governments on UNHCR programme activities through continuous dialogue with donor contacts in the relevant Permanent Missions in Geneva, donor capitals and UNHCR Branch/Field Offices in donor capitals, including responding to donor governments' requests for information on an ad hoc basis. Engage donors in a strategic dialogue with UNHCR to maintain/increase support.
2. Keep abreast of UNHCR's operations world-wide with a specific focus on emergency situations and durable solutions and share the information as appropriate with stakeholders outside UNHCR (e.g. donor Governments, Parliamentarians) in appropriate and easy accessible ways both in writing and orally. Transmit specific donor concerns to different offices within the organization (protection issues, gender equality, durable solutions, etc.) ensuring appropriate follow up and feedback.
3. Participate in reviewing fundraising strategies with a specific focus on monitoring and analyzing donor policies on humanitarian assistance, and policies/strategies of organizations competing with UNHCR over funds. Research, develop and maintain donor profiles/fact sheets.
4. Organize annual bilateral consultations with selected donor governments and provide follow up to the conclusions of these meetings. Negotiate, draft and follow up on bilateral agreements with donors.
5. Present UNHCR programmes to selected donors in an attractive and convincing manner. Explain constraints for UNHCR of tight earmarking and detailed reporting requirements and present the Unified Budget structure and highlight importance of Mid-year and Global Appeal/Reports.
6. Complete funding submissions and, if required, inputs for Global Appeal/Report and/or other documents that may need to be provided to donor governments on an ad hoc basis.
7. Record and track donors' contributions and ensure that pledge conditions are recorded and relevant parties within UNHCR are informed of the same.
8. Ensure that narrative and financial reports are submitted in a timely and satisfactory fashion, so that donors are fully informed of the use of their contributions and in a position to make qualified decisions about further contributions.
9. Arrange donor briefings and donor visits to HQs and the field.
10. Provide briefings and training to junior colleagues.
11. Assume any other tasks as required.

Authority (*decisions made in executing responsibilities and to achieve results*)

- Given the level of the post, the incumbent will be requested to put forward recommendations to his/her supervisor in any specific matter.

2.3 REQUIRED COMPETENCIES, which illustrate behaviours that are essential to achieving deliverables described above, and that are critical to successful performance. All jobs require the staff to abide to the Values and Core competencies of UNHCR. Where applicable, select a maximum of six Managerial and three Cross-Functional Competencies. (Note that the Performance Appraisal and Management System (PAMS) allows for up to five Cross-Functional Competencies to be selected by the staff member and the supervisor.)

<u>Code</u>	<u>Managerial Competencies</u>	(Max. 4)
1. <input checked="" type="checkbox"/> M001	Empowering and Building Trust	
2. <input type="checkbox"/> M002	Managing Performance	
3. <input type="checkbox"/> M003	Judgement and Decision Making	
4. <input type="checkbox"/> (M004)	Strategic Planning and Vision (<i>Not applicable to JPOs</i>)	
5. <input type="checkbox"/> (M005)	Leadership (<i>Not applicable to JPOs</i>)	
6. <input checked="" type="checkbox"/> M006	Managing Resources	

<u>Code</u>	<u>Cross-Functional Competencies</u>	(Max. 3)
1. <input checked="" type="checkbox"/> X001	Analytical Thinking	
2. <input checked="" type="checkbox"/> X002	Innovation and Creativity	
3. <input type="checkbox"/> X003	Technological Awareness	
4. <input type="checkbox"/> X004	Negotiation and Conflict Resolution	
5. <input type="checkbox"/> X005	Planning and Organizing	
6. <input type="checkbox"/> X006	Policy Development and Research	
7. <input checked="" type="checkbox"/> X007	Political Awareness	
8. <input type="checkbox"/> X008	Stakeholder Management	
9. <input type="checkbox"/> X009	Change Capability and Adaptability	

2.4 ESSENTIAL MINIMUM QUALIFICATIONS AND PROFESSIONAL EXPERIENCE

REQUIRED. *Define the educational background, the relevant job experience and the language(s) that are essential to perform the work of the position.*

EDUCATION/QUALIFICATION: University Degree in Economics, Social Sciences, Business Administration, International Relations or other related fields.

WORK EXPERIENCE: Minimum 4 years (2 years with Advanced University degree) of relevant professional experience. Familiarity with the UN in general and a good knowledge of UNHCR operations both at HQ and in the Field would be an asset.

SKILLS: English skills on a professional working level plus a good working knowledge of Portuguese or Spanish are required. Pronounced and proven writing and communication skills. Good computer skills.

LANGUAGE KNOWLEDGE

Please indicate languages required (*Official UN Languages: English, French, Spanish, Chinese, Russian, Arabic*)

- **Essential: English,**
- **Desirable: Spanish**

2.5 DESIRABLE QUALIFICATIONS & COMPETENCIES. *Describe any experience or knowledge that would be an asset, such as: UNHCR Learning Programmes, other training, additional languages, Field/HQs experience, etc.*

- Working knowledge of another UN language depending on country of assignment.
- Experience in (UNHCR) humanitarian operations in the Field.
- Excellent computer skills (MS Word, Excel and Power Point essential), exposure to graphic design software.
- Fund-raising and programming/programme management experience.
- Excellent communication skills.
- Experience of working with social media.

2.6 TRAINING COMPONENTS AND LEARNING ELEMENTS

TRAINING COMPONENTS:

- **Mandatory training courses:**
 1. Basic Security in the Field (NB: needs to be retaken every 3 years)
 2. Advanced Security in the Field (NB: needs to be retaken every 3 years)
 3. Protection Induction Programme (PIP)
 4. UN Course on Harassment, Sexual Harassment and Abuse of Authority
 5. Orientation to IPSAS

- **Recommended training courses**

Please indicate at least 1-2 training courses relevant to the particular JPO function, available through Learn &Connect platform.

LEARNING ELEMENTS

Please indicate what the incumbent will learn during the assignment, defined in measurable results through applied skills or demonstrated competencies and specified per year.

The incumbent will be able to learn:

-The various components of the PSFR activity in Brazil including F2F, Digital Fundraising, Corporate Fundraising, all of which are essential aspects of PSFR

In other regions

-The essential components of the interrelation between PSFR and PI

-The main aspects of the mandate of the UN agencies with which UNHCR has ongoing partnerships and joint activities, largely applicable to other operations in other operations

-The way the Government Financial Institutions operate in the country

-the overall protection UNHCR programme and protection priorities in the country.

In the exercise of his duties, the incumbent will develop the following skills:

- Prepare a work plan

- Liaise with external parties

- Teamwork

- Draft project proposals according to UN standards

- Coordination with other Units, NGOs, UN Agencies and government institutions

- Negotiation skills

- Assessment of refugees needs



**UNHCR TERMS OF REFERENCE
FOR JUNIOR PROFESSIONAL OFFICER (JPO) CATEGORY**
(When finalised and approved by the Post Manager(s), e-mail to HQPC00)

DATE SUBMITTED: 3 nov 2017

PART 1A - CLASSIFICATION DATA

A.1 CURRENT / OFFICIAL POSITION DATA

JPO Position No.: J1002186		
JPO Position Title: Associate Policy Officer		
JPO Position Grade: P2	Position Category: JPO	
JPO Position Location: New York, USA		
Supervisor Position No: 10025317	Supervisor Position Title: Snr Policy Advisor	Supervisor Position Grade: P5

- ACTION REQUESTED -

A.2 CREATION OF JPO POSITION (Tick as appropriate)

A.3 REVISION OF EXISTING POSITION (Tick as appropriate, and indicate the current, revised title)

Change of Title Update of Duties Others (Specify):

	Title:	Grade	Category
From:			JPO
To:			JPO

PART 1B - POSITION JUSTIFICATION

JUSTIFICATION (Creation / Revision) – Explain below why the creation of position is needed. If the position is to be revised, explain any new contextual developments or changes in position requirements that justify the review.

The JPO position has been created in UNHCR NY and is typically filled with an incumbent during their third year of the JPO experience. A JPO may also be recruited for a two year period.



UNHCR TERMS OF REFERENCE FOR JUNIOR PROFESSIONAL OFFICER (JPO) CATEGORY

(When finalised and approved by the Post Manager(s), e-mail to HQPC00)

Date of Classification ⁽¹⁾: 17 Oct 2017

PART 2A – IDENTIFICATION OF POSITION	
Position No: J1002186	Job Code ⁽¹⁾ :
Position Title: Associate Policy Officer	Job Profile ⁽¹⁾ :
Position Location : New York, USA	Functional Group ⁽¹⁾ :
Supervisor Position No., Title & Grade: 10025317, Snr Policy Advisor, P5	CCOG Code ⁽¹⁾ :
Position Grade: P2	Category: ⁽¹⁾ : JPO
	<i>(1) To be completed by PCU</i>
PART 2B – POSITION REQUIREMENTS	

2.1 ORGANIZATIONAL CONTEXT. Define the role of the position within the team, it's external/internal work relationships or contacts, the contextual environment in which it operates and the scope of supervision received, and where applicable, exercised by the incumbent.

- General information about the organizational structure of the local UNHCR organization: The JPO is reporting to the Senior Policy Advisor, and is part of the team of Policy colleagues.
- UNHCR New York is primarily involved in advocacy and partnership to ensure that UNHCR's mandate and positions are expressed with key stakeholders in New York.

Matters of central concern to UNHCR are high on the agenda of the United Nations in New York and are also of prominent concern to civil society and the media.

UNHCR in New York also works closely with the Executive Office of the Secretary General (EOSG) and other parts of the UN Secretariat. UNHCR is appreciated as the agency that has the expertise as far as refugees are concerned and indeed in terms of the migration/ refugee movements notably confronting Europe, Middle East, Africa and South East Asia.

With increasing numbers of refugees, precipitated by new and unresolved conflicts, the Security Council is often engaged with matters of central importance to UNHCR and opportunities for the High Commissioner to address the Security Council may continue to increase. These matters often engage Department of Peacekeeping Operations (DPKO) as well as Department of Political Affairs (DPA) whose leadership role in integrated and mission settings coincide with some of the largest UNHCR operations globally.

Additionally, UNHCR Office in New York is frequently called upon to brief and partner with civil society, including academic institutions, regarding refugees and stateless persons. Moreover it is increasingly is the port of call for global media based in New York on issues pertaining to the UNHCR's global programmes and persons of concern.

The incumbent for this position is expected to interface frequently with counter-parts in the Office of the EOSG, DPA, DPKO, and DSS on matters of central protection and human rights concern. The incumbent is expected to provide regular and timely analysis of protection developments within the UN and their possible impact on UNHCR and its operations worldwide as well as feed into those processes. He or she is expected to interface frequently with protection and human rights counter-parts, maintain UNHCR's involvement in the Rule of Law and 6th Committee, as well as ensure UNHCR's involvement in the UN wide humanitarian policy initiatives and represent UNHCR in the counter terrorism discussions.

The incumbent is expected to provide guidance to the colleagues in NY and functional direction on UNHCR's inputs into the UN human rights processes including the Regional Monthly Reviews and in regard to briefings and talking points for the Secretary General and his Deputy, and preparation for UNHCR inputs into the SG's Deputies and Executive Committee meetings respectively. The incumbent is expected to liaise with members of civil society, NGOs and academic institutions on issues pertaining to UNHCR's global mandate.

SUPERVISION: The JPO will be under the direct supervision of the manager indicated under 'Supervisor title and position number'. The supervisor will be responsible for the performance evaluation of the JPO. The manager will also ensure that the JPO is provided a thorough induction and orientation briefing, followed by on-the-job training as well as continuous guidance for training/learning opportunities throughout the assignment. In support to the manager, the JPO Unit provides the Supervisory Guidelines upon recruitment/reassignment of the JPO.

LIVING CONDITIONS AT THE DUTY STATION

Please indicate if the following is available at the Duty Station

Housing/accommodation	Yes
Health care	Yes
Educational facilities	Yes
Security	Yes
Other (transports, banks, etc)	Yes

2.2 FUNCTIONAL STATEMENT. *Describe the accountabilities, responsibilities and authorities associated with the position.*

Accountability *(key results that will be achieved)*

-INTERNALLY:

Exchange of information on strategic policy under the area of responsibility.

Analysis of key developments and advice related to humanitarian reform and high-level initiatives provided to UNHCR HQ, NY and field offices, to support operational effectiveness and inform UNHCR policy and positions.

-EXTERNALLY:

Advocate for UNHCR policies; analyze the situation and propose strategies for an integrated and coordinated UN approach including UNHCR's position; and communicate information on UNHCR's mandate.

Interface is established and maintained at the decision making level with IASC agencies and partners, UN crisis/emergency management partners and Permanent Missions.

Policies and planning processes (particularly reform processes and plans for missions/operations) related to humanitarian (including emergency) response duly informed by UNHCR concern and input for these processes is appropriately facilitated.

Responsibility *(process and functions undertaken to achieve results)*

- Support UNHCR's engagement with New York based development bodies and processes;
- Gather and maintain up-to-date knowledge, analyse and report on significant developments with relevant New York based stakeholders and processes related to the humanitarian (including emergency) response, which may affect UNHCR's operations and activities;
- Stay abreast of UNHCR's global operations and policies and support engagement with relevant divisions at HQs to ensure a smooth flow of information and receive inputs on operational issues and policy positions in order to effectively represent UNHCR;
- Promote UNHCR's objectives and the priorities of persons of concern to UNHCR through presentations, provision of written advice, and the participation in briefings and inter-agency meetings, with a view to influencing policy development, priorities and work programmes of the various NY based bodies and processes related to humanitarian response;
- Liaise with counterparts at the UN Secretariat, Agencies Funds Programmes and Departments on areas of responsibility (particularly WFP, UNICEF, OCHA), to advocate for UNHCR's position, to promote integration of principles in the broader UN framework, to identify common priority areas and positions so as to strengthen UNHCR's objectives, and to create linkages and opportunities for partnership;
- Enhance understanding of UNHCR's mandate and operations amongst NY based stakeholders;
- Ensure that UNHCR's interests and concerns are taken into account in the UN and inter-agency position papers and policy statements impacting on UNHCR's operations and protection activities;
- Enable consistent and comprehensive UNHCR messaging and interventions through close collaboration with the UNHCR NY office human rights/protection, development/solutions, political/security portfolios, as well as UNHCR HQ and field;
- Evaluate opportunities and challenges in the pursuit of UNHCR's strategic objectives; its positioning within the UN and IASC system and safeguarding of its unique protection mandate during periods of reform;
- Assist in formulating the office's engagement strategy with NY based UN humanitarian and emergency partners and processes, in order to strengthen UNHCR's role and influence, and to enhance UNHCR's contributions to development and implementation humanitarian (including emergency) policies, with particular vigilance when related to reform of the humanitarian architecture;
- Support participation of UNHCR in relevant fora, including drafting of briefs, policy papers and talking points;
- Cover any other thematic issues/geographical region from a policy perspective, as required; and
- Undertakes other tasks as required.

Authority *(decisions made in executing responsibilities and to achieve results)*

- Participate in meetings within UNHCR and with external partners at relevant level.

2.3 REQUIRED COMPETENCIES, which illustrate behaviours that are essential to achieving deliverables described above, and that are critical to successful performance. All jobs require the staff to abide to the Values and Core competencies of UNHCR. Where applicable, select a maximum of six Managerial and three Cross-Functional Competencies. (Note that the Performance Appraisal and Management System (PAMS) allows for up to five Cross-Functional Competencies to be selected by the staff member and the supervisor.)

<u>Code</u>	<u>Managerial Competencies</u>	<i>(Max. 4)</i>
1. <input checked="" type="checkbox"/> M001	Empowering and Building Trust	
2. <input type="checkbox"/> M002	Managing Performance	
3. <input type="checkbox"/> M003	Judgement and Decision Making	
4. <input type="checkbox"/> (M004)	Strategic Planning and Vision <i>(Not applicable to JPOs)</i>	
5. <input type="checkbox"/> (M005)	Leadership <i>(Not applicable to JPOs)</i>	
6. <input type="checkbox"/> M006	Managing Resources	

<u>Code</u>	<u>Cross-Functional Competencies</u>	<i>(Max. 3)</i>
1. <input checked="" type="checkbox"/> X001	Analytical Thinking	
2. <input type="checkbox"/> X002	Innovation and Creativity	
3. <input type="checkbox"/> X003	Technological Awareness	
4. <input type="checkbox"/> X004	Negotiation and Conflict Resolution	
5. <input type="checkbox"/> X005	Planning and Organizing	
6. <input checked="" type="checkbox"/> X006	Policy Development and Research	
7. <input checked="" type="checkbox"/> X007	Political Awareness	
8. <input type="checkbox"/> X008	Stakeholder Management	
9. <input type="checkbox"/> X009	Change Capability and Adaptability	

2.4 ESSENTIAL MINIMUM QUALIFICATIONS AND PROFESSIONAL EXPERIENCE

REQUIRED. Define the educational background, the relevant job experience and the language(s) that are essential to perform the work of the position.

EDUCATION/QUALIFICATION: University Degree in Law, Political Science, International Relations or a related field.

WORK EXPERIENCE: Minimum of two years of relevant professional experience required with a Master degree or three years with a Bachelor degree.

SKILLS:

- Demonstrated ability to establish and maintains relationships with a broad range of partners to understand needs and gain support;
- Proven capacity to develop clear goals that are consistent with agreed strategies to identifies priority activities and adjust priorities as required;
- Ability to negotiate and ability to influence others to reach agreement on issues;
- Demonstrated ability to work independently using own initiatives, multi-task and deliver timely analysis under short deadlines;
- Proven capacity to develops clear goals that are consistent with agreed strategies to identifies priority activities and adjust priorities as required;
- Ability to identify key issues in a complex situation, and come to the heart of the problem quickly; and
- Excellent report writing skills and computer literacy in MS Office.

LANGUAGE KNOWLEDGE

Please indicate languages required (Official UN Languages: English, French, Spanish, Chinese, Russian, Arabic)

- **Essential:** English,
- **Desirable:** second UN language

2.5 DESIRABLE QUALIFICATIONS & COMPETENCIES. *Describe any experience or knowledge that would be an asset, such as: UNHCR Learning Programmes, other training, additional languages, Field/HQs experience, etc.*

- Previous experience working in a multi-cultural environment, field operations or in a policy-related function would benefit the incumbent.
- Experience with UNHCR or UN Secretariat/another UN agency would also be an advantage.

2.6 TRAINING COMPONENTS AND LEARNING ELEMENTS

TRAINING COMPONENTS:

- **Mandatory training courses:**

1. Basic Security in the Field (NB: needs to be retaken every 3 years)
2. Advanced Security in the Field (NB: needs to be retaken every 3 years)
3. Protection Induction Programme (PIP)
4. UN Course on Harassment, Sexual Harassment and Abuse of Authority
5. Orientation to IPSAS

- **Recommended training courses**

Please indicate at least 1-2 training courses relevant to the particular JPO function, available through Learn &Connect platform.

Fundamentals of Fraud and Corruption Awareness (Code of Conduct theme)

United Nations Human Rights Responsibilities Course (HRuF)

UNHCR Protection Learning Programme

LEARNING ELEMENTS

Please indicate what the incumbent will learn during the assignment, defined in measurable results through applied skills or demonstrated competencies and specified per year.

The JPO will learn elements of UNHCR and UN NY structure and processes. The learning elements result from the tasks the JPO has to carry out during the assignment, such as knowledge of UNHCR policies, the UN system and its policies particularly in relation to humanitarian, political, peacekeeping, peacebuilding, development, human rights and rule of law issues.

Additionally, the JPO will gain strengthened drafting skills as a result of daily reporting from daily reporting of meetings/events/developments; presentation and negotiation skills as the JPO will assist in advocating for the inclusion of UNHCR positions into UN policies having a direct impact on refugees, IDPs, and stateless persons.

The JPO assignment in New York provides an opportunity to raise political awareness and professional networking at an international level.



**UNHCR TERMS OF REFERENCE
FOR JUNIOR PROFESSIONAL OFFICER (JPO) CATEGORY**
(When finalised and approved by the Post Manager(s), e-mail to HQPC00)

DATE SUBMITTED: dd/mm/yyyy

PART 1A - CLASSIFICATION DATA

A.1 CURRENT / OFFICIAL POSITION DATA

JPO Position No.: 10023224		
JPO Position Title: Associate Resettlement Officer		
JPO Position Grade: P2	Position Category: JPO	
JPO Position Location: Kuala Lumpur, Malaysia		
Supervisor Position No: 10005511	Supervisor Position Title: Durable Solutions Officer	Supervisor Position Grade: P3

- ACTION REQUESTED -

A.2 CREATION OF JPO POSITION (Tick as appropriate)

A.3 REVISION OF EXISTING POSITION (Tick as appropriate, and indicate the current, revised title)

Change of Title Update of Duties Others (Specify):

	Title:	Grade	Category
From:	Associate Resettlement Officer	P2	JPO
To:	Associate Durable Solutions Of	P2	JPO

PART 1B - POSITION JUSTIFICATION

JUSTIFICATION (Creation / Revision) – *Explain below why the creation of position is needed. If the position is to be revised, explain any new contextual developments or changes in position requirements that justify the review.*

UNHCR's Comprehensive Solutions strategy for urban refugee populations in Malaysia is in line with the Regional Strategy on Solutions. It combines voluntary return, pursued whenever possible, local solutions, including temporary protection or stay arrangements through legal migration options where appropriate, legal work rights, and resettlement.

The Office continues to expand opportunities for durable solutions through strengthening the use of comprehensive approaches, which will include complementary pathways as well as transitional solutions. Resettlement will be a less dominant feature as a protection tool or solution in Malaysia, than it has been in previous years, due to the significantly reduced number of resettlement places offered globally (with over a 50 per cent reduction of the US quota since 2017). UNHCR will continue to orient its advocacy, programming and partnerships with government and NGOs to find the most feasible, cost-effective and sustainable way to permit persons of concern to maintain their stay in Malaysia or find other solutions through local integration and migration channels, or voluntary repatriation.

UNHCR continues to advocate for legal work rights for all refugees. Permitting refugees to work creates opportunities for durable solutions as it strengthens their skills, resilience and integration capacities. Efforts to promote regularizing/legalizing refugee employment opportunities continue, with advocacy to the Government to expand the Rohingya work pilot to all employment sectors and all refugees.

With increasingly tightening resources and an evolving caseload, the Office has developed a new protection strategy aligned with the global policy on differentiated processing to bring effective and timely protection interventions and support for the most vulnerable. The strategy places greater emphasis on community resilience and empowerment and to building a stronger network of Government and civil society support for refugees in Malaysia.

At the same time, the Office will continue to pursue its mandated protection operational activities and durable solutions, including new areas of promoting labour migration schemes for persons of concern as well as volrep opportunities: all areas where the Durable Solutions Officer will be involved in developing policy and operational practice in coordination with senior management, the Regional Office and Headquarters.



UNHCR TERMS OF REFERENCE FOR JUNIOR PROFESSIONAL OFFICER (JPO) CATEGORY

(When finalised and approved by the Post Manager(s), e-mail to HQPC00)

Date of Classification ⁽¹⁾:

PART 2A – IDENTIFICATION OF POSITION	
Position No:	Job Code ⁽¹⁾
Position Title: Associate Durable Solutions Officer	Job Profile ⁽¹⁾
Position Location : Kuala Lumpur, Malaysia	Functional Group ⁽¹⁾
Supervisor Position No., Title & Grade: 10005511, Durable Solutions Officer, P3	CCOG Code ⁽¹⁾
Position Grade: P2	Category ⁽¹⁾ : JPO
	<i>(1) To be completed by PGU</i>
PART 2B – POSITION REQUIREMENTS	

2.1 ORGANIZATIONAL CONTEXT. *Define the role of the position within the team, it's external/internal work relationships or contacts, the contextual environment in which it operates and the scope of supervision received, and where applicable, exercised by the incumbent.*

As of 1 January 2018, there were a total of 152,326 persons of concern registered with UNHCR in Malaysia, with 102,849 registered refugees and 49,477 asylum-seekers. 87 per cent of this population is from Myanmar, with the largest group being ethnic Rohingya who represent 43 per cent of the entire registered population and 13 per cent are from over 56 other nationalities. The majority of the persons of concern live in urban areas throughout the Malaysian Peninsula.

Malaysia is not a State party to the 1951 Convention relating to the Status of Refugees or its 1967 Protocol and there is no legislative and administrative framework to comprehensively address refugee matters. The status and treatment of refugees in Malaysia is governed under the Immigration Act 1959 and implemented by the Ministry of Home Affairs. Persons of concern live in a very challenging environment in Malaysia as there is no legal and policy framework to address their protection and welfare needs. The official position of the Government is to categorize UNHCR persons of concern as 'illegal' or 'undocumented migrants' and domestic law criminalizes such migrants, including persons of concern. Without the right to remain in Malaysia lawfully, refugees and asylum-seekers cannot work legally and have very limited access to quality healthcare and education. They are further at high risk of exploitation, arrest, detention, prosecution, and deportation and are often placed outside the protection of the law.

As the Government does not have a clear protocol or system in place for the reception or processing of asylum-seekers, UNHCR undertakes identification, registration, status determination and issuance of documentation to asylum-seekers and refugees under its mandate. UNHCR is also the primary provider of protection and solutions for persons of concern in Malaysia in cooperation with the Malaysian authorities.

There are no restrictions on refugees' freedom of movement within Malaysia. However, immigration detention is used for migration-related offences, including illegal entry, visa overstay and lack of proper documentation. Immigration detention facilities, to which UNHCR has access to conduct registration and status determination work, are challenging physical environments. In the absence of robust screening and referral mechanisms to identify asylum-seekers amongst the unregistered population in detention and an alternative to the detention framework, freedom of movement of persons of concern is significantly reduced as they live in fear and suffer from the reality of frequent arrests and detention.

Stemming from UNHCR Malaysia's five year strategy (2017-21), and in line with the UNHCR's Global Strategic Direction, UNHCR Malaysia has been working towards a comprehensive community mobilization and community-based protection strategy and will continue to direct resources to building resilient refugee communities and local partner capacity. Within a community-based protection approach, UNHCR will invest in multidisciplinary partnerships with traditional and non-traditional partners, including corporate and private sector actors. Case management and service delivery will be supported and undertaken with NGOs and civil society entities.

The absence of a comprehensive national refugee law and policy contributes to unpredictable actions by law enforcement authorities and Government agencies. It also restricts the number of potential employers, donors and organizations that would otherwise fund or support refugee related programmes, and has a negative impact on the general public opinion about the status of asylum-seekers and refugees in Malaysia. In this context, refugees are essentially forced to survive in a 'grey-zone' where they are placed at risk of rights violations, abuse and exploitation. UNHCR Malaysia initiated its comprehensive strategy to expand the protection space and accelerate the realization of durable and transitional solutions for refugees. Through the established Joint Task Force (JTF) led by the Government of Malaysia, UNHCR will continue to foster closer cooperation and increase service access for persons of concern in areas including health, education and labour migration. Registration and status determination should continue to assist with expanding the protection space of persons of concern.

UNHCR Malaysia continue to prioritise resettlement for those with acute protection needs and heightened risks, as it remains the main durable solution and can be used as an individual protection tool, as well as used strategically to enhance and create a protection space for existing and newly arriving people of concern.

With increasingly tightening resources and an evolving caseload, the Office has developed a new protection strategy aligned with the global policy on differentiated processing to bring effective and timely protection interventions and support for the most vulnerable. The strategy places greater emphasis on community resilience and empowerment and to building a stronger network of Government and civil society support for refugees in Malaysia.

At the same time, the Office will continue to pursue its mandated protection operational activities and durable solutions, including new areas of promoting labour migration schemes for persons of concern as well as volrep opportunities: all areas where the Durable Solutions Officer will be involved in developing policy and operational practice in coordination with senior management, the Regional Office and Headquarters.

The Durable Solutions Unit at BO Kuala Lumpur currently comprises 11 UNHCR staff members (including the P3 Durable Solutions Head of Unit) and 1 affiliate workforce (1 UNOPS, 1 ICMC).

SUPERVISION: The JPO will be under the direct supervision of the manager indicated under Supervisor title and position number. The supervisor will be responsible for the performance evaluation of the JPO. The manager will also ensure that the JPOs provided a thorough induction and orientation briefing, followed by on-the-job training as well as continuous guidance for training/learning opportunities throughout the assignment. In support to the manager, the JPO Unit provides the Supervisory Guidelines upon recruitment/reassignment of the JPO.

LIVING CONDITIONS AT THE DUTY STATION

Please indicate if the following is available at the Duty Station

Housing/accommodation	YES
Health care	YES
Educational facilities	YES
Security	YES
Other (transports, banks, etc)	YES - Malaysia is designated as an "A" category duty station and access to health and education services are easily accessible and available. Amenities such as water, electricity etc.. are available 24 hours a day and good quality housing is also easy to find

2.2 FUNCTIONAL STATEMENT. Describe the accountabilities, responsibilities and authorities associated with the position.

Accountability (key results that will be achieved)

- Resettlement delivery in the country is needs-based, non-discriminatory and prioritized for refugees most in need of this solution.
- UNHCR's resettlement policies and standards are correctly and coherently applied.
- Persons of concern are made aware of UNHCR's resettlement procedures and have fair and transparent access to and participation in the resettlement process.
- Fraud in the resettlement process is promptly identified and addressed.

Responsibility (*process and functions undertaken to achieve results*)

- Stay abreast of political, legal, social and economic developments that have an impact on the protection environment.
- Assist in implementing Standard Operating Procedures (SOPs) for promoting the resettlement of persons of concern as protection tool and durable solution in the context of comprehensive solution strategies.
- Assist in the development of country resettlement strategy and annual resettlement planning exercise.
- Propose the development and enhancement of policy and guidelines for resettlement practices.
- Assist in guiding and capacitating the country operation to prepare consistent and quality resettlement submissions; especially submissions to the USA.
- Assist in monitoring resettlement activities to ensure progress against targets, transparency and efficiency in case submissions and appropriate follow-up with resettlement countries and other key stakeholders
- Assist in the resolution of post submission US deferrals (an estimate of 5,000 – 6,000 individuals are on hold due to various deferral issues).
- Identify, interview, assess resettlement needs, and process persons identified for resettlement following established procedures; provide counselling to individuals.
- Contribute to resettlement outreach activities (information campaigns, focus groups, and counseling) for eligible populations outside of the Office, in the Kuala Lumpur area and, as appropriate, on mission to other areas of the country (namely Penang and Johor) where refugees reside
- Assist with resettlement selection missions.
- Systematically apply an Age, Gender and Diversity perspective in all aspects of the resettlement process; comply with UNHCR policy and guidelines on HIV/AIDS.
- Assist in mitigating resettlement fraud through oversight, advice and guidance.
- Maintain regular contact and close cooperation with resettlement countries, namely USA, and partners to ensure effective resettlement delivery and adherence to adequate protection and resettlement standards.
- Participate, where appropriate, in country-level discussions with resettlement countries and partners.
- Assist in managing a process to ensure that persons of concern and partners receive up-to-date and accurate information on UNHCR's resettlement policies and procedures.
- Assist in the submission of up-to-date and accurate statistics, resettlement reports and needs assessments are submitted to management as required.
- Identify and recommend relevant training activities of UNHCR staff and implementing partners.

Authority (*decisions made in executing responsibilities and to achieve results*)

- Decide and prioritize resettlement interviews of persons of concern.
- Approve submissions for resettlement.
- Represent UNHCR's resettlement positions.
- Enforce compliance with, and integrity of, resettlement standard operating procedures.

2.3 REQUIRED COMPETENCIES, which illustrate behaviours that are essential to achieving deliverables described above, and that are critical to successful performance. All jobs require the staff to abide to the Values and Core competencies of UNHCR. Where applicable, select a maximum of six Managerial and three Cross-Functional Competencies. (Note that the Performance Appraisal and Management System (PAMS) allows for up to five Cross-Functional Competencies to be selected by the staff member and the supervisor.)

<u>Code</u>	<u>Managerial Competencies</u>	<i>(Max. 4)</i>
1. <input checked="" type="checkbox"/> M001	Empowering and Building Trust	
2. <input checked="" type="checkbox"/> M002	Managing Performance	
3. <input type="checkbox"/> M003	Judgement and Decision Making	
4. <input type="checkbox"/> (M004)	Strategic Planning and Vision <i>(Not applicable to JPOs)</i>	
5. <input type="checkbox"/> (M005)	Leadership <i>(Not applicable to JPOs)</i>	
6. <input type="checkbox"/> M006	Managing Resources	

<u>Code</u>	<u>Cross-Functional Competencies</u>	<i>(Max. 3)</i>
1. <input checked="" type="checkbox"/> X001	Analytical Thinking	
2. <input type="checkbox"/> X002	Innovation and Creativity	
3. <input type="checkbox"/> X003	Technological Awareness	
4. <input type="checkbox"/> X004	Negotiation and Conflict Resolution	
5. <input checked="" type="checkbox"/> X005	Planning and Organizing	
6. <input type="checkbox"/> X006	Policy Development and Research	
7. <input checked="" type="checkbox"/> X007	Political Awareness	
8. <input type="checkbox"/> X008	Stakeholder Management	
9. <input type="checkbox"/> X009	Change Capability and Adaptability	

2.4 ESSENTIAL MINIMUM QUALIFICATIONS AND PROFESSIONAL EXPERIENCE

REQUIRED. Define the educational background, the relevant job experience and the language(s) that are essential to perform the work of the position.

EDUCATION/QUALIFICATION: University degree in International Law, International Relations, Political Science, Social Sciences or related fields of discipline.

WORK EXPERIENCE: At least 4 years (2 years with Advanced University degree) of professional work experience relevant to refugee protection work.

SKILLS: - Excellent analytical and legal drafting skills;
 - Computer literacy
 - Fluency in spoken and written English;

LANGUAGE KNOWLEDGE

Please indicate languages required (Official UN Languages: English, French, Spanish, Chinese, Russian, Arabic)

- **Essential: English**, Excellent knowledge of English (essential) and working knowledge of another UN Language (Desirable)
- **Desirable:** Working Knowledge of another UN Language

2.5 DESIRABLE QUALIFICATIONS & COMPETENCIES. *Describe any experience or knowledge that would be an asset, such as: UNHCR Learning Programmes, other training, additional languages, Field/HQs experience, etc.*

Diverse field experience desirable.

- Completed Protection Learning Programme or the RSD-Resettlement LP an asset.
- Excellent knowledge in MS Word, Excel and ProGres database.

2.6 TRAINING COMPONENTS AND LEARNING ELEMENTS

TRAINING COMPONENTS:

- **Mandatory training courses:**

1. Basic Security in the Field (NB: needs to be retaken every 3 years)
2. Advanced Security in the Field (NB: needs to be retaken every 3 years)
3. Protection Induction Programme (PIP)
4. UN Course on Harassment, Sexual Harassment and Abuse of Authority
5. Orientation to IPSAS

- **Recommended training courses**

Please indicate at least 1-2 training courses relevant to the particular JPO function, available through Learn &Connect platform.

Training shall be received through regular coaching and feedback sessions with the supervisor. Access to online and GLC learning programmes such as the Resettlement and Protection Learning Programme will be supported should they become available during the deployment

LEARNING ELEMENTS

Please indicate what the incumbent will learn during the assignment, defined in measurable results through applied skills or demonstrated competencies and specified per year.

- Experience of all aspects of individual case management including the drafting of Individual assessments according to RSD procedural guidelines.
- Experience of drafting complex case assessments, including those concerning exclusion issues and consistent with the output expected in the office.
- Experience in the assessment of operational guidance material and its implementation.
- Experience in researching country of origin information.
- Experience in providing coaching and guidance to staff.
- Identifying gaps in procedures and country of origin information and finding ways to address these



**UNHCR TERMS OF REFERENCE
FOR JUNIOR PROFESSIONAL OFFICER (JPO) CATEGORY**
(When finalised and approved by the Post Manager(s), e-mail to HQPC00)

DATE SUBMITTED: dd/mm/yyyy

PART 1A - CLASSIFICATION DATA

A.1 CURRENT / OFFICIAL POSITION DATA

JPO Position No.: 10023223		
JPO Position Title: Associate Resettlement Officer		
JPO Position Grade: P2	Position Category: JPO	
JPO Position Location: Kuala Lumpur, Malaysia		
Supervisor Position No: 10023721	Supervisor Position Title: Deputy Representative	Supervisor Position Grade: P5

- ACTION REQUESTED -

A.2 CREATION OF JPO POSITION *(Tick as appropriate)*

A.3 REVISION OF EXISTING POSITION *(Tick as appropriate, and indicate the current, revised title)*

Change of Title Update of Duties Others *(Specify):*

	Title:	Grade	Category
From:	Associate Resettlement Officer	P2	JPO
To:	Associate Protection Officer	P2	JPO

PART 1B - POSITION JUSTIFICATION

JUSTIFICATION (Creation / Revision) – Explain below why the creation of position is needed. If the position is to be revised, explain any new contextual developments or changes in position requirements that justify the review.

UNHCR Malaysia continue to prioritise resettlement for those with acute protection needs and heightened risks, as it remains the main durable solution and can be used as an individual protection tool, as well as used strategically to enhance and create a protection space for existing and newly arriving people of concern. The Office affirms its commitment to intensify efforts for voluntary repatriation of some ethnic minorities from Myanmar, if the political environment in Myanmar will allow. Given the limited prospects for return for some nationalities and ethnic groups and limited local integration prospects, aggravated by a precarious protection situation demonstrative of widespread arrests, detention and heightened risk of deportation, resettlement is and will continue to be vigorously pursued for the majority of refugees in Malaysia. Processing takes place via individual referrals and group submission, on a dossier-basis, via selection missions and through ongoing processing at local embassies/High Commissions. UNHCR will continue to promote and explore opportunities for fair and balanced resettlement opportunities for mixed refugee populations in an urban context, with processing numbers proportional to the overall population size of each refugee group to the greatest extent possible.

With increasingly tightening resources and an evolving caseload, the Office has developed a new protection strategy aligned with the global policy on differentiated processing to bring effective and timely protection interventions and support for the most vulnerable. The strategy places greater emphasis on community resilience and empowerment and to building a stronger network of Government and civil society support for refugees in Malaysia.

At the same time, the Office will continue to pursue its mandated protection operational activities and durable solutions, including new areas of promoting labour migration schemes for persons of concern as well as volrep opportunities: all areas where the Durable Solutions Officer will be involved in developing policy and operational practice in coordination with senior management, the Regional Office and Headquarters.



UNHCR TERMS OF REFERENCE FOR JUNIOR PROFESSIONAL OFFICER (JPO) CATEGORY

(When finalised and approved by the Post Manager(s), e-mail to HQPC00)

Date of Classification ⁽¹⁾:

PART 2A – IDENTIFICATION OF POSITION	
Position No: 10023223	Job Code ⁽¹⁾ :
Position Title: Associate Protection Officer	Job Profile ⁽¹⁾ :
Position Location : Kuala Lumpur, Malaysia	Functional Group ⁽¹⁾ :
Supervisor Position No., Title & Grade: 10023721, Deputy Representative, P5	CCOG Code ⁽¹⁾ :
Position Grade: P2	Category: ⁽¹⁾ : JPO
	<i>(1) To be completed by PCU</i>
PART 2B – POSITION REQUIREMENTS	

2.1 ORGANIZATIONAL CONTEXT. Define *the role of the position within the team, it's external/internal work relationships or contacts, the contextual environment in which it operates and the scope of supervision received, and where applicable, exercised by the incumbent.*

As of 30 September 2016, UNHCR Malaysia has a registered population of 150,226. The main populations registered by UNHCR Malaysia have been ethnic groups from Myanmar, representing over 93 per cent of the overall registered population, with the two largest groups being the Rohingya (54392) and Chins (41524). Of the non-Myanmar populations, Sri Lankans are the largest (2858), followed by Pakistanis (2548), Yemen (1791), Somalis (1582), Syrians (1508) and Iraqis (987). The asylum-seeker and refugee population in Malaysia is entirely urban, often living in or around major cities.

Malaysia is neither a signatory to the 1951 Geneva Convention relating to the Status of Refugees nor its 1967 Protocol. It has no legislative provisions in place dealing with the international protection of refugees. The Malaysian Government takes no direct role in the reception, registration, documentation, and status determination of asylum-seekers and refugees.

By law, refugees are not differentiated from undocumented migrants. They are therefore vulnerable to arrest for immigration offences and may be subject to detention, prosecution, corporal punishment and heightened risk of deportation. In the absence of a national administrative framework, UNHCR conducts all activities related to the reception, registration, documentation and status determination of asylum-seekers and refugees.

UNHCR Malaysia continue to prioritise resettlement for those with acute protection needs and heightened risks, as it remains the main durable solution and can be used as an individual protection tool, as well as used strategically to enhance and create a protection space for existing and newly arriving people of concern. The Office also affirms its commitment to intensify efforts for voluntary repatriation of some ethnic minorities from Myanmar, if the political environment in Myanmar will allow. Given the limited prospects for return for some nationalities and ethnic groups and limited local integration prospects, aggravated by a precarious protection situation demonstrative of widespread arrests, detention and heightened risk of deportation, resettlement is and will continue to be vigorously pursued for the majority of refugees in Malaysia. Processing takes place via individual referrals and group submission, on a dossier-basis, via selection missions and through ongoing processing at local embassies/High Commissions. UNHCR continues to promote fair and balanced resettlement opportunities for mixed refugee populations in an urban context, with processing numbers proportional to the overall population size of each refugee group to the greatest extent possible.

With increasingly tightening resources and an evolving caseload, the Office has developed a new protection strategy aligned with the global policy on differentiated processing to bring effective and timely protection interventions and support for the most vulnerable. The strategy places greater emphasis on community resilience and empowerment and to building a stronger network of Government and civil society support for refugees in Malaysia.

At the same time, the Office will continue to pursue its mandated protection operational activities and durable solutions, including new areas of promoting labour migration schemes for persons of concern as well as volrep opportunities: all areas where the Durable Solutions Officer will be involved in developing policy and operational practice in coordination with senior management, the Regional Office and Headquarters.

The Durable Solutions Unit at BO Kuala Lumpur currently comprises 16 UNHCR staff members (including the P3 Durable Solutions Head of Unit) and 6 affiliate workforce (4 UNOPS, 2 ICMC).

SUPERVISION: The JPO will be under the direct supervision of the manager indicated under ‘Supervisor title and position number’. The supervisor will be responsible for the performance evaluation of the JPO. The manager will also ensure that the JPO is provided a thorough induction and orientation briefing, followed by on-the-job training as well as continuous guidance for training/learning opportunities throughout the assignment. In support to the manager, the JPO Unit provides the Supervisory Guidelines upon recruitment/reassignment of the JPO.

LIVING CONDITIONS AT THE DUTY STATION

Please indicate if the following is available at the Duty Station

Housing/accommodation	YES
Health care	YES
Educational facilities	YES
Security	YES

Other (transports, banks, etc)	YES - Malaysia is designated as an "A" category duty station and access to health and education services are easily accessible and available. Amenities such as water, electricity etc.. are available 24 hours a day and good quality housing is also easy to find
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2.2 FUNCTIONAL STATEMENT. *Describe the accountabilities, responsibilities and authorities associated with the position.*

Accountability *(key results that will be achieved)*

- The protection of populations of concern is met through the application of International and National Law, relevant UN/UNHCR protection standards and IASC principles.
- The protection strategy incorporates a thorough age, gender and diversity (AGD) analysis and reflects the Organization's global, regional and country level priorities.
- The Participation of persons of concern is assured through continuous assessment and evaluation using participatory, rights and community based approaches.
- Protection incidents are immediately identified and addressed.

Responsibility *(process and functions undertaken to achieve results)*

- I. Act as UNHCR's project manager in respect of the Global Strategy "Beyond Detention 2014 2019" ("BDS") with the aim of ensuring that the implementation of the BDS is rolled-out on schedule. Including:
 - a) Conducting a review of UNHCR Malaysia's Detention SOPs, BDS National Action Plan, and current detention processes and capacity to ensure they are aligned with the BDS, other relevant UNHCR policies on detention and UNHCR Malaysia's wider operational strategy.
 - b) Providing additional support that results in the development and adoption of an effective strategy for follow on BDS activities, including updating the key documents where necessary, in line with a long-term vision and strategy for work in OPI.
2. Assist in the implementation of UNHCR Malaysia's National Action Plan for the BDS, which will include awareness-raising, capacity building, strengthening partnerships, information sharing, data collection and reporting, research and monitoring.
3. Provide operational support and technical assistance to include working closely with the relevant focal points at UNHCR Malaysia to ensure:
 - (a) The implementation of the National Action Plan;
 - (b) There is appropriate coordination within UNHCR and its implementing partners to ensure that detainees are able to access legal assistance and intervention
 - (c) Other tasks necessary to meet the measures of success.
4. Act as UNHCR Malaysia's focal point for engagement with identified implementing partners and, amongst other activities, organise events and activities under the National Action Plan of the BDS in Malaysia and any additional events and activities as may be necessary in order to assist in the successful implementation of the National Action Plan.
5. Assist in the development of training and promotional material for the BDS, specifically the UNHCR Guidelines on the Applicable Criteria and Standards relating to the Detention of Asylum-Seekers and Alternatives to Detention.
6. Engage in interviews, consultations and participatory assessments with key stakeholders to gather information, records and other evidence of previous practice and experiences of the populations of concern, including travelling to the immigration detention centres across Penninsular Malaysia.
7. Undertake any necessary research to identify the laws, regulations, policies, rules and case law relevant to immigration and detention in Malaysia (including amongst other, arbitrary detention and rule of law), and international standards and jurisprudence.
8. Undertake other tasks requested by the deployee's supervisor.

Authority (decisions made in executing responsibilities and to achieve results)

- Intervene with authorities on protection issues.
- Negotiate locally on behalf of UNHCR.
- Decide priorities for reception, interviewing and counselling for groups or individuals.
- Enforce compliance of staff and implementing partners with global protection policies and standards of professional integrity in the delivery of protection services.
- Enforce compliance with, and integrity of, all protection standard operating procedures. -

2.3 REQUIRED COMPETENCIES, which illustrate behaviours that are essential to achieving deliverables described above, and that are critical to successful performance. All jobs require the staff to abide to the Values and Core competencies of UNHCR. Where applicable, select a maximum of six Managerial and three Cross-Functional Competencies. (Note that the Performance Appraisal and Management System (PAMS) allows for up to five Cross-Functional Competencies to be selected by the staff member and the supervisor.)

<u>Code</u>	<u>Managerial Competencies</u>	(Max. 4)
1. <input checked="" type="checkbox"/> M001	Empowering and Building Trust	
2. <input checked="" type="checkbox"/> M002	Managing Performance	
3. <input type="checkbox"/> M003	Judgement and Decision Making	
4. <input type="checkbox"/> (M004)	Strategic Planning and Vision (Not applicable to JPOs)	
5. <input type="checkbox"/> (M005)	Leadership (Not applicable to JPOs)	
6. <input type="checkbox"/> M006	Managing Resources	

<u>Code</u>	<u>Cross-Functional Competencies</u>	(Max. 3)
1. <input checked="" type="checkbox"/> X001	Analytical Thinking	
2. <input type="checkbox"/> X002	Innovation and Creativity	
3. <input type="checkbox"/> X003	Technological Awareness	
4. <input type="checkbox"/> X004	Negotiation and Conflict Resolution	
5. <input checked="" type="checkbox"/> X005	Planning and Organizing	
6. <input type="checkbox"/> X006	Policy Development and Research	
7. <input checked="" type="checkbox"/> X007	Political Awareness	
8. <input type="checkbox"/> X008	Stakeholder Management	
9. <input type="checkbox"/> X009	Change Capability and Adaptability	

2.4 ESSENTIAL MINIMUM QUALIFICATIONS AND PROFESSIONAL EXPERIENCE

REQUIRED. Define the educational background, the relevant job experience and the language(s) that are essential to perform the work of the position.

EDUCATION/QUALIFICATION: University degree in International Law, International Relations, Political Science, Social Sciences or related fields of discipline.

WORK EXPERIENCE: At least 4 years (2 years with Advanced University degree) of professional work experience relevant to refugee protection work.

SKILLS: - Excellent analytical and legal drafting skills;

- Computer literacy
- Fluency in spoken and written English;

LANGUAGE KNOWLEDGE

Please indicate languages required (Official UN Languages: English, French, Spanish, Chinese, Russian, Arabic)

- **Essential: English**, Excellent knowledge of English (essential) and working knowledge of another UN Language (Desirable)
- **Desirable:** Working Knowledge of another UN Language

2.5 DESIRABLE QUALIFICATIONS & COMPETENCIES. *Describe any experience or knowledge that would be an asset, such as: UNHCR Learning Programmes, other training, additional languages, Field/HQs experience, etc.*

Diverse field experience desirable.

- Completed Protection Learning Programme or the RSD-Resettlement LP an asset.
- Excellent knowledge in MS Word, Excel and ProGres database.

2.6 TRAINING COMPONENTS AND LEARNING ELEMENTS

TRAINING COMPONENTS:

- **Mandatory training courses:**

1. Basic Security in the Field (NB: needs to be retaken every 3 years)
2. Advanced Security in the Field (NB: needs to be retaken every 3 years)
3. Protection Induction Programme (PIP)
4. UN Course on Harassment, Sexual Harassment and Abuse of Authority
5. Orientation to IPSAS

- **Recommended training courses**

Please indicate at least 1-2 training courses relevant to the particular JPO function, available through Learn &Connect platform.

Training shall be received through regular coaching and feedback sessions with the supervisor. Access to online and GLC learning programmes such as the Resettlement and Protection Learning Programme will be supported should they become available during the deployment

LEARNING ELEMENTS

Please indicate what the incumbent will learn during the assignment, defined in measurable results through applied skills or demonstrated competencies and specified per year.

- Experience of all aspects of individual case management including the drafting of Individual assessments according to RSD procedural guidelines.
- Experience of drafting complex case assessments, including those concerning exclusion issues and consistent with the output expected in the office.
- Experience in the assessment of operational guidance material and its implementation.
- Experience in researching country of origin information.
- Experience in providing coaching and guidance to staff.
- Identifying gaps in procedures and country of origin information and finding ways to address these



**UNHCR TERMS OF REFERENCE
FOR JUNIOR PROFESSIONAL OFFICER (JPO) CATEGORY**
(When finalised and approved by the Post Manager(s), e-mail to HQPC00)

DATE SUBMITTED: dd/mm/yyyy

PART 1A - CLASSIFICATION DATA

A.1 CURRENT / OFFICIAL POSITION DATA

JPO Position No.:		
JPO Position Title: Associate Protection Officer		
JPO Position Grade:	Position Category: JPO	
JPO Position Location: Mae Sot, Thailand		
Supervisor Position No: 10017962	Supervisor Position Title: Protection Officer	Supervisor Position Grade: P3

- ACTION REQUESTED -

A.2 CREATION OF JPO POSITION (Tick as appropriate)

A.3 REVISION OF EXISTING POSITION (Tick as appropriate, and indicate the current, revised title)

Change of Title Update of Duties Others (Specify):

	Title:	Grade	Category
From:			JPO
To:			JPO

PART 1B - POSITION JUSTIFICATION

JUSTIFICATION (Creation / Revision) – Explain below why the creation of position is needed. If the position is to be revised, explain any new contextual developments or changes in position requirements that justify the review.

In 2019 UNHCR Thailand will continue to pursue a reoriented protection and solutions strategy focusing, inter alia, on voluntary repatriation as well as continue to support key protection activities in the camps, including child protection. As a result of operational needs, the staffing structure in Mae Sot requires additional support from a JPO to cover these key activities with the departure of the current JPO- P2 Associate Protection Office and absence of key posts related to voluntary repatriation.



UNHCR TERMS OF REFERENCE FOR JUNIOR PROFESSIONAL OFFICER (JPO) CATEGORY

(When finalised and approved by the Post Manager(s), e-mail to HQPC00)

Date of Classification ⁽¹⁾:

PART 2A – IDENTIFICATION OF POSITION	
Position No:	Job Code ⁽¹⁾ :
Position Title: Associate Protection Officer	Job Profile ⁽¹⁾ :
Position Location : Mae Sot, Thailand	Functional Group ⁽¹⁾ :
Supervisor Position No., Title & Grade: 10017962, Protection Officer, P3	CCOG Code ⁽¹⁾ :
Position Grade:	Category: ⁽¹⁾ : JPO
	<i>(1) To be completed by PCU</i>
PART 2B – POSITION REQUIREMENTS	

2.1 ORGANIZATIONAL CONTEXT. *Define the role of the position within the team, it's external/internal work relationships or contacts, the contextual environment in which it operates and the scope of supervision received, and where applicable, exercised by the incumbent.*

UNHCR works in co-ordination with the Royal Thai Government, NGOs and Community-Based Organizations (CBOs) to ensure that refugees are provided with the necessary assistance and protection. In the context of UNHCR's Performance Appraisal Management System (PAMS), the Protection Officer and the JPO will discuss and agree upon entry on duty/beginning of the year an Electronic Performance Appraisal (E-PAD) containing specific performance objectives for the JPO for the year, in addition to and likely in relation with some enumerated in the job description/list of functions below. Both will serve the bases for monitoring and supervising the JPO's work. This supervision is carried out through periodic meetings of the protection unit where collective work plans and activities are discussed and reviewed as well as individual meetings with the JPO on a periodic basis or as deemed appropriate.

SUPERVISION: The JPO will be under the direct supervision of the manager indicated under 'Supervisor title and position number'. The supervisor will be responsible for the performance evaluation of the JPO. The manager will also ensure that the JPO is provided a thorough induction and orientation briefing, followed by on-the-job training as well as continuous guidance for training/learning opportunities throughout the assignment. In support to the manager, the JPO Unit provides the Supervisory Guidelines upon recruitment/reassignment of the JPO.

LIVING CONDITIONS AT THE DUTY STATION

Please indicate if the following is available at the Duty Station

Housing/accommodation	Various types of accommodation are available. Rentals are generally cheaper than Bangkok and good accommodation for all budgets.
Health care	There are basic healthcare facilities however, in terms of specialised medical care, staff have to either travel to Chang Mai or Bangkok.
Educational facilities	International schools are located in Chang Mai as the there are no recognized International schools in Mae Sot.
Security	Mae Sot is classified as a B duty station and the security level is classified as low as per UNDSS. Although there is an airport, Nok Air is the only airline flying to Mae Sot and is classified as restricted for official travel purposes.
Other (transports, banks, etc)	Telephone, internet, cable, fax, radio and postal services are available. The major banks in Thailand have branches in Mae Sot. Mae Sot is a trading gateway to Myanmar where lots of economic activity takes place along the border. The Thai-Myanmar Friendship Bridge links Mae Sot with Myawadi and the highway west to Mawlamyine (Moulmein) and Yangon.

2.2 FUNCTIONAL STATEMENT. *Describe the accountabilities, responsibilities and authorities associated with the position.*

Accountability *(key results that will be achieved)*

- Protection incidents are immediately identified and addressed.
- UNHCR maintains accurate and updated case management records and statistics.
- Child protection activities are strengthened and expanded and new initiatives are introduced.
- The protection of populations of concern is met through the application of International and National Law, relevant UN/UNHCR protection standards and IASC principles.
- The participation of persons of concern is assured through continuous assessment and evaluation using participatory, rights, AGD, and community based approaches.

Responsibility (*process and functions undertaken to achieve results*)

1. Protect and/or facilitate protection of refugees, asylum-seekers, stateless populations and others of concern to UNHCR in accordance with relevant international standards;
2. Monitor the situation and respond to the needs of new arrivals, asylum-seekers and refugees in the camps/ detention places/border areas; Regularly gather information on their protection needs and situation; Follow up on cases with individual protection issues as needed;
3. Liaise with the local authorities and operational partners on issues relating to protection and assistance of refugees and other persons of concern to UNHCR; Ensure local authorities adhere to internationally recognised principles concerning refugee, humanitarian and human rights law; Intervene promptly with the authorities in close co-ordination with the Protection Officer when necessary;
4. Liaise and coordinate with relevant NGOs, INGOs, UN agencies, international organizations, civil society, academia and other stakeholders on general protection issues and individual cases as appropriate;
5. Oversee child protection activities in the office, including oversight of Best Interest Assessment and Determination and monitoring of the implementation of UNHCR-funded child protection activities by an implementing partner; Represent UNHCR in local child protection meetings; Serve as the focal point of Children Affected by Armed Conflict/Monitoring and Reporting Mechanism; Conduct individual case management; Contribute to the enhancement of the Child Protection Referral System;
6. In the context of the significantly improved situation inside Myanmar, UNHCR will prioritize voluntary repatriation during 2017 above all other durable solutions for the refugees in the nine camps along the Thai-Myanmar border. The Associate Protection Officer will therefore be required to prioritize the inter-office response in supporting voluntary repatriation.
7. As needed and in cooperation with other staff, lead, undertake and/or support Community Services functions including specific initiatives for a range of persons with specific needs; Oversee coordination and case management concerning person with specific needs;
8. Attend protection/coordination platforms set up in camps (including the camp coordination meeting and the Protection Working Group meeting).
9. Performs other duties as required.
10. Deliver and/or (co-) facilitate internal and external briefings, training activities on UNHCR mandate, refugee protection, durable solutions and related topics;
11. Draft and prepare internal/external reports, briefing papers, policy documents, SOPs, notes and other documentation relating to refugees/asylum-seekers/populations of concern;
12. Perform other duties as required.

Authority (*decisions made in executing responsibilities and to achieve results*)

- Intervene with authorities on protection issues
- Negotiate locally on behalf of UNHCR
- Decide priorities for reception, interviewing and counseling for groups and individuals
- Enforce compliance of staff and implementing partners with global protection policies and standards of professional integrity in the delivery of protection services
- Enforce compliance with, and integrity of, all protection standard operating procedures

2.3 REQUIRED COMPETENCIES, which illustrate behaviours that are essential to achieving deliverables described above, and that are critical to successful performance. All jobs require the staff to abide to the Values and Core competencies of UNHCR. Where applicable, select a maximum of six Managerial and three Cross-Functional Competencies. (Note that the Performance Appraisal and Management System (PAMS) allows for up to five Cross-Functional Competencies to be selected by the staff member and the supervisor.)

<u>Code</u>	<u>Managerial Competencies</u>	<i>(Max. 4)</i>
1. <input checked="" type="checkbox"/> M001	Empowering and Building Trust	
2. <input checked="" type="checkbox"/> M002	Managing Performance	
3. <input checked="" type="checkbox"/> M003	Judgement and Decision Making	
4. <input type="checkbox"/> (M004)	Strategic Planning and Vision <i>(Not applicable to JPOs)</i>	
5. <input type="checkbox"/> (M005)	Leadership <i>(Not applicable to JPOs)</i>	
6. <input type="checkbox"/> M006	Managing Resources	

<u>Code</u>	<u>Cross-Functional Competencies</u>	<i>(Max. 3)</i>
1. <input checked="" type="checkbox"/> X001	Analytical Thinking	
2. <input type="checkbox"/> X002	Innovation and Creativity	
3. <input type="checkbox"/> X003	Technological Awareness	
4. <input type="checkbox"/> X004	Negotiation and Conflict Resolution	
5. <input checked="" type="checkbox"/> X005	Planning and Organizing	
6. <input type="checkbox"/> X006	Policy Development and Research	
7. <input checked="" type="checkbox"/> X007	Political Awareness	
8. <input checked="" type="checkbox"/> X008	Stakeholder Management	
9. <input checked="" type="checkbox"/> X009	Change Capability and Adaptability	

2.4 ESSENTIAL MINIMUM QUALIFICATIONS AND PROFESSIONAL EXPERIENCE

REQUIRED. Define the educational background, the relevant job experience and the language(s) that are essential to perform the work of the position.

EDUCATION/QUALIFICATION: A university law degree with experience/expertise in international law, human rights law, and/or refugee law. A degree in International Relations or Political Sciences coupled with relevant experience could also be considered.

WORK EXPERIENCE: Bachelor degree and minimum 4 years of relevant work experience or Master degree and 2 years of relevant experience, preferably in the field of refugee protection, international human rights or humanitarian law. Knowledge of and experience in child protection would be an advantage.

SKILLS: Leadership, team-building and team management, positive inter-personal, communication, drafting, analytical training skills as well as flexibility and ability to work in a multi-cultural environment are essential. Ability to travel regularly to the field.

LANGUAGE KNOWLEDGE

Please indicate languages required (Official UN Languages: English, French, Spanish, Chinese, Russian, Arabic)

- **Essential: English,**
- **Desirable:**

2.5 DESIRABLE QUALIFICATIONS & COMPETENCIES. *Describe any experience or knowledge that would be an asset, such as: UNHCR Learning Programmes, other training, additional languages, Field/HQs experience, etc.*

1. Protecting asylum-seekers, refugees, stateless and other persons of concern to UNHCR.
2. Providing protection information, legal support and advice as well as training.
3. Promoting international refugee law/protection principles.
4. Cooperating, coordinating and as needed, intervening with relevant national authorities, implementing and operational partners as well as other stakeholders.

2.6 TRAINING COMPONENTS AND LEARNING ELEMENTS

TRAINING COMPONENTS:

- **Mandatory training courses:**

1. Basic Security in the Field (NB: needs to be retaken every 3 years)
2. Advanced Security in the Field (NB: needs to be retaken every 3 years)
3. Protection Induction Programme (PIP)
4. UN Course on Harassment, Sexual Harassment and Abuse of Authority
5. Orientation to IPSAS

- **Recommended training courses**

Please indicate at least 1-2 training courses relevant to the particular JPO function, available through Learn & Connect platform.

-Participation in UNHCR Learning Programmes (e.g. Protection/statelessness)

-Participation in national/regional protection officers meeting/training Workshops/other meetings/fora attended by NGO, civil society, UN and other organisations.

LEARNING ELEMENTS

Please indicate what the incumbent will learn during the assignment, defined in measurable results through applied skills or demonstrated competencies and specified per year.

The incumbent will gain a comprehensive understanding and knowledge of international refugee law and related legal instruments, including a thorough understanding of UNHCR's protection mandate, standards and procedures. S/he will strengthen her legal and analytical skills, as well as writing skills.

The incumbent will gain a solid understanding and experiences in child protection, SGBV, case management, database management, conflict negotiation, partner coordination, and will gain supervisory and management skills.



UNHCR TERMS OF REFERENCE FOR JUNIOR PROFESSIONAL OFFICER (JPO) CATEGORY

(When finalised and approved by the Post Manager(s), e-mail to HQPC00)

DATE SUBMITTED: 22/01/2019

PART 1A - CLASSIFICATION DATA

A.1 CURRENT / OFFICIAL POSITION DATA

JPO Position No.: 10026462		
JPO Position Title: Associate External Relations Officer		
JPO Position Grade: P2	Position Category: JPO	
JPO Position Location: Kyiv, Ukraine		
Supervisor Position No: 10023846	Supervisor Position Title: External Relations Officer	Supervisor Position Grade: P3

- ACTION REQUESTED -

A.2 CREATION OF JPO POSITION *(Tick as appropriate)*

A.3 REVISION OF EXISTING POSITION *(Tick as appropriate, and indicate the current, revised title)*

Change of Title Update of Duties Others *(Specify):*

	Title:	Grade	Category
From:			JPO
To:			JPO

PART 1B - POSITION JUSTIFICATION

JUSTIFICATION (Creation / Revision) – Explain below why the creation of position is needed. If the position is to be revised, explain any new contextual developments or changes in position requirements that justify the review.

With the conflict in eastern Ukraine becoming protracted, there has been less media attention and a decrease of humanitarian funding to Ukraine, it is of utmost importance to strengthen the External Relations unit in Kyiv to work with existing partners and to reach out to potentially new partners and donors.

Under the supervision of the External Relations Officer, and, together with colleagues from Public Information and Information Management units, the Associate External Relations Officer, will be responsible to share timely, relevant, and innovative information with a variety of stakeholders, including embassies, multi-lateral organisations, UN family, civil society, media, private sector, and the academia. Given UNHCR's unique level of field presence and its variety of activities (including the work with refugees and communities at risk of statelessness), the team will have to ensure that this is also reflected in the communication and engagement with external actors.

The task of the Associate External Relations Officer will be to engage with recovery and development actors, including the World Bank and UNDP, which will be essential in bridging the gap between humanitarian and recovery needs. As funding decreases from governments and multi-lateral donors, the Associate External Relations Officer will also be responsible for strengthening the relationship of UNHCR Ukraine with a variety of private associations and explore the possibility of funding and cooperation with private sector donors.



UNHCR TERMS OF REFERENCE FOR JUNIOR PROFESSIONAL OFFICER (JPO) CATEGORY

(When finalised and approved by the Post Manager(s), e-mail to HQPC00)

Date of Classification ⁽¹⁾:

PART 2A – IDENTIFICATION OF POSITION	
Position No: 10026462	Job Code ⁽¹⁾ :
Position Title: Associate External Relations Officer	Job Profile ⁽¹⁾ :
Position Location : Kyiv, Ukraine	Functional Group ⁽¹⁾ :
Supervisor Position No., Title & Grade: 10023846, External Relations Officer, P3	CCOG Code ⁽¹⁾ :
Position Grade: P2	Category: ⁽¹⁾ : JPO
	<i>(1) To be completed by PCU</i>
PART 2B – POSITION REQUIREMENTS	

2.1 ORGANIZATIONAL CONTEXT. *Define the role of the position within the team, it's external/internal work relationships or contacts, the contextual environment in which it operates and the scope of supervision received, and where applicable, exercised by the incumbent.*

UNHCR has been present in Ukraine for nearly 25 years and expanded its operation in 2015 in response to the crisis by establishing an IDP programme and field offices in eastern Ukraine. With the crisis becoming protracted, humanitarian funding is expected to decrease. It will be thus of utmost importance to liaise with development and recovery partners; and to strengthen existing partnerships with traditional government and private sector donors.

The Associate External Relations Officer (JPO) will function under direct supervision of the External Relations Officer, in in close collaboration with other units (Public Information, Reporting, etc.) as well as with the field colleagues. With competing emergencies globally and the conflict in eastern Ukraine turning into a protracted crisis, it is crucial to communicate humanitarian and recovery needs to the wider audience, in Ukraine, and in the respective capitals, and to assure that UNHCR is perceived as a key UN agency in the area of Protection and Shelter. The UNHCR Ukraine office has a large programme for internally displaced persons (IDP) as well as for a small group of refugees and asylum seekers in Ukraine. UNHCR Ukraine has a Country Office in Kyiv, a Sub-Office in Sloviansk and five field offices including in non-government controlled Donetsk and Luhansk.

The incumbent will be based in Kyiv, where the majority of embassies, international organisations and UN agencies' branch offices are based and where advocacy and funding decisions need to be influenced. The latter is done through the strategic dissemination of timely and relevant information to external actors, by organising donor briefings and meetings on Kyiv level, and by organising partner and donor missions for donors to the field, often in collaboration with other UN agencies and field colleagues. He/She will also work closely with the Public Information Unit on providing visibility to donors on social media, through hand-over ceremonies, press releases on financial contributions, etc.

SUPERVISION: The JPO will be under the direct supervision of the manager indicated under 'Supervisor title and position number'. The supervisor will be responsible for the performance evaluation of the JPO. The manager will also ensure that the JPO is provided a thorough induction and orientation briefing, followed by on-the-job training as well as continuous guidance for training/learning opportunities throughout the assignment. In support to the manager, the JPO Unit provides the Supervisory Guidelines upon recruitment/reassignment of the JPO.

LIVING CONDITIONS AT THE DUTY STATION

Please indicate if the following is available at the Duty Station

Housing/accommodation	Appartments for short- or long-term lease are available in Kyiv from private landlords. Rental costs may vary between USD 600 to USD 2,000 depending on the size, quality and location of the apartment/house.
Health care	Ukrainian public healthcare is still in transition from the Soviet-area health system and not recommended except in emergencies. In the past decade, several good quality private healthcare facilities with standards comparable to western Europe have been established in Kyiv, several with English-speaking physicians and health care personnel.
Educational facilities	As with the health care system, a parallel structure of private education - both Ukrainian and international - has been established since independence. International education is offered by American, British, French and German schools and kindergardens, among others.
Security	The security situation in Kyiv is relatively stable. As the capital city of Ukraine, Kyiv is well served by police and other security forces. The general crime rate is low compared to other capitals of similar size. Still, residents and visitors are advised to pay attention to their personal security as in any other major city and monitor the media for information about possible safety and security risks. The security situation in the eastern conflict areas of Ukraine remains volatile. Despite the signing of a ceasefire agreement in September 2014, armed clashes between non-state groups and Ukrainian forces continue in the eastern parts of Donetsk and Luhansk oblasts. UNHCR uses armored vehicles for travel near and across the line of contact and will also provide anti-ballistic vests and helmets if advised. For travel of UN staff to the non-government-controlled areas of Donetsk and Luhansk, the UNHCR Field Safety Advisor at Sub-Office Sloviansk must be consulted and security clearance by UNDSS obtained in advance. UNHCR Field Safety Associates are present in most UNHCR offices located in eastern

	Ukraine, including in Donetsk. Travel to the non-government part of Ukraine is optional; travel to the Crimean peninsula is not foreseen under this programme.
Other (transports, banks, etc)	<p>The official language is Ukrainian, while Russian is widely spoken. English is less represented outside of large cities.</p> <p>Ukraine has a well developed public transport system, particularly in large cities. In major urban centers such as Kyiv, Dnipro and Odesa regular taxi and online-based taxi services are available at reasonable prices. For in-country travel between major urban hubs, modern and fast inter-city trains are available. Domestic flights are also often used for in-country travel, whereas travel by road may be affected by bad road conditions aside from major highways. Kyiv has two international airports (Boryspil and Zhulyani).</p> <p>Entertainment, restaurants and modern sports facilities are abundant in Kyiv, as are shopping options with local and international brands, including well-stocked modern supermarkets.</p> <p>The official currency of Ukraine is Hryvnia (UAH), also spelled as Hryvna and pronounced Grivna. Withdrawal of cash from ATM machines is possible in local currency only. Withdrawal of cash through foreign bank cards may be problematic and entail high bank fees. Residents and visitors are advised to exercise caution while using credit cards in shops. Sensitive information such as banking details, credit/debit card numbers or PIN codes should not be disclosed over the phone. Hard currencies such as USD and EUR in cash are easily converted into the local currency at numerous currency exchange places in Kyiv and all major cities.</p>

2.2 FUNCTIONAL STATEMENT. *Describe the accountabilities, responsibilities and authorities associated with the position.*

Accountability *(key results that will be achieved)*

- UNHCR Country Office is informed of the implications of political, cultural and social developments that may affect UNHCR's activities in the country.
- External partners are informed regularly on all aspects of the protection and well-being of persons of concern and the status of UNHCR operations.
- Missions from Headquarters, donors are well received and briefed. Quality proposals for funding, as well as narrative and financial reports are submitted in a timely fashion to donors in coordination with respective Bureau and DRRM/PSFR

Responsibility (*process and functions undertaken to achieve results*)

- Stay abreast of the challenges posed by the political context, the UN and humanitarian reform, and institutional developments in the area of forced displacement and humanitarian operations.
 - Assist the implementation of a partnership and fundraising strategy that generates support for UNHCR's operations from external partners (e.g. the general public, governments, partners, academia, NGOs, private sector and persons of concern).
 - Assist in the dialogue with donors and embassies and provide relevant information on UNHCR operations and financial requirements by organizing regular briefings, bilateral meetings and missions and responding to donors' requests for information on ad hoc basis.
 - Through a consultative process with headquarters, disseminate information on UNHCR's global funding situation and mobilize additional funds to implement programmes and projects aimed at enhancing the quality of protection for persons of concern in the country operation.
 - In close collaboration with the External Relations Officer, the Reporting Unit and the field, assist in the coordination of the drafting of, situation reports, briefing notes, background material, talking points, and fact sheets.
 - Draft narrative and financial reports on contributions in compliance with specific donor requirements.
 - Monitor earmarking level of funding for UNHCR Country operation and ensure appropriate visibility for donor contributions in compliance with UNHCR guidelines and specific donor requirements.
 - Assist in the management of information flows within the country operations by identifying priority matters, securing, analyzing and disseminating documentation and information to support country operations and corporate communication processes and priorities.
 - Consolidate information on UNHCR's country operations and identify appropriate messages for campaigns and appeals.
 - Propose events and initiatives (e.g. commercial, cultural, political and sports) to promote the work of UNHCR and take action as appropriate.
- Promote visibility of UNHCR's work and donors' contributions and advocate for support for the people of concern through providing inputs for social media and other web content.
- Organize donor missions to the field for external parties as required. Depending on office needs, the incumbent might be asked to participate in donor missions.
- Note: All travel to field locations is undertaken in full respect of security advice by the UNHCR FSA and UNDSS. The incumbent may have the option of participating in donor or other missions to project locations near or at the contact line and to non-government controlled areas; participation in such missions to security-sensitive areas is optional.
- Perform other duties as required.

Authority (*decisions made in executing responsibilities and to achieve results*)

- Implement all aspects of a partnership and fundraising strategy.
- Represent UNHCR on behalf of senior management in fundraising and priorities in inter-agency initiatives and fora.

2.3 REQUIRED COMPETENCIES, which illustrate behaviours that are essential to achieving deliverables described above, and that are critical to successful performance. All jobs require the staff to abide to the Values and Core competencies of UNHCR. Where applicable, select a maximum of six Managerial and three Cross-Functional Competencies. (Note that the Performance Appraisal and Management System (PAMS) allows for up to five Cross-Functional Competencies to be selected by the staff member and the supervisor.)

<u>Code</u>	<u>Managerial Competencies</u>	<i>(Max. 4)</i>
1. <input checked="" type="checkbox"/> M001	Empowering and Building Trust	
2. <input type="checkbox"/> M002	Managing Performance	
3. <input type="checkbox"/> M003	Judgement and Decision Making	
4. <input type="checkbox"/> (M004)	Strategic Planning and Vision <i>(Not applicable to JPOs)</i>	
5. <input type="checkbox"/> (M005)	Leadership <i>(Not applicable to JPOs)</i>	
6. <input type="checkbox"/> M006	Managing Resources	

<u>Code</u>	<u>Cross-Functional Competencies</u>	<i>(Max. 3)</i>
1. <input checked="" type="checkbox"/> X001	Analytical Thinking	
2. <input checked="" type="checkbox"/> X002	Innovation and Creativity	
3. <input type="checkbox"/> X003	Technological Awareness	
4. <input type="checkbox"/> X004	Negotiation and Conflict Resolution	
5. <input type="checkbox"/> X005	Planning and Organizing	
6. <input type="checkbox"/> X006	Policy Development and Research	
7. <input checked="" type="checkbox"/> X007	Political Awareness	
8. <input type="checkbox"/> X008	Stakeholder Management	
9. <input type="checkbox"/> X009	Change Capability and Adaptability	

2.4 ESSENTIAL MINIMUM QUALIFICATIONS AND PROFESSIONAL EXPERIENCE

REQUIRED. Define the educational background, the relevant job experience and the language(s) that are essential to perform the work of the position.

EDUCATION/QUALIFICATION: University degree in Political or Social Sciences, International Relations, Journalism, Communications or other related fields

WORK EXPERIENCE: Minimum 4 years of relevant work experience

SKILLS: Excellent inter-personal and communication skills

LANGUAGE KNOWLEDGE

Please indicate languages required (Official UN Languages: English, French, Spanish, Chinese, Russian, Arabic)

- **Essential: English,**
- **Desirable:** Russian, Knowledge of another UN language.

2.5 DESIRABLE QUALIFICATIONS & COMPETENCIES. *Describe any experience or knowledge that would be an asset, such as: UNHCR Learning Programmes, other training, additional languages, Field/HQs experience, etc.*

Working experiences with governments, private sector or the media; experiences in resource mobilisation and awareness raising activities

2.6 TRAINING COMPONENTS AND LEARNING ELEMENTS

TRAINING COMPONENTS:

- **Mandatory training courses:**

1. Basic Security in the Field (NB: needs to be retaken every 3 years)
2. Advanced Security in the Field (NB: needs to be retaken every 3 years)
3. Protection Induction Programme (PIP)
4. UN Course on Harassment, Sexual Harassment and Abuse of Authority
5. Orientation to IPSAS

- **Recommended training courses**

Please indicate at least 1-2 training courses relevant to the particular JPO function, available through Learn & Connect platform.

1. Fundraising in the field
2. Fundraising with ECHO and EU

LEARNING ELEMENTS

Please indicate what the incumbent will learn during the assignment, defined in measurable results through applied skills or demonstrated competencies and specified per year.

With this assignment, the incumbent will

- acquire technical skills related to fundraising in UNHCR, such as presentation skills, formal and informal fund-raising techniques, and research;
- be able to write convincing concept notes and project proposals as well as reports for UNHCR's main donors;
- learn how to plan and coordinate donor field missions that maximize donor interest in funding UNHCR;
- be exposed to UNHCR's policies and work in Protection covering multiple population groups;
- understand UNHCR's annual programme cycle, budget structure and the concept of results-based management.



**UNHCR TERMS OF REFERENCE
FOR JUNIOR PROFESSIONAL OFFICER (JPO) CATEGORY**
(When finalised and approved by the Post Manager(s), e-mail to HQPC00)

DATE SUBMITTED: dd/mm/yyyy

PART 1A - CLASSIFICATION DATA

A.1 CURRENT / OFFICIAL POSITION DATA

JPO Position No.:		
JPO Position Title: Associate External Relations Officer		
JPO Position Grade: P2	Position Category: JPO	
JPO Position Location: Amman, Jordan		
Supervisor Position No:	Supervisor Position Title: External Relations Officer	Supervisor Position Grade: P3

- ACTION REQUESTED -

A.2 CREATION OF JPO POSITION (Tick as appropriate)

A.3 REVISION OF EXISTING POSITION (Tick as appropriate, and indicate the current, revised title)

Change of Title Update of Duties Others (Specify):

	Title:	Grade	Category
From:			JPO
To:			JPO

PART 1B - POSITION JUSTIFICATION

JUSTIFICATION (Creation / Revision) – Explain below why the creation of position is needed. If the position is to be revised, explain any new contextual developments or changes in position requirements that justify the review.



UNHCR TERMS OF REFERENCE FOR JUNIOR PROFESSIONAL OFFICER (JPO) CATEGORY

(When finalised and approved by the Post Manager(s), e-mail to HQPC00)

Date of Classification ⁽¹⁾:

PART 2A – IDENTIFICATION OF POSITION	
Position No:	Job Code ⁽¹⁾ : 000046
Position Title: Associate External Relations Officer	Job Profile ⁽¹⁾ :
Position Location : Amman, Jordan	Functional Group ⁽¹⁾ :
Supervisor Position No., Title & Grade: External Relations Officer, P3	CCOG Code ⁽¹⁾ :
Position Grade: P2	Category: ⁽¹⁾ : JPO
	<i>(1) To be completed by PCU</i>
PART 2B – POSITION REQUIREMENTS	

2.1 ORGANIZATIONAL CONTEXT. Define the role of the position within the team, it's external/internal work relationships or contacts, the contextual environment in which it operates and the scope of supervision received, and where applicable, exercised by the incumbent.

UNHCR operation in Jordan focuses on working with the authorities, UN agencies and partner organizations to ensure the protection and assistance of Syrian refugees fleeing from the current crisis in their country of origin. In addition, the Office responds to the protection needs of Iraqis, Somalis, Sudanese and Yemeni refugees, and those at risk of statelessness.

Jordan is one of the countries' most seriously impacted by the conflict in Syria which has forced half of its citizens out of their homes and resulted in the worst refugee crisis since World War II.

Some 750,000 refugees, including up to 660,000 Syrians, are registered with UNHCR in Jordan under UNHCR's international protection mandate, half of whom are children.

The Syrian population is mostly urban, with 80% living outside the two biggest refugee camps, Azraq and Zaatari, and predominantly in the north of the country.

The large influx has placed enormous strain on the northern municipalities, leading to services and infrastructure, such as schools, health care services and public utilities, struggling to cope.

Although recent progress has been made in facilitating access for Syrian refugees to legal employment permits, allowing for some degree of self-sustainability, the situation remains difficult.

Most Syrians are ground down after years in exile, with their savings long-gone, challenged by reductions to free key services, and an absence of hope to an end to the conflict in Syria.

A number are choosing harmful ways to survive, including dropping out of school, borrowing money, and engaging in early marriage.

Non-Syrians, including a registered Iraqi population of over 65,000, and another 15,000 including Yemenis, Sudanese and Somalis, are facing similar pressures, having fled some of the world's worst trouble spots.

The vast majority live in poverty, with 85% of registered Syrians living on less than US\$ 96 per month.

The response to the unprecedented challenges facing refugees in Jordan is coordinated by UNHCR, under the leadership of, and in cooperation with, the Government of Jordan.

It is a collaborative effort between the donor community, UN agencies, international and national NGOs, community-based organizations, refugees and Jordanian host communities.

UNHCR chairs five of the eight humanitarian action sectors under the refugee response: Basic Needs, Livelihoods, Health, Protection and Shelter. UNHCR's operational response uses a range of pragmatic and sustainable approaches that target both camp and non-camp populations in the most cost-effective and efficient way possible.

These include a range of interventions from cash assistance to camp management, and to registration to resettlement.

These interventions seek to combine creativity, innovation and new technologies with the principles, values and passion that underpin the work of UNHCR.

UNHCR Jordan has a dedicated External Relations Unit in Amman of six staff, plus four staff stationed in the camps of Zaatari and Azraq. In order to continue to highlight profile of refugee needs in Jordan, the unit is seeking additional support to create media content, set up awareness raising events, assist with high level missions to refugee locations and assist journalists and colleagues in content gathering.

SUPERVISION: The JPO will be under the direct supervision of the manager indicated under 'Supervisor title and position number'. The supervisor will be responsible for the performance evaluation of the JPO. The manager will also ensure that the JPO is provided a thorough induction and orientation briefing, followed by on-the-job training as well as continuous guidance for training/learning opportunities throughout the assignment. In support to the manager, the JPO Unit provides the Supervisory Guidelines upon recruitment/reassignment of the JPO.

LIVING CONDITIONS AT THE DUTY STATION

Please indicate if the following is available at the Duty Station

Housing/accommodation	Yes
Health care	Yes
Educational facilities	Yes
Security	Yes
Other (transports, banks, etc)	Yes

2.2 FUNCTIONAL STATEMENT. *Describe the accountabilities, responsibilities and authorities associated with the position.*

Accountability *(key results that will be achieved)*

- UNHCR Sr. Management is informed of the implications of political, cultural and social developments that may affect UNHCR's activities in the country.
- External partners are informed regularly on all aspects of the protection and well-being of persons of concern and the status of UNHCR operations.
- Missions from Headquarters, donors, the press and media are well received and briefed.
- Quality proposals for funding, as well as narrative and financial reports are submitted in a timely fashion to donors in coordination with respective Bureau and DRRM/PSFR

Responsibility *(process and functions undertaken to achieve results)*

- Stay abreast of the challenges posed by the political context, the UN and humanitarian reform, and institutional developments in the area of forced displacement and humanitarian operations.
- Assist the implementation of a communications strategy that generates support for UNHCR's operations from external partners (e.g. the general public, governments, partners, media, academia, NGOs, private sector and persons of concern).
- Assist in the dialogue with donors and embassies and provide relevant information on UNHCR operations and financial requirements by organizing regular briefings, bilateral meetings and missions and responding to donors' requests for information on ad hoc basis.
- Through a consultative process with headquarters, disseminate information on UNHCR's global funding situation and mobilize additional funds to implement programmes and projects aimed at enhancing the quality of protection for persons of concern in the country operation.
- Assist in the coordination of the drafting of, situation reports, briefing notes, background material, talking points, fact sheets, press releases and articles.
- Draft narrative and financial reports on contributions in compliance with specific donor requirements.
- Monitor earmarking level of funding for UNHCR Country operation and ensure appropriate visibility for donor contributions in compliance with UNHCR guidelines and specific donor requirements.
- Participate on behalf of the Representative and other supervisors in inter-agency cooperation and communication strategies, initiatives and tools.
- Assist in the management of information flows within the country operations by identifying priority matters, securing, analyzing and disseminating documentation and information to support country operations and corporate communication processes and priorities.
- Consolidate information on UNHCR's country operations and identify appropriate messages for campaigns and appeals.
- Propose events and initiatives (e.g. commercial, cultural, political and sports) to promote the work of UNHCR and take action as appropriate.
- Support the management of media relations by, inter alia, responding to direct queries, publishing press releases, handling interview requests and organizing regular briefings and visits to country operations.
- Promote visibility of UNHCR's work and advocate for support for the people of concern through providing inputs for social media and other web content.
- Organize missions to the field and press briefings for external parties as required.
- Perform other related duties as required.

Authority *(decisions made in executing responsibilities and to achieve results)*

- Implement all aspects of a communications strategy.
- Represent UNHCR on behalf of senior management in fundraising and communication priorities in inter-agency initiatives and fora.

2.3 REQUIRED COMPETENCIES, which illustrate behaviours that are essential to achieving deliverables described above, and that are critical to successful performance. All jobs require the staff to abide to the Values and Core competencies of UNHCR. Where applicable, select a maximum of six Managerial and three Cross-Functional Competencies. (Note that the Performance Appraisal and Management System (PAMS) allows for up to five Cross-Functional Competencies to be selected by the staff member and the supervisor.)

<u>Code</u>	<u>Managerial Competencies</u>	<i>(Max. 4)</i>
1. <input checked="" type="checkbox"/> M001	Empowering and Building Trust	
2. <input type="checkbox"/> M002	Managing Performance	
3. <input checked="" type="checkbox"/> M003	Judgement and Decision Making	
4. <input type="checkbox"/> (M004)	Strategic Planning and Vision <i>(Not applicable to JPOs)</i>	
5. <input type="checkbox"/> (M005)	Leadership <i>(Not applicable to JPOs)</i>	
6. <input type="checkbox"/> M006	Managing Resources	

<u>Code</u>	<u>Cross-Functional Competencies</u>	<i>(Max. 3)</i>
1. <input checked="" type="checkbox"/> X001	Analytical Thinking	
2. <input checked="" type="checkbox"/> X002	Innovation and Creativity	
3. <input type="checkbox"/> X003	Technological Awareness	
4. <input type="checkbox"/> X004	Negotiation and Conflict Resolution	
5. <input checked="" type="checkbox"/> X005	Planning and Organizing	
6. <input type="checkbox"/> X006	Policy Development and Research	
7. <input checked="" type="checkbox"/> X007	Political Awareness	
8. <input type="checkbox"/> X008	Stakeholder Management	
9. <input type="checkbox"/> X009	Change Capability and Adaptability	

2.4 ESSENTIAL MINIMUM QUALIFICATIONS AND PROFESSIONAL EXPERIENCE

REQUIRED. Define the educational background, the relevant job experience and the language(s) that are essential to perform the work of the position.

EDUCATION/QUALIFICATION: • Undergraduate degree (equivalent of a BA/BS) in Political or Social Sciences, International Relations, Journalism, Communications, or other related fields plus minimum 3 years of previous work experience relevant to the function. Graduate degree (equivalent of a Master's) plus 2 years or Doctorate degree (equivalent of a PhD) plus 1 year of previous relevant work experience may also be accepted.

- Highly developed drafting ability in working language of duty station.
- Excellent command of English (written and oral) and working knowledge of another UN language.

WORK EXPERIENCE: pls see points 2.4 ad 2.5

SKILLS: pls see points 2.4 and 2.5

LANGUAGE KNOWLEDGE

Please indicate languages required (Official UN Languages: English, French, Spanish, Chinese, Russian, Arabic)

- **Essential: English,**
- **Desirable:**

2.5 DESIRABLE QUALIFICATIONS & COMPETENCIES. *Describe any experience or knowledge that would be an asset, such as: UNHCR Learning Programmes, other training, additional languages, Field/HQs experience, etc.*

- Experience in (UNHCR) humanitarian operations in the Field.
- Excellent computer skills (MS Word, Excel and Power Point essential), exposure to graphic design software.
- Fund-raising and programming/programme management experience.
- Excellent communication skills.
- Experience of working with social media.
- Knowledge of additional UN languages.

2.6 TRAINING COMPONENTS AND LEARNING ELEMENTS

TRAINING COMPONENTS:

- **Mandatory training courses:**

1. Basic Security in the Field (NB: needs to be retaken every 3 years)
2. Advanced Security in the Field (NB: needs to be retaken every 3 years)
3. Protection Induction Programme (PIP)
4. UN Course on Harassment, Sexual Harassment and Abuse of Authority
5. Orientation to IPSAS

- **Recommended training courses**

Please indicate at least 1-2 training courses relevant to the particular JPO function, available through Learn &Connect platform.

Writing effectively (English) from Learn and Connect

LEARNING ELEMENTS

Please indicate what the incumbent will learn during the assignment, defined in measurable results through applied skills or demonstrated competencies and specified per year.

- Engage external partners to inform them regularly on all aspects of the protection and well-being of persons of concern and the status of UNHCR operations.
- Learn how to handle missions from Headquarters, donors, the press and media.
- Develop quality proposals for funding, as well as narrative and financial reports to donors.



**UNHCR TERMS OF REFERENCE
FOR JUNIOR PROFESSIONAL OFFICER (JPO) CATEGORY**
(When finalised and approved by the Post Manager(s), e-mail to HQPC00)

DATE SUBMITTED: 13/02/2017

PART 1A - CLASSIFICATION DATA

A.1 CURRENT / OFFICIAL POSITION DATA

JPO Position No.: 10022621		
JPO Position Title: Associate RSD Officer		
JPO Position Grade: P2	Position Category: JPO	
JPO Position Location: Nouakchott		
Supervisor Position No: 10020163	Supervisor Position Title: SPO	Supervisor Position Grade: P4

- ACTION REQUESTED -

A.2 CREATION OF JPO POSITION (Tick as appropriate)

A.3 REVISION OF EXISTING POSITION (Tick as appropriate, and indicate the current, revised title)

Change of Title Update of Duties Others (Specify):

	Title:	Grade	Category
From:			JPO
To:			JPO

PART 1B - POSITION JUSTIFICATION

JUSTIFICATION (Creation / Revision) – Explain below why the creation of position is needed. If the position is to be revised, explain any new contextual developments or changes in position requirements that justify the review.

The Associate RSD Officer position is requested to meet the current emergency related new arrivals from Mali. Indeed, the Associate RSD Officer will support a great work in progress related the records of asylum seekers and refugees, file assignement and scheudeling of RSD interviews...



UNHCR TERMS OF REFERENCE FOR JUNIOR PROFESSIONAL OFFICER (JPO) CATEGORY

(When finalised and approved by the Post Manager(s), e-mail to HQPC00)

Date of Classification ⁽¹⁾:

PART 2A – IDENTIFICATION OF POSITION	
Position No: 10022621	Job Code ⁽¹⁾ :
Position Title: Associate RSD Officer	Job Profile ⁽¹⁾ :
Position Location : Nouakchott	Functional Group ⁽¹⁾ :
Supervisor Position No., Title & Grade: 10020163	CCOG Code ⁽¹⁾ :
Position Grade: P4	Category: ⁽¹⁾ : JPO
	<i>(1) To be completed by PCU</i>
PART 2B – POSITION REQUIREMENTS	

2.1 ORGANIZATIONAL CONTEXT. Define the role of the position within the team, its external/internal work relationships or contacts, the contextual environment in which it operates and the scope of supervision received, and where applicable, exercised by the incumbent.

The Associate RSD Officer is a member of the Refugee Status Determination (RSD) team. Under the direct supervision of the Senior Protection Officer (SPO Supervisor), s/he is responsible for conducting RSD interviews to determine eligibility for refugee status, undertaking country of origin (COI) and other research related to the claim, as required, and drafting RSD assessments, including for complex cases. The incumbent is also responsible for carrying out supervisory responsibilities in the RSD procedure, as delegated by the RSD Officer (RSD Supervisor), which may include responsibilities related to the reception and registration of asylum seekers and refugees, file assignment and scheduling of RSD interviews, coordination of the work of interpreters, reviewing RSD assessments of members of the RSD team and providing legal and procedural guidance and coaching, as required. The Associate RSD Officer may liaise with Government authorities and other partners about issues related to UNHCR's RSD procedure and relevant UNHCR guidelines and standards related to RSD. S/he may carry out training for Government authorities and other partners on legal and procedural issues related to RSD and provide technical advice to strengthen national asylum procedures.

The urban caseload is small but quite challenging, as the current situation reflects:

- Caseworkers with one year or less of experience
 - unable to prepare interviews because of lack of initial information on the cases stemming from the implementing partner.
 - never benefitted from training
- Lack of procedures in regards to scheduling, complementary interviews, management of "no shows"
- Inadequate physical working environment;
 - Lack of reception space
 - Lack of adequate space for confidential interviews
 - Lack of internet
 - RSD interviews conducted according to the availability of space
- Language barriers
 - Most RSD documents are in English and colleagues in Nouakchott are exclusively French speakers
- Case processing is not up to standards; including number of cases to process per day, files processing delays
- Lack of procedures on RSD decisions and appeals
- Resettlement, as linked to RSD is included as part of the tasks

SUPERVISION: The JPO will be under the direct supervision of the manager indicated under 'Supervisor title and position number'. The supervisor will be responsible for the performance evaluation of the JPO. The manager will also ensure that the JPO is provided a thorough induction and orientation briefing, followed by on-the-job training as well as continuous guidance for training/learning opportunities throughout the assignment. In support to the manager, the JPO Unit provides the Supervisory Guidelines upon recruitment/reassignment of the JPO.

LIVING CONDITIONS AT THE DUTY STATION

Please indicate if the following is available at the Duty Station

Housing/accommodation	
Health care	Available but limited
Educational facilities	Available but limited
Security	Stable up to date, but the situation can change from one moment to another
Other (transports, banks, etc)	Available but limited

2.2 FUNCTIONAL STATEMENT. *Describe the accountabilities, responsibilities and authorities associated with the position.*

Accountability *(key results that will be achieved)*

- UNHCR's RSD procedures are implemented in accordance with relevant UNHCR standards and policies, including policies related to age, gender, and diversity mainstreaming (AGDM).
- Persons of concern have fair and transparent access to the RSD procedures.
- Fraud in the RSD process is identified and appropriately addressed.

Responsibility *(process and functions undertaken to achieve results)*

- Stay abreast of legal, political, security and other developments which impact on the protection environment, and in particular, on protection delivery through RSD.
- Assist in the development of the RSD strategy of the operation and in the annual planning exercise.
- Contribute to the development and enhancement of regional and global RSD standards and policies.
- Assist in the supervision and oversight of RSD and RSD-related activities to promote full compliance with written Standard Operating Procedures (SOPs).
- Review and endorse RSD decisions and provide appropriate feedback and guidance to RSD staff.
- Conduct RSD interviews and draft RSD Assessments in accordance with applicable standards and guidelines.
- Maintain accurate and up-to date records and data related to all work on individual cases.
- Provide counselling to asylum seekers and refugees.
- Assist in designing, implementing and revising operation-specific SOPs for all aspects of the RSD operation in accordance with applicable standards and policies.
- Assist in preventing and identifying fraud in RSD through oversight, advice and guidance to UNHCR staff, partners and persons of concern.
- Assist in monitoring RSD trends and in compiling and analysing RSD statistics related to RSD case processing to identify and respond to developments or issues impacting on the efficiency or quality of RSD decision-making, and to propose remedial measures.
- Conduct research on country of origin information (COI) and legal issues related to RSD and assist in maintaining a local repository of relevant information, guidelines and standards accessible to RSD staff in the operation.
- Assist in developing and maintaining processes to ensure that persons of concern, Government authorities and partners have accurate information on the RSD procedures, including UNHCR standards, policy and practice.
- Assist in initiatives to advocate with and support Government authorities and legal partners to establish and strengthen fair and efficient RSD procedures and RSD decision-making.
- Regularly assess training needs of UNHCR staff engaged in RSD and related activities and provide on-going training and coaching on legal and procedural RSD issues.
- Support the development and implementation of RSD training initiatives for Government authorities and legal partners.

Authority *(decisions made in executing responsibilities and to achieve results)*

- Approve decisions to accelerate RSD processing for cases meeting established criteria.
- Enforce compliance by UNHCR staff engaged in RSD and related activities with UNHCR standards, policies and operation-specific SOPs for all aspects of the RSD operation.
- Decide and endorse RSD decisions.

2.3 REQUIRED COMPETENCIES, which illustrate behaviours that are essential to achieving deliverables described above, and that are critical to successful performance. All jobs require the staff to abide to the Values and Core competencies of UNHCR. Where applicable, select a maximum of six Managerial and three Cross-Functional Competencies. (Note that the Performance Appraisal and Management System (PAMS) allows for up to five Cross-Functional Competencies to be selected by the staff member and the supervisor.)

<u>Code</u>	<u>Managerial Competencies</u>	<i>(Max. 4)</i>
1. <input checked="" type="checkbox"/> M001	Empowering and Building Trust	
2. <input checked="" type="checkbox"/> M002	Managing Performance	
3. <input checked="" type="checkbox"/> M003	Judgement and Decision Making	
4. <input type="checkbox"/> (M004)	Strategic Planning and Vision <i>(Not applicable to JPOs)</i>	
5. <input type="checkbox"/> (M005)	Leadership <i>(Not applicable to JPOs)</i>	
6. <input type="checkbox"/> M006	Managing Resources	

<u>Code</u>	<u>Cross-Functional Competencies</u>	<i>(Max. 3)</i>
1. <input checked="" type="checkbox"/> X001	Analytical Thinking	
2. <input type="checkbox"/> X002	Innovation and Creativity	
3. <input type="checkbox"/> X003	Technological Awareness	
4. <input type="checkbox"/> X004	Negotiation and Conflict Resolution	
5. <input checked="" type="checkbox"/> X005	Planning and Organizing	
6. <input type="checkbox"/> X006	Policy Development and Research	
7. <input type="checkbox"/> X007	Political Awareness	
8. <input checked="" type="checkbox"/> X008	Stakeholder Management	
9. <input type="checkbox"/> X009	Change Capability and Adaptability	

2.4 ESSENTIAL MINIMUM QUALIFICATIONS AND PROFESSIONAL EXPERIENCE

REQUIRED. Define the educational background, the relevant job experience and the language(s) that are essential to perform the work of the position.

EDUCATION/QUALIFICATION: - University Degree in Law, political science, international relations or another related field.

- Minimum 4 years (2 years with advanced University degree) of relevant professional job experience, preferably in the area of refugee protection, human rights or international humanitarian law.
- Minimum 1 year of experience working directly with procedures and principles related to RSD.
- Knowledge of International Refugee Law and Human Rights Law and ability to apply the relevant legal principles.
- Strong research and analytical skills.
- Excellent oral and written communication skills.
- Excellent knowledge of English and working knowledge of another UN language.

WORK EXPERIENCE: - Experience as a decision-maker in UNHCR or Government RSD procedures is highly desirable.

- Experience in counselling asylum seekers or refugees.
- Experience in working with vulnerable or traumatized individuals.
- Completion of UNHCR's RSD Learning Programme, COI Learning Programme, Protection Learning Programme, is desirable.
- Experience in supervising and in providing training or coaching, guidance or advice to staff.
- Knowledge of another UN language.

SKILLS: Strong previous RSD and RST experience

LANGUAGE KNOWLEDGE

Please indicate languages required (Official UN Languages: English, French, Spanish, Chinese, Russian, Arabic)

- **Essential:** English,
- **Desirable:** Arabic or French

2.5 DESIRABLE QUALIFICATIONS & COMPETENCIES. *Describe any experience or knowledge that would be an asset, such as: UNHCR Learning Programmes, other training, additional languages, Field/HQs experience, etc.*

2.6 TRAINING COMPONENTS AND LEARNING ELEMENTS

TRAINING COMPONENTS:

- **Mandatory training courses:**

1. Basic Security in the Field (NB: needs to be retaken every 3 years)
2. Advanced Security in the Field (NB: needs to be retaken every 3 years)
3. Protection Induction Programme (PIP)
4. UN Course on Harassment, Sexual Harassment and Abuse of Authority
5. Orientation to IPSAS

- **Recommended training courses**

Please indicate at least 1-2 training courses relevant to the particular JPO function, available through Learn &Connect platform.

LEARNING ELEMENTS

Please indicate what the incumbent will learn during the assignment, defined in measurable results through applied skills or demonstrated competencies and specified per year.



**UNHCR TERMS OF REFERENCE
FOR JUNIOR PROFESSIONAL OFFICER (JPO) CATEGORY**
(When finalised and approved by the Post Manager(s), e-mail to HQPC00)

DATE SUBMITTED: 02/02/2018

PART 1A - CLASSIFICATION DATA

A.1 CURRENT / OFFICIAL POSITION DATA

JPO Position No.:		
JPO Position Title: Associate External Relations Officer		
JPO Position Grade: P-2	Position Category: JPO	
JPO Position Location: Geneva, Switzerland		
Supervisor Position No: 10001626	Supervisor Position Title: Sr. English Editor	Supervisor Position Grade: P-4

- ACTION REQUESTED -

A.2 CREATION OF JPO POSITION (Tick as appropriate)

A.3 REVISION OF EXISTING POSITION (Tick as appropriate, and indicate the current, revised title)

Change of Title Update of Duties Others (Specify):

	Title:	Grade	Category
From:			JPO
To:			JPO

PART 1B - POSITION JUSTIFICATION

JUSTIFICATION (Creation / Revision) – Explain below why the creation of position is needed. If the position is to be revised, explain any new contextual developments or changes in position requirements that justify the review.

Update of functional statement



UNHCR TERMS OF REFERENCE FOR JUNIOR PROFESSIONAL OFFICER (JPO) CATEGORY

(When finalised and approved by the Post Manager(s), e-mail to HQPC00)

Date of Classification ⁽¹⁾:

PART 2A – IDENTIFICATION OF POSITION	
Position No: 10028717	Job Code ⁽¹⁾ :
Position Title: Associate External Relations Officer (Secretariat)	Job Profile ⁽¹⁾ :
Position Location : Geneva, Switzerland	Functional Group ⁽¹⁾ :
Supervisor Position No., Title & Grade: 10001626, Sr. English Editor, P-4	CCOG Code ⁽¹⁾ :
Position Grade: P-2	Category: ⁽¹⁾ : JPO
	<i>(1) To be completed by PCU</i>
PART 2B – POSITION REQUIREMENTS	

2.1 ORGANIZATIONAL CONTEXT. *Define the role of the position within the team, it's external/internal work relationships or contacts, the contextual environment in which it operates and the scope of supervision received, and where applicable, exercised by the incumbent.*

The incumbent will be part of the Governance Service, which is comprised of a Head of Service, a Chief of Secretariat, a Senior English Editor, a Senior French Translator, an External Relations Officer, an Associate Editor (English), a Translation/Conference Services Assistant and two Conference Services Associates and a Principal Secretary. Since 1 February 2018, the Governance Service, is part of the Executive Office at UNHCR headquarters. Direct supervision is exercised by the Senior English Editor who provides guidance on the applicable procedures. Advice may also be provided by relevant functional units at HQs. External contacts are with a broad range of partners and stakeholders, including inter alia, representatives of governments, embassies, donors, UN agencies, NGOs and other national and international organizations.

SUPERVISION: The JPO will be under the direct supervision of the manager indicated under ‘Supervisor title and position number’. The supervisor will be responsible for the performance evaluation of the JPO. The manager will also ensure that the JPO is provided a thorough induction and orientation briefing, followed by on-the-job training as well as continuous guidance for training/learning opportunities throughout the assignment. In support to the manager, the JPO Unit provides the Supervisory Guidelines upon recruitment/reassignment of the JPO.

LIVING CONDITIONS AT THE DUTY STATION

Please indicate if the following is available at the Duty Station

Housing/accommodation	YES
Health care	YES
Educational facilities	YES
Security	YES
Other (transports, banks, etc)	YES

2.2 FUNCTIONAL STATEMENT. *Describe the accountabilities, responsibilities and authorities associated with the position.*

Accountability *(key results that will be achieved)*

- Effective support is provided for key events and meetings, including follow up that may be required for the global compact on refugees and the New York Declaration (A/Res/71) ;
- Correspondence of the High Commissioner and documents bearing the Office seal are timely edited to ensure consistence and high quality, in conformity with UN editorial standards, UNHCR's Style Companion and relevant protocol;
- Governance documentation, including the Global Appeal and Global Report, is in conformity with UN editorial standards, UNHCR's Style Companion and relevant protocol;
- Reports prepared are consistent with UNHCR policy and coherent with other publications, and that the information contained therein is accurate and complete.

Responsibility *(process and functions undertaken to achieve results)*

- Provide support to governance meetings and key events, including preparations for discussions by the Executive Committee, the UN General Assambly, annual NGO Consultations and the High Commissioner's dialogue on protection challenges, the Global Refugee Forum or senior officials meeting;
- Prepare talking points/chair briefs;
- Take notes and contribute to the preparation of summaries /records of meetings;
- Contribute to the drafting and editing of UNHCR's statutory reports to the General Assembly and other UN bodies and help to research/coordinate input;
- Draft, edit and process official governance documentation in English;
- Edit publications such as the UNHCR reports, as well as documentation for other high-level events as required;
- Edit Executive Office correspondence and other formal communications to ensure grammatical correctness, coherence with UN protocol and editorial guidelines, appropriate style and accuracy;
- Assist the Senior English Editor, Chief of Secretriart and te Head of Service in carrying out other duties as required.

Authority *(decisions made in executing responsibilities and to achieve results)*

- Liaise with Divisions and Bureaux in preparation of meetings and key events;
- Apply editorial guidelines in drafting and editing reports and correspondence.
- Fact-check all reference in documentation to ensure accuracy;
- Verify statistics with UNHCR's Division of Programme Support and Management (FICS).

2.3 REQUIRED COMPETENCIES, which illustrate behaviours that are essential to achieving deliverables described above, and that are critical to successful performance. All jobs require the staff to abide to the Values and Core competencies of UNHCR. Where applicable, select a maximum of six Managerial and three Cross-Functional Competencies. (Note that the Performance Appraisal and Management System (PAMS) allows for up to five Cross-Functional Competencies to be selected by the staff member and the supervisor.)

<u>Code</u>	<u>Managerial Competencies</u>	<i>(Max. 4)</i>
1. <input checked="" type="checkbox"/> M001	Empowering and Building Trust	
2. <input type="checkbox"/> M002	Managing Performance	
3. <input checked="" type="checkbox"/> M003	Judgement and Decision Making	
4. <input type="checkbox"/> (M004)	Strategic Planning and Vision <i>(Not applicable to JPOs)</i>	
5. <input type="checkbox"/> (M005)	Leadership <i>(Not applicable to JPOs)</i>	
6. <input type="checkbox"/> M006	Managing Resources	

<u>Code</u>	<u>Cross-Functional Competencies</u>	<i>(Max. 3)</i>
1. <input checked="" type="checkbox"/> X001	Analytical Thinking	
2. <input type="checkbox"/> X002	Innovation and Creativity	
3. <input type="checkbox"/> X003	Technological Awareness	
4. <input type="checkbox"/> X004	Negotiation and Conflict Resolution	
5. <input checked="" type="checkbox"/> X005	Planning and Organizing	
6. <input type="checkbox"/> X006	Policy Development and Research	
7. <input checked="" type="checkbox"/> X007	Political Awareness	
8. <input type="checkbox"/> X008	Stakeholder Management	
9. <input type="checkbox"/> X009	Change Capability and Adaptability	

2.4 ESSENTIAL MINIMUM QUALIFICATIONS AND PROFESSIONAL EXPERIENCE

REQUIRED. Define the educational background, the relevant job experience and the language(s) that are essential to perform the work of the position.

EDUCATION/QUALIFICATION:

University degree (Bachelor's degree or Master's degree) in arts/law/social sciences, preferably with an international/humanitarian focus.

WORK EXPERIENCE:

- At least 3 years (with Master's degree) or 4 years (with Bachelor's degree) of professional experience, including in a multicultural environment;
- Experience in research and drafting of reports and documentation for external dissemination and/or proofreading/editing/translation work;
- Strong analytical drafting skills;
- Demonstrated ability to undertake detailed proofreading/editorial work, with minimal supervision;
- Conference-servicing experience desirable;
- Public/external relations skills;
- Diplomatic skills desirable;
- Familiarity with the work of UNHCR.

SKILLS:

- Excellent communication skills, including fluency in written and spoken English, other language an asset;
- Team spirit, flexibility and ability to work under pressure;
- Pleasant personality with the confidence to be able to interact with staff and diplomats at all levels;
- Tact and sense of discretion in dealing with sensitive and confidential issues.

LANGUAGE KNOWLEDGE

Please indicate languages required (Official UN Languages: English, French, Spanish, Chinese, Russian, Arabic)

- **Essential: English,**
- **Desirable:** French and knowledge of another UN language

2.5 DESIRABLE QUALIFICATIONS & COMPETENCIES. *Describe any experience or knowledge that would be an asset, such as: UNHCR Learning Programmes, other training, additional languages, Field/HQs experience, etc.*

Experience in editing (in English) and the organization of official meetings or events would be an asset, as would any humanitarian field experience.

2.6 TRAINING COMPONENTS AND LEARNING ELEMENTS

TRAINING COMPONENTS:

- **Mandatory training courses:**

1. Basic Security in the Field (NB: needs to be retaken every 3 years)
2. Advanced Security in the Field (NB: needs to be retaken every 3 years)
3. Protection Induction Programme (PIP)
4. UN Course on Harassment, Sexual Harassment and Abuse of Authority
5. Orientation to IPSAS

- **Recommended training courses**

Please indicate at least 1-2 training courses relevant to the particular JPO function, available through Learn & Connect platform.

The incumbent will be required to undertake various e-learning programmes, including in the areas of protection, accountability and staff security. Other training opportunities will also be encouraged in the areas of communications (effective writing), emergency preparedness and the study of UN languages.

LEARNING ELEMENTS

Please indicate what the incumbent will learn during the assignment, defined in measurable results through applied skills or demonstrated competencies and specified per year.

In this position, the JPO will have extensive contacts with UNHCR's governing board – made up of more than 100 UN Member States – as well as internal contacts in all Regional Bureaux and Divisions. Because the position falls within the Governance Service, where colleagues work on global issues, the incumbent will gain a good understanding of UNHCR's operations and an array of thematic issues. The incumbent will also gain extensive knowledge of UNHCR's governance structure and procedures, and have an opportunity to engage in government relations. The experience will result in a comprehensive understanding of UNHCR as an organization and how it fits into the broader UN system and international structure, as well as of current humanitarian and refugee issues.



**UNHCR TERMS OF REFERENCE
FOR JUNIOR PROFESSIONAL OFFICER (JPO) CATEGORY**
(When finalised and approved by the Post Manager(s), e-mail to HQPC00)

DATE SUBMITTED: dd/mm/yyyy

PART 1A - CLASSIFICATION DATA

A.1 CURRENT / OFFICIAL POSITION DATA

JPO Position No.: 10027409		
JPO Position Title: Associate Business Intelligence and Data Analytics Officer		
JPO Position Grade: P2	Position Category: JPO	
JPO Position Location: Copenhagen, Denmark		
Supervisor Position No: 10022560	Supervisor Position Title: PSP Officer (Due Diligence)	Supervisor Position Grade: P3

- ACTION REQUESTED -

A.2 CREATION OF JPO POSITION *(Tick as appropriate)*

A.3 REVISION OF EXISTING POSITION *(Tick as appropriate, and indicate the current, revised title)*

Change of Title Update of Duties Others *(Specify):*

	Title:	Grade	Category
From:			JPO
To:			JPO

PART 1B - POSITION JUSTIFICATION

JUSTIFICATION (Creation / Revision) – Explain below why the creation of position is needed. If the position is to be revised, explain any new contextual developments or changes in position requirements that justify the review.

UNHCR is a global organization dedicated to saving lives, protecting rights and building a better future for refugees, forcibly displaced communities and stateless people. Every year, millions of men, women and children are forced to flee their homes to escape conflict and persecution. We are in over 125 countries, using our expertise to protect and care for millions. UNHCR is almost entirely funded by voluntary contributions from governments and private donors. In 2018, UNHCR needed more \$7b for its global work. This amount is set to grow with current conflicts fuelling displacement.

UNHCR's Private Sector Partnership Service (PSP) supports the Agency's global collaboration with the private sector through its network of fundraisers and national associations in 30 operations in the Americas, Europe, Asia Pacific (APAC), Africa and the Middle East and Gulf region. The growth in income secured from the private sector by UNHCR since 2006 has made PSP the private sector division growing the fastest amongst its peers over the last 5 years. The new ambitious PSP Global Strategy 2018-2025 has the vision to grow into a service capable of generating \$1bn annually. To achieve this goal, PSP must maximize contributions from the private sector for UNHCR programmes, acquire new donors likely to generate income in the long-term, and ensure a targeted approach to fundraising and planning. The JPO - Business Intelligence Officer position is a significant element of this scenario.

Since the partnerships journey begins with the identification and qualification of relevant “prospects” or opportunities, there is a need to have a position dedicated to this line of work. The JPO will support PSP's fundraising and partnerships efforts by delivering any relevant qualitative data, research and insights which will be required in order to establish, cultivate, steward and retain strategic, multimillion dollar relationships with private sector entities.



UNHCR TERMS OF REFERENCE FOR JUNIOR PROFESSIONAL OFFICER (JPO) CATEGORY

(When finalised and approved by the Post Manager(s), e-mail to HQPC00)

Date of Classification ⁽¹⁾:

PART 2A – IDENTIFICATION OF POSITION	
Position No: 10027409	Job Code ⁽¹⁾ :
Position Title: Business Intelligence and Data Analytics Officer	Job Profile ⁽¹⁾ :
Position Location : Copenhagen, Denmark	Functional Group ⁽¹⁾ :
Supervisor Position No., Title & Grade: 10022560, PSP Officer (Due Diligence), P3	CCOG Code ⁽¹⁾ :
Position Grade: P2	Category: ⁽¹⁾ : JPO
	<i>(1) To be completed by PCU</i>
PART 2B – POSITION REQUIREMENTS	

2.1 ORGANIZATIONAL CONTEXT. Define the role of the position within the team, it's external/internal work relationships or contacts, the contextual environment in which it operates and the scope of supervision received, and where applicable, exercised by the incumbent.

UNHCR's Private Sector Partnership (PSP) Service is part of the nearly 200 UNHCR staff currently working from Copenhagen, Denmark at UN City which has over 1,800 staff from 11 UN Agencies.

The Partnerships & Philanthropy Section (PPH) within (PSP) is responsible for engaging with corporations, foundations and philanthropists. The PPH Section works to establish long-term private partnerships and strengthen existing relations to fund the immediate and long-term goals of UNHCR. The Section also collaborates with PSP at large, UNHCR representatives and National Fundraising Partners. The PPH team is responsible for delivering multimillion dollar private sector partnerships and currently manages a portfolio of about \$130 million per annum. The aim is to deliver partnerships worth USD 300 million by 2025.

To achieve this goal, PPH works to support the network of fundraisers and country operations by providing tools, advice and expertise to minimise the time taken to recruit a donor and maximise the value of new partnerships to UNHCR. In this context, the JPO is expected to foster and support the efforts of PPH colleagues in identification, research and qualification of private sector prospects and engagement opportunities that are most aligned with UNHCR's mission, vision and target groups. As a full member of the PPH HQ team, the JPO will be expected to deliver qualitative data, research and insights to PPH colleagues in HQ and in national offices, as well as other stakeholders, with the aim to better establish, cultivate, steward and retain strategic, multi-million relationships with private sector entities. More specifically, the JPO will work with colleagues and support their business intelligence efforts, by conducting bespoke in-depth research to identify opportunities for PPH growth in specific markets, on specific income streams, or with a particular donor or entity.

To establish long-term private partnerships and strengthen existing relations, UNHCR needs to consistently identify and cultivate high potential prospects to support its immediate and long-term goals. To that end, prospect research and business intelligence is the first step in the PPH relationship journey. It maximizes the potential of any given prospect by gathering, managing and analyzing a multitude of information which can be used to inform cultivation and/or develop mutually rewarding relationships.

As a central function working across income stream and across locations, the JPO will help effectively assess and advise on any cross-function synergy opportunities, and can also ensure quality and credibility of related deliverables through development and application of uniform standards across the organisation whilst analyzing potential for any collaboration and opportunities across markets, regions or income streams.

SUPERVISION: The JPO will be under the direct supervision of the manager indicated under 'Supervisor title and position number'. The supervisor will be responsible for the performance evaluation of the JPO. The manager will also ensure that the JPO is provided a thorough induction and orientation briefing, followed by on-the-job training as well as continuous guidance for training/learning opportunities throughout the assignment. In support to the manager, the JPO Unit provides the Supervisory Guidelines upon recruitment/reassignment of the JPO.

LIVING CONDITIONS AT THE DUTY STATION

Please indicate if the following is available at the Duty Station

Housing/accommodation	Yes
Health care	Yes
Educational facilities	Yes
Security	Yes
Other (transports, banks, etc)	Yes

2.2 FUNCTIONAL STATEMENT. *Describe the accountabilities, responsibilities and authorities associated with the position.*

Accountability *(key results that will be achieved)*

- Adequate support is provided to ensure the effective delivery of bespoke research products for business development
- Seamless internal communication mechanisms to identify PPH colleagues requiring support, and to deliver the requested product are fully functional.
- The systematization of processes, tools and templates for business intelligence and market research is sustained, and oversight is maintained at all times to ensure optimal performance
- Key in continuous development activities, including utilizing business intelligence to identify patterns and trends, root causes and possible solutions related to procurement to improve performance.
- Central to the ongoing assessments and reviews of opportunities globally, ensuring there is a clear data-backed business case aligned with the PSP and PPH strategies
- A business intelligence toolkit is developed in close consultation with PPH income stream leaders, with the Global Operations team, and with PPH colleagues globally, to support the development of prioritised PPH pipelines and bespoke cultivation plans;

Responsibility *(process and functions undertaken to achieve results)*

- Facilitate screening of suspects to qualify them as prospects;
- Proactively identify and recommend prospects that have been adequately screened and are closely aligned with the PSP and PPH strategies, and/or UNHCR's operational priorities;
- Monitor, track and disseminate qualified global, regional and market trends useful to business development, and aligned with PSP and PPH interests and with UNHCR priorities;
- Support PPH colleagues in the development of bespoke products targeting specific PPH audiences (corporations, foundations, and private philanthropists), or for specific events and campaigns
- Identify, coordinate and support opportunities for optimization or for collaboration between teams, markets and regions, and, if advised, disseminate positive results and best practices to the PSP network;
- Regularly provide updates and draft reports on key research findings to ensure knowledge retention
- Research and qualification of potential strategic internal and external events, as a means to advise on potential for PPH to engage, and to inform this engagement to enable PPH colleagues to have a bespoke approach to potential partners
- Work in close consultation with PPH priority markets to design and commission market-based research studies in line with local contexts;
- Advise on cross-market opportunities to facilitate maximum capitalisation from the outset;
- Advise on key influencer connections to high quality/high potential prospects within designated markets, as a means to facilitate access;
- Identify and disseminate institutional PPH opportunities (grants, public/private funding pots etc) to relevant stakeholders;
- Respond to specific market research requests as needed;
- Research, analyze and disseminate information on global, regional and/or local philanthropic trends and triggers, to support strategic decision-making regarding market and/or income stream prioritisation;
- Gather and analyze data on PPH income and projections to support strategic decision-making, prioritisation of resources and optimization of processes;
- Consolidate, track and disseminate researched information and knowledge to the PSP network and relevant stakeholders in an engaging way to inform private sector engagement;

Authority *(decisions made in executing responsibilities and to achieve results)*

- Define and, with supervisor's approval, develop recommendations to optimize the functioning of prospect research and business intelligence processes.
- As delegated, assist PPH colleagues and relevant PSP and non-PSP stakeholders in research, analysis and reports for the purpose of business development
- In consultation, propose new methodologies for the implementation of new research and data analytics techniques as they arise, striving to design the ultimate prospect research and business intelligence methodology
- As delegated and in consultation, collect, report and analyze data from within PSP, escalating suggestions for optimization and improvement to the Chief of Section if asked

2.3 REQUIRED COMPETENCIES, which illustrate behaviours that are essential to achieving deliverables described above, and that are critical to successful performance. All jobs require the staff to abide to the Values and Core competencies of UNHCR. Where applicable, select a maximum of six Managerial and three Cross-Functional Competencies. (Note that the Performance Appraisal and Management System (PAMS) allows for up to five Cross-Functional Competencies to be selected by the staff member and the supervisor.)

<u>Code</u>	<u>Managerial Competencies</u>	<i>(Max. 4)</i>
1. <input checked="" type="checkbox"/> M001	Empowering and Building Trust	
2. <input checked="" type="checkbox"/> M002	Managing Performance	
3. <input checked="" type="checkbox"/> M003	Judgement and Decision Making	
4. <input type="checkbox"/> (M004)	Strategic Planning and Vision <i>(Not applicable to JPOs)</i>	
5. <input type="checkbox"/> (M005)	Leadership <i>(Not applicable to JPOs)</i>	
6. <input checked="" type="checkbox"/> M006	Managing Resources	

<u>Code</u>	<u>Cross-Functional Competencies</u>	<i>(Max. 3)</i>
1. <input checked="" type="checkbox"/> X001	Analytical Thinking	
2. <input type="checkbox"/> X002	Innovation and Creativity	
3. <input checked="" type="checkbox"/> X003	Technological Awareness	
4. <input type="checkbox"/> X004	Negotiation and Conflict Resolution	
5. <input type="checkbox"/> X005	Planning and Organizing	
6. <input type="checkbox"/> X006	Policy Development and Research	
7. <input type="checkbox"/> X007	Political Awareness	
8. <input checked="" type="checkbox"/> X008	Stakeholder Management	
9. <input type="checkbox"/> X009	Change Capability and Adaptability	

2.4 ESSENTIAL MINIMUM QUALIFICATIONS AND PROFESSIONAL EXPERIENCE

REQUIRED. Define the educational background, the relevant job experience and the language(s) that are essential to perform the work of the position.

EDUCATION/QUALIFICATION: Advanced University Degree (Master's degree or equivalent) in Business, Economics, Data Science, Design, Planning, Engineering, or related fields is required. A Bachelor degree (or equivalent) in related fields with an additional 2 years of relevant experience may be considered in lieu of an advanced university degree.

WORK EXPERIENCE:

- Minimum of 2 years work experience with advanced university degree (3 years with a Bachelor degree) in conducting in-depth research, ideally for business development purposes
- Experience in resource mobilization, fundraising and/or partnership management with the private sector, preferably with corporations, foundations and private philanthropists/major donors.
- Experience of working in the humanitarian field, in an international organization and/or with multiple stakeholders in an international setting
- Experience in evaluating and scoring the potential of donors and engagement opportunities
- Experience in compiling, analyzing and using data for targeted purposes
- Understanding of CRM systems, preferably Salesforce.
- Experience in designing and commissioning market-based research studies.
- Experience in data analytics, and data-based process improvement

SKILLS:

- Excellent research and analytical skills, including via online resources and databases.
- Ability to accurately record information and maintain clear records.
- Proficient use of research databases, preferably for fundraising/prospect research purposes
- Proficient use of CRM systems, preferably Salesforce
- Proficient use of business intelligence tools such as PowerBI
- Proficient use of data analytics tools
- Excellent interpersonal and coordination skills
- Excellent planning and organisation skills with intrinsic attention to detail, and an eye for data
- Proficient use of the Microsoft Office suite, and advanced user of Excel
- Strong team player, ability to build trusting relationships and an effective communicator.
- Ability to perform under pressure and in a multi-cultural teams.
- A multi tasker with excellent ability to manage conflicting priorities and deadlines.
- Ability to work independently and to be self-motivated
- Strong written and communication skills and ability to draft high impact scripts, briefs and narratives.

LANGUAGE KNOWLEDGE

Please indicate languages required (Official UN Languages: English, French, Spanish, Chinese, Russian, Arabic)

- **Essential: English,**
- **Desirable:** Any other official UN language

2.5 DESIRABLE QUALIFICATIONS & COMPETENCIES. *Describe any experience or knowledge that would be an asset, such as: UNHCR Learning Programmes, other training, additional languages, Field/HQs experience, etc.*

2.6 TRAINING COMPONENTS AND LEARNING ELEMENTS

TRAINING COMPONENTS:

- **Mandatory training courses:**

1. Basic Security in the Field (NB: needs to be retaken every 3 years)
2. Advanced Security in the Field (NB: needs to be retaken every 3 years)
3. Protection Induction Programme (PIP)
4. UN Course on Harassment, Sexual Harassment and Abuse of Authority
5. Orientation to IPSAS

- **Recommended training courses**

Please indicate at least 1-2 training courses relevant to the particular JPO function, available through Learn &Connect platform.

- Information Management
- UNHCR Private Sector Partnerships Induction Programme

LEARNING ELEMENTS

Please indicate what the incumbent will learn during the assignment, defined in measurable results through applied skills or demonstrated competencies and specified per year.

- The JPO will obtain a good knowledge of UNHCR and the organization's key operations and programmes; he/she will understand the formal and informal processes and procedures of the organization, and have a thorough understanding of the dynamics that drive a fundraising and development operation.

-The JPO will participate in ongoing internal and external training activities of the PPH service on partnership building, account management best practices, leading edge fundraising for humanitarian causes and other relevant techniques and skills.

-The JPO will develop a thorough understanding of the reality of refugee situations.

-Through frequent interaction with PPH colleagues around the world and other relevant stakeholders, the JPO will be able to have a strong understanding of multi-stakeholder engagement.

-By scaling up how to do effective research and analysis based on data, the JPO will further his/her analytical skills for delivering donor engagement strategies, as well learn how to collect and use data to achieve targeted goals

-Via online learning modules and reading the JPO will learn UNHCR's Mission and Mandate, specific operations, programmes and projects.

-The JPO will further develop his/her skills for cross-sector communication, negotiation, influencing, fundraising and communications through supporting the development of reports and analytical documents, assisting in developing donor or market-specific fundraising and partnership strategies, learnin to adapt research and writing styles depending on the goals to be achieved.

-He/she will further develop skills in project management and stakeholder management, but also an ability to work independently

- He/she will develop a thorough practical knowledge of, and experience in the use of various tools, such as prospect research databases (Wealth-X), CRM tools such as Salesforce. Use, and information management tools such as SharePoint