

1. Job Type

## 2. Job Information

Title

Functional Group - Level 1  Grade

Functional Group - Level 2  Job Code

Functional Group - Level 3  CCOG Code

Functional Clearance Required

### FOR EXPERT POSITIONS ONLY

Position Number  Location

Supervisor Position Number

Supervisor's Title  Supervisor Grade

## 3. Organizational Setting and Work Relationships

In the Bureaux, the Senior Protection Officer works under the direct supervision of the Bureau Deputy Director or Head of Bureau Protection Service or Senior Protection Coordinator. In the Field, the incumbent normally reports to the Representative, Deputy or Assistant Representative (Protection) or Head of Sub Office as appropriate. The incumbent has direct supervisory responsibility for protection staff whose work may include RSD, community-based protection, registration, resettlement, internal displacement, complementary pathways, and education, among other areas. In HQ, the incumbent may report to a Chief of Section or Deputy Director and may lead a Unit and/or supervise other protection staff.

The incumbent acts as a key advisor to senior management and leads the development of a comprehensive protection strategy under the area of responsibility (AoR). S/he represents the Organization to authorities, UN sister agencies, partners and other stakeholders on protection policy and doctrine.

The Senior Protection Officer plans, leads and coordinates quality, timely and effective protection responses to the needs of populations of concern under the AoR. This includes ensuring that operational responses in all sectors are shaped in a protection optic, are consistent with and promote respect for relevant international law and UNHCR's doctrine, mainstream protection methodologies and integrate protection safeguards. Another important element of the incumbent's functions is to ensure that persons of concern of all age, gender and diversity groups are involved with the Office in making decisions that affect them, whether in accessing their rights or in identifying and implementing appropriate solutions to their problems. To undertake this role effectively, the incumbent will need to build and maintain effective interfaces with other relevant teams within the operation or the Bureau (including programme; PI and external relations; IM) and with DIP, communities of concern, authorities, protection and assistance partners as well as a broader network of stakeholders who can contribute to enhancing protection and achieving solutions.

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.

## 4. Duties

- Provide technical guidance and support to UNHCR and partners on all protection related issues.

- Stay abreast of legal, political, social, economic and cultural developments that have an impact on the protection environment.
- Manage a consultative process with government counterparts, partners and persons of concern to develop and implement a comprehensive protection and solutions strategy addressing the specific protection needs of women and men, children, youth and older persons, persons with disabilities, persons of diverse sexual orientation and/or gender identities (LGBTI persons), persons living with HIV/AIDS; gender equality and Gender Based Violence (GBV) priorities with regard to these persons.
- In operations applying the Cluster Approach, ensure the response of the Protection Cluster is grounded in a strategy which covers all assessed and prioritized protection needs of the affected populations.
- Ensure that the protection strategy is fully integrated into the Country Operations Plan, the UN Development and Assistance Framework (UNDAF) and the Humanitarian Country Team's common humanitarian response plan as well as with the implementation of the Global Compact on Refugees and the Three Year Strategy on Resettlement and Complementary Pathways.
- Promote relevant International, Regional and National Law and applicable UN/UNHCR and IASC policy, standards and codes of conduct and ensure that all sectors and /or in clusters in applicable operations fulfil their responsibilities in mainstreaming protection.
- Promote the implementation of the AGD policy, including UNHCR's updated commitments to women and girls, and design, deliver and monitor programmes on an AGD basis to address identified protection needs.
- Develop, implement and monitor community-based protection strategies and ensure systematic application and integration of participatory and community-based approaches in protection and solutions planning, programming and strategies.
- Support the establishment of feedback and response systems and the incorporation of feedback received from persons of concern into programme design and adaptation.
- Guide the operation in the development and implementation of robust prevention, identification, and responses to fraud within protection processes and procedures, including registration, RSD, and resettlement, ensuring the integrity of interventions across all protection activities.
- Oversee the management of individual protection cases including those on GBV and child protection.
- Provide legal advice and guidance on protection issues to internal and external interlocutors; ensure legal assistance is accessible to persons of concern; liaise with competent authorities to ensure the issuance of personal and other relevant documents to persons of concern (including women and others in need of civil documentation in particular birth certificates).
- As designated Data Protection Focal Point, assist the data controller in carrying out his or her responsibilities regarding the Data Protection Policy (7.2 DPP).
- Oversee eligibility and status determination in the Operation(s) under the AoR, ensuring compliance with UNHCR procedural standards and international protection principles.
- Promote and implement strategies and measures to identify, prevent and reduce statelessness.
- Develop and implement an education plan as part of the protection strategy within the AoR as relevant.
- Develop and implement a child protection plan as part of the protection strategy within the AoR, ensuring programmes use a child protection systems approach.
- Monitor and intervene in cases of refoulement, expulsion and other protection incidents through working relations with governments and other partners.
- Work to safeguard the rights of persons of concerns in the context of mixed movements as relevant.
- Coordinate the preparation of, implement and oversee Standard Operating Procedures (SOPs) for all protection/solutions activities.
- Ensure that durable solutions through voluntary repatriation, local integration and where appropriate, resettlement and complementary pathways are sought and provided to the largest possible number of persons of concern including undertaking, supporting, and/or overseeing resettlement and complementary pathways activities, including implementation of the GCR Three Year Strategy.
- Coordinate the design, implementation and evaluation of protection related programming with implementing and operational partners.
- Develop and implement a programme of results-based advocacy through a consultative process with sectorial and/or cluster partners.
- Ensure that the Protection Sector or Cluster has an effective information management component which provides disaggregated data on populations of concern and their problems.
- Research, collect and disseminate relevant protection information and good practices to enhance protection delivery.
- Develop the protection capacity of national and local authorities, partners and civil society to assume their responsibilities vis-à-vis all persons of concern through protection training, mainstreaming and related activities.
- Coordinate capacity-development initiatives for communities and individuals to assert their rights.
- Advise and capacitate national authorities, relevant institutions and civil society to strengthen legislation and status determination procedures and mechanisms.
- Perform other related duties as required.

#### For positions in Bureaux

- Support the Regional Bureau and Country Operations to reflect the protection and solution angle in support of persons of concern with regional processes.
- Support Country Operations in the development of strategies to build and further develop national asylum/RSD systems with a view to ensuring their fairness, efficiency, adaptability and integrity, favourable protection environment and solutions.
- Assist UNHCR management at country level to comply with policies and commitment on Protection from Sexual Exploitation and Abuse measures.

- Support Country Operations and ensure they meet their complementary pathways objectives and resettlement quotas.
- In close collaboration with DIP, (a) contribute to the development of background and general normative, policy, and legal positions, in compliance with UNHCR's global protection policies and standards; (b) contribute to the development of strategies at the regional and country level on the usage of law and policy approaches, including legislative and judicial engagement and UN human rights mechanisms –and/or regional ones – and other protection frameworks, and integrated human rights standards in protection strategies and advocacy; and (c) coordinate and review UNHCR's country reports to the UN human rights mechanisms.
- Engage in relevant international and regional fora and forge regional partnerships to advocate for key protection and mandate issues, and engage in cross-cutting protection-related matters, including mixed movement, internal displacement and climate change/disaster-related displacement responses, as well as Statelessness in cooperation with DIP and where relevant RSD.

## 5. Minimum Qualifications

### Education & Professional Work Experience

#### Years of Experience / Degree Level

*For P4/NOD - 9 years relevant experience with Undergraduate degree; or 8 years relevant experience with Graduate degree; or 7 years relevant experience with Doctorate degree*

#### Field(s) of Education

*Law,  
International Human Rights Law,  
Political Sciences,*

*International Law,  
International Humanitarian Law,  
or other relevant field.*

*International Refugee Law,  
Refugee and Forced Migration,*

(Field(s) of Education marked with an asterisk\* are essential)

#### Certificates and/or Licenses

*Protection Learning Programme,*

*RSD-Resettlement Learning Programme,*

*Management Learning Programme*

(Certificates and Licenses marked with an asterisk\* are essential)

#### Relevant Job Experience

##### **Essential**

Minimum 7 years of relevant professional experience in the area of refugee protection, internal displacement, human rights or international humanitarian law, including experience in working directly with Field Offices. Very good knowledge of International Refugee and Human Rights Law and ability to apply the relevant legal principles, and of UNHCR's protection strategies and policies. Excellent legal research, analytical skills and drafting.

##### **Desirable**

Diverse field experience. Good IT skills including database management skills.

#### Functional Skills

*\*PR-Protection-related guidelines, standards and indicators*

*\*LE-International Refugee Law*

*\*PR-Age, Gender and Diversity (AGD)*

*PR-Gender Based Violence (GBV) Coordination*

*PR-Comprehensive Solutions Framework*

*PR-Refugee Coordination Model*

*ER-Inter-Agency Coordination*

*PR-Human Rights Doctrine/Standards*

*PR-International Humanitarian Law*

*LE-Judicial engagement*

*PR-Protection and mixed-movements*

*PR-Internally Displaced Persons (IDP) Operations & IDPs Status/Rights/Obligation*

PR-Climate change and disaster-related displacement  
PR-Community-based Protection  
PR-Accountability to affected people Principles and Framework

(Functional Skills marked with an asterisk\* are essential)

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### **Language Requirements**

For International Professional and Field Service jobs: **Knowledge of English and UN working language of the duty station if not English.**  
For National Professional jobs: **Knowledge of English and UN working language of the duty station if not English and local language.**  
For General Service jobs: **Knowledge of English and/or UN working language of the duty station if not English.**

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## **6. Competency Requirements**

All jobs at UNHCR require six core competencies and may also require managerial competencies and/or cross-functional competencies. The six core competencies are listed below.

### **Core Competencies:**

Accountability  
Communication  
Organizational Awareness  
Teamwork & Collaboration  
Commitment to Continuous Learning  
Client & Result Orientation

### **Managerial Competencies:**

Empowering and Building Trust  
Judgement and Decision Making  
Leadership  
Managing Performance  
Strategic Planning and Vision

### **Cross-Functional Competencies:**

Negotiation and Conflict Resolution  
Planning and Organizing  
Political Awareness

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All UNHCR workforce members must individually and collectively, contribute towards a working environment where each person feels safe, and empowered to perform their duties. This includes by demonstrating no tolerance for sexual exploitation and abuse, harassment including sexual harassment, sexism, gender inequality, discrimination, and abuse of power.

As individuals and as managers, all must be proactive in preventing and responding to inappropriate conduct, support ongoing dialogue on these matters and speaking up and seeking guidance and support from relevant UNHCR resources when these issues arise.

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This is a Standard Job Description for all UNHCR jobs with this job title and grade level. The Operational Context may contain additional essential and/or desirable qualifications relating to the specific operation and/or position. Any such requirements are incorporated by reference in this Job Description and will be considered for the screening, shortlisting and selection of candidates.

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Functional Group - Level 2  Job Code

Functional Group - Level 3  CCOG Code

Functional Clearance Required

### FOR EXPERT POSITIONS ONLY

Position Number  Location

Supervisor Position Number  Supervisor Grade

Supervisor's Title

## 3. Organizational Setting and Work Relationships

The Senior RSD Officer provides legal, operational and strategic support on mandate or national RSD at global, regional or country operations level. The position may be located at Headquarters (within the Division of International Protection), in a Regional Bureau or in a Country Office and reports to the Head of the RSD Section in DIP or Head of Protection Service or Representative or Deputy Representative, as appropriate. The Senior RSD Officer manages/supports RSD activities and resources in operations receiving a high volume of asylum applications and with a significant number of staff dedicated to RSD and registration.

The incumbent provides advice and guidance on legal and procedural matters related to RSD whether in the context of mandate RSD and/or national asylum/RSD systems (as applicable), is responsible for review, endorsement and clearance of recommendations on individual cases in line with requirements under the RSD Procedural Standards or as directed by Senior Management. The incumbent is also responsible for developing an RSD strategy and, where required, methodologies to promote the effectiveness of RSD as a protection tool and implementing broader organizational objectives and priorities, in compliance with relevant UNHCR standards and policies. Whether in the context of national or mandate RSD, the incumbent provides advice and support to staff engaged in RSD and related activities, monitors trends of RSD decision-making, and conducts training and other capacity-building/strengthening activities to promote consistency in RSD procedures and decision-making. S/he contributes to developing and enhancing regional and global RSD standards and policies, as necessary.

If based in a country operation, the Senior RSD Officer advocates with and supports Government authorities and legal partners in further developing their capacities in line with the GCR and other key UNHCR planning considerations.

The Senior RSD Officer works closely with senior managers, UNHCR RSD staff as well as staff responsible for registration, resettlement and training activities. S/he also liaises with relevant focal points in DIP, in particular within the RSD and PNSS Sections and other HQ Divisions as required. The incumbent normally supervises professional level staff.

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#### 4. Duties

- Provide legal/procedural advice and support on RSD adjudication issues within the Area of Responsibility (AoR).
- Stay abreast of legal, political, security and other developments relevant to mandate RSD, the protection environment, including developments in relation to national asylum/RSD systems, as applicable.
- Engage relevant national authorities and structures in identifying and expanding opportunities in view of developing or strengthening national asylum/RSD systems.
- Undertake quality review of RSD Assessments in line with UNHCR policies/guidelines related to mandate RSD and endorse RSD decisions as required.
- Conduct interviews and draft RSD Assessments in complex/sensitive cases per relevant standards and guidelines
- Provide ongoing coaching as well as specialized training on the inclusion criteria; principles/procedures related to exclusion; cancellation/revocation; international humanitarian law; human rights law; interviewing techniques and credibility assessment/establishing the facts; and legal drafting.
- Provide specialized training to other UNHCR units on the refugee criteria and related issues as needed.
- Develop a RSD strategy and support senior management to ensure its full and effective integration into Country Operations Plan.
- Develop/enhance regional and global RSD standards and policies, as required.
- Design, implement and revise, as required, operation-specific SOPs for all aspects of RSD operations in line with relevant standards/policies, including UNHCR's AGD policy and Forward Plan, ensuring the prioritisation of persons with specific needs, if based in a Regional Bureau, provide support to operations on the above.
- Monitor trends and systematically compile statistics related to RSD case processing.
- Analyze key indicators of the quality and efficiency of decision-making in RSD processing to assess capacity and resource requirements of operations in the region or the operation to which the Senior RSD Officer is assigned.
- Evaluate and project RSD staffing and financial needs using the RSD Staffing Benchmarks, and support allocation of appropriate human, material and financial resources.
- Contribute to identifying and preventing fraud in RSD through oversight, advice and guidance to UNHCR personnel, partners and persons of concern.

If based in DIP or a Regional Bureau:

- Conduct support missions, as required.
- Regularly assess training needs in UNHCR RSD operations and enhance RSD Supervisors to provide coaching/capacity building for UNHCR personnel and deployees under their supervision, in coordination with the GLC as appropriate.
- Maintain and manage a consultative process with operations and other stakeholders in the region.

If based in a country operation, together with competent host authorities and partners, develop and maintain processes aiming at developing national institutional capacities and the timely identification of international protection needs in line with the GCR and other key planning considerations.

- Perform other related duties as required.

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#### 5. Minimum Qualifications

##### Education & Professional Work Experience

##### Years of Experience / Degree Level

*For P4/NOD - 9 years relevant experience with Undergraduate degree; or 8 years relevant experience with Graduate degree; or 7 years relevant experience with Doctorate degree*

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##### Field(s) of Education

*International Refugee Law;*

*International Human Rights Law;*  
*International Humanitarian Law;*  
*International Criminal Law;*  
*Social Sciences;*  
*or other relevant field.*

(Field(s) of Education marked with an asterisk\* are essential)

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### **Certificates and/or Licenses**

*RSD Learning Programme;*  
*Management Learning Programme;*  
*Protection Learning Programme;*

(Certificates and Licenses marked with an asterisk\* are essential)

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### **Relevant Job Experience**

#### ***Essential***

5 years of experience working directly with procedures and principles related to adjudicating individual asylum claims in RSD procedures. In-depth knowledge of International Refugee Law, International Human Rights Law, International Humanitarian Law and International Criminal Law and ability to apply relevant legal principles in the RSD context, including exclusion decision-making. Thorough knowledge of the "Procedural Standards for RSD under UNHCR's Mandate" and other guidelines and standards governing UNHCR's mandate RSD activities. Experience in counselling asylum-seekers and individual case management. Experience in refugee law training.

#### ***Desirable***

Experience as a decision-maker in UNHCR or Government SD procedures is highly desirable. Experience in providing legal representation to asylum seekers in UNHCR or Government SD procedures. Experience in supervising a team. Completion of other UNHCR Learning Programmes relevant to RSD. Training and coaching experience. Experience in working with vulnerable or traumatized individuals. Knowledge of additional UN languages.

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### **Functional Skills**

*PR-Individual Case Management (People of Concern);*  
*PR-Protection-related guidelines, standards and indicators;*  
*PR-Interviewing and counselling refugees/asylum seekers;*  
*PR-Government Refugee Status Determination (RSD) procedures;*  
*PR-UNHCR RSD Principles and Procedures;*  
*PR-Adjudication of individual asylum claims in RSD;*  
*LE-International Refugee Law;*  
*PR-Human Rights Doctrine/Standards;*  
*PR-International Humanitarian Law*  
*LE-International Criminal Law*  
*LE-Draft legal opinions*  
*CM-Cross-cultural communication;*

(Functional Skills marked with an asterisk\* are essential)

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### **Language Requirements**

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## 6. Competency Requirements

All jobs at UNHCR require six core competencies and may also require managerial competencies and/or cross-functional competencies. The six core competencies are listed below.

### **Core Competencies:**

*Accountability*

*Communication*

*Organizational Awareness*

*Teamwork & Collaboration*

*Commitment to Continuous Learning*

*Client & Result Orientation*

### **Managerial Competencies:**

*Empowering and Building Trust*

*Managing Performance*

*Judgement and Decision Making*

*Strategic Planning and Vision*

*Leadership*

*Managing Resources*

### **Cross-Functional Competencies:**

*Analytical Thinking*

*Planning and Organizing*

*Policy Development and Research*

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All UNHCR workforce members must individually and collectively, contribute towards a working environment where each person feels safe, and empowered to perform their duties. This includes by demonstrating no tolerance for sexual exploitation and abuse, harassment including sexual harassment, sexism, gender inequality, discrimination, and abuse of power.

As individuals and as managers, all must be proactive in preventing and responding to inappropriate conduct, support ongoing dialogue on these matters and speaking up and seeking guidance and support from relevant UNHCR resources when these issues arise.

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### FOR EXPERT POSITIONS ONLY

Position Number  Location

Supervisor Position Number

Supervisor's Title  Supervisor Grade

## 3. Organizational Setting and Work Relationships

The Senior Community-Based Protection Officer is a member of the Protection Team in a Regional Bureau or a country office. In the Bureaux, the Senior Protection Officer works under the direct supervision of the Bureau Deputy Director or Head of Bureau Protection Service or Senior Protection Coordinator. In the Field, the incumbent normally reports to the Representative, Deputy or Assistant Representative (Protection) or Head of Sub Office as appropriate.

For a regional position, the incumbent may have direct supervisory responsibility for Protection and Community-Based Protection staff in the regional office, and technical supervisory responsibility for Community-Based Protection staff in the region. For a country level position the incumbent has direct supervisory responsibility for Community-Based Protection staff and other protection staff who carry out CBP work in the operation.

S/he supervises protection standards and provides advice on community-based protection to senior management and Country operation(s), in close collaboration with the Division of International Protection (DIP).

The incumbent is relied upon by senior management to lead, plan and coordinate UNHCR's rights-based and community-based engagement with all persons of concern, and contributes to the achievement of UNHCR's commitments to accountability to affected people.

S/he maintains close working relationships and supports Protection and Community-Based Protection staff in the field, who act as the critical interface between UNHCR and communities of concern, enabling them to provide the AGD-sensitive analysis of community risks and capacities that form the essential foundations of national and regional programmes. S/he maintains close working relations with UN sister entities, other intergovernmental organisations, non-governmental organisations and academic institutions that can contribute to enhancing protection and achieving solutions through people centred, community based, and gender responsive approaches.

The incumbent takes the lead in providing guidance, coordination and advocacy in respect of community-based and gender responsive approaches to protection with governments, partners and other key stakeholders.

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#### 4. Duties

- Lead the development, implementation and monitoring of a community-based protection strategy reflecting the organization's global, regional and country level protection priorities, and ensures systematic application and integration of participatory, rights, community-based, and gender responsive approaches in protection and solutions planning, programming and strategies.
- Promote compliance with the UNHCR Age, Gender and Diversity Policy, including ensuring AGD inclusive programming, advocating for gender equality and strengthening accountability to affected populations (AAP).
- Promote the implementation and integration of community-based corporate policies in multi-year and multi-partner protection and solutions strategies and operations plans.
- Enforce the systematic application of participatory, community, rights based, and gender responsive protection approaches throughout the phases of the operations management cycle and across the work of the organisation and implement community-based GBV prevention and response as well as community-based child protection programmes.
- Provide advice on appropriate adaptations of programmes as a result of the analysis of feedback received from persons of concern, as well as other political, social, economic and cultural developments that impact the protection environment.
- Participate in country level planning exercises and advocates for the mobilization and (re)allocation of funds to the implementation of community-based and gender responsive approaches across programmes and sectors in line with global, regional and country community-based protection strategies.
- Support the establishment and management of a feedback and response system (including on PSEA) and participate in the analysis of feedback gathered through formal and informal feedback and response systems.
- Develop capacity through training and coaching of staff in the domain of AGD, Accountability to Affected People (AAP), CBP, Gender Equality, Youth, Disability and inclusion of other Diversity elements, and mainstreaming of the CBP approach in other sectors.
- Provide technical and contextually adapted guidance and tools to support units, country/field offices and partners to integrate participatory, AGD, community-based, and gender-responsive approaches in protection strategies and programme formulations.
- Provide technical guidance and support to ensure data relevant to assess and monitor progress on the implementation and impact of community-based and age, gender and diversity approaches is collected and AGD-sensitive analysis of community risks and capacities is undertaken.
- Consolidate reporting on community-based protection and contribute to reporting on the protection of different AGD groups, including identification of trends and collection and dissemination of good practices.
- Provide support to UNHCR staff and partners on the application of the Regional Protection Monitoring Tool and ensures its integration on the community based protection approach. Ensure the interface of protection monitoring with other activities, including identification of persons with specific needs, referral, registration, case management, delivery of cash based on protection targeting and communication with communities.
- Develop and fosters partnerships with a variety of stakeholders including government institutions, UN, civil society actors, and the private sector inclusive of youth, disability, LGBTI, women rights stakeholders and other diverse groups; for the purpose of advocating for community-based approaches for the protection of displaced persons, including implementation of Outreach and communication with diverse groups.
- Develop and fosters partnership within UNHCR, in the context of the multifunctional team and with particular focus on functions such as Registration, Information Management, Program Management and Monitoring and Evaluation colleagues to ensure mainstreaming of the community based protection and AGD approaches in all UNHCR interventions.
- For functions at a regional level, ensure harmonization of CBP strategies in the region and their alignment with global policies. Identifies and disseminates good practices, supports exchange of expertise in the region and provides a regional level analysis of trends as well as aggregated reporting on implementation of community-based and AGD approaches.
- Perform other related duties as required.

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## 5. Minimum Qualifications

### Education & Professional Work Experience

#### Years of Experience / Degree Level

For P4/NOD - 9 years relevant experience with Undergraduate degree; or 8 years relevant experience with Graduate degree; or 7 years relevant experience with Doctorate degree

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#### Field(s) of Education

Human rights;  
Community Development;

Anthropology;  
Gender Studies;

Social Science;  
or other relevant field.

(Field(s) of Education marked with an asterisk\* are essential)

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#### Certificates and/or Licenses

Not specified.

(Certificates and Licenses marked with an asterisk\* are essential)

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#### Relevant Job Experience

##### **Essential**

4-5 years experience of working in the field with direct engagement with persons of concern. Very good understanding of displacement and protection issues, particularly GBV prevention and response, child protection, education, gender equality, and the application of the Age, Gender and Diversity Policy. Demonstrated expertise in field protection, community development, social surveys/ assessment, counselling, or related areas.

##### **Desirable**

Very good understanding of human rights and the rights-based approach to programming. Completion of UNHCR learning programmes or specific training relevant to functions of position such as: PLP (Protection Learning Programme), OMLP (Operations Management Learning Programme), MMLP (Middle Management Learning Programme), ARC (Action for the Rights of Children)/Child Rights, POP (People Oriented Planning)/Gender Studies, GBV training.

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#### Functional Skills

PR-Protection-related guidelines, standards and indicators;

PR-Age, gender and diversity (AGD);

PR-Community-based Protection – Planning, Implementing and analysing surveys/assessments;

PR-Community-based Protection – Coordination and project management;

PR-Community-based Protection – Principles and methodologies;

PR-Community-based Protection – Community engagement and capacity building;

PR-Accountability to Affected People – Principles and Framework;

TR-Training/Coaching/Facilitation;

MG-Team Building;

(Functional Skills marked with an asterisk\* are essential)

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#### Language Requirements

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## 6. Competency Requirements

All jobs at UNHCR require six core competencies and may also require managerial competencies and/or cross-functional competencies. The six core competencies are listed below.

### **Core Competencies:**

*Accountability*

*Communication*

*Organizational Awareness*

*Teamwork & Collaboration*

*Commitment to Continuous Learning*

*Client & Result Orientation*

### **Managerial Competencies:**

*Empowering and Building Trust*

*Managing Performance*

*Judgement and Decision Making*

*Strategic Planning and Vision*

*Managing Resources*

*Leadership*

### **Cross-Functional Competencies:**

*Negotiation and Conflict Resolution*

*Planning and Organizing*

*Political Awareness*

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All UNHCR workforce members must individually and collectively, contribute towards a working environment where each person feels safe, and empowered to perform their duties. This includes by demonstrating no tolerance for sexual exploitation and abuse, harassment including sexual harassment, sexism, gender inequality, discrimination, and abuse of power.

As individuals and as managers, all must be proactive in preventing and responding to inappropriate conduct, support ongoing dialogue on these matters and speaking up and seeking guidance and support from relevant UNHCR resources when these issues arise.

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Functional Clearance Required

### FOR EXPERT POSITIONS ONLY

Position Number  Location

Supervisor Position Number

Supervisor's Title  Supervisor Grade

## 3. Organizational Setting and Work Relationships

The Senior GBV Officer is a member of the Protection Team in a Regional Bureau or a Country Office and normally reports to the (Deputy/Assistant) Representative or the Head of Protection Unit or the Senior Protection Coordinator.

The incumbent leads the operations' efforts to fulfil UNHCR's mandate and associated obligations on GBV prevention, risk mitigation and response based on policy and guidance.

S/he collaborates closely with the UNHCR management and the head of the Protection team in the country and strengthens working relations with other agencies involved in GBV prevention, risk mitigation and response.

S/he will maintain a close working relationship with the Bureau and the Division of International Protection for system-wide coherence.

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.

## 4. Duties

Implementation of UNHCR's Global Policies and Standards

- Lead the effective and timely development, implementation and monitoring of a clear and coherent multi-year and multi-sectoral GBV strategy as part of the operation's broader Protection and Solutions Strategy, coordinate timely reporting on progress including the documentation of promising practices.
- Promote compliance with UNHCR's GBV policy, priorities and commitments (aligned with polices on age, gender, diversity (AGD) and accountability to affected populations (AAP), Child protection, gender equality, disability and youth empowerment.
- For functions at regional level, ensure harmonization of GBV strategies in the region and alignment with global policies and commitments, drive the exchange of expertise and practices in the region and provide a regional level analysis of trends as well as aggregated reporting on GBV.
- Provide technical guidance on integration of the survivor-centred approach into PSEA complaints mechanisms and enhance access of SEA survivors to existing GBV services

## Planning / Programming

- Develop and implement programming for specialized GBV prevention and response based on needs, risks and capacity assessments at the onset of an emergency and throughout all phases of displacement.
- Lead the operation in conducting, consolidating and reporting on GBV assessments including gender equality components at least once per year, linked to annual planning processes and participatory assessments and sharing strategic trends analyses.
- Contribute to planning processes and advocate for adequate resource (re)allocation and mobilization.
- Support cross-cutting programs and technical sectors to mainstream gender and to program for mitigation of GBV risks in their specific technical areas.

## Capacity Development, Technical Support and Coordination

- Provide technical guidance and support field colleagues to operationalise and comply with UNHCR's corporate GBV policy, priorities and commitments (aligned with policies on AGD and AAP, Child protection, disability, youth empowerment and gender equality).
- Lead on supporting operational capacity development efforts and provide technical support on gender and GBV mainstreaming.
- Facilitate the establishment and functioning of GBV coordination mechanisms with all relevant stakeholders.
- Facilitate and strengthen the development and implementation of GBV Standard Operating Procedures for all sites that enable all survivors to access, at a minimum, appropriate health, psychosocial, security and safety, and legal support.
- Lead on supporting and building capacity and systems for individual GBV case management for survivors and persons at-risk of GBV.
- Support operations in strengthening safe and ethical data collection, sharing and analysis. Promote the use of the GBV module of PRIMES or another GBV information management system that provides for safe and ethical data collection and analysis. Where applicable, support reporting under the Monitoring, Analysis, and Reporting Arrangements on conflict-related sexual violence (MARA).

## Partnerships

- Strengthen UNHCR's collaboration with host governments to develop national services in order to expand safe access for Persons of concern to services that prevent, mitigate, and respond to GBV.
- Systematically develop the capacity of staff, partners and other stakeholders to address GBV and to promote gender equality and the empowerment of displaced women and girls.
- Strengthen partnerships including with UN agencies, governments, civil society and with displaced and host communities, to prevent, mitigate, and respond to GBV, to promote gender equality and to ensure age and gender-informed protection and solution programs.
- Ensure community-based approaches are applied in GBV programming and communities considered as key stakeholders.
- Perform other related duties as required.

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## 5. Minimum Qualifications

### Education & Professional Work Experience

#### **Years of Experience / Degree Level**

*For P4/NOD - 9 years relevant experience with Undergraduate degree; or 8 years relevant experience with Graduate degree; or 7 years relevant experience with Doctorate degree*

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#### **Field(s) of Education**

*Human rights, Social Anthropology,  
International Development, Social Sciences, or other relevant field.*

*(Field(s) of Education marked with an asterisk\* are essential)*

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#### **Certificates and/or Licenses**

*Not specified.*

*(Certificates and Licenses marked with an asterisk\* are essential)*

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## **Relevant Job Experience**

### ***Essential***

9 years relevant work experience in an international context including field experience in a humanitarian context. Applied experience in survivor-centred approach, GBV guiding and Case management principles related to GBV programs. Demonstrated knowledge in gender equality and the empowerment of women and girls and apply, promote and integrate gender analysis into humanitarian programming. Demonstrated knowledge of and implementation of multi-sectorial responses to GBV and support to other sectors to mainstream GBV prevention, risk mitigation and response. Demonstrated knowledge and application of GBV prevention theory and appropriate GBV prevention and behaviour change strategies at different stages of the humanitarian response. Knowledge and demonstrated use of GBV tools and Guidance.

### ***Desirable***

Demonstrated understanding of critical issues around GBV data and knowledge of safe and ethical data collection and analysis and conducting assessments. Demonstrated knowledge of engagement with GBV Interagency humanitarian architecture. Knowledge and experience of participatory approaches to engaging with and mobilizing communities. Good understanding of displacement and protection issues including, child protection, education and the application of the Age, Gender and Diversity Policy. Completion of UNHCR learning programmes or specific training relevant to functions of position such as: Protection Learning Programme, Operations Management Learning Programme, Middle Management Learning Programme, GBV and Gender Equality. Experience in a humanitarian context.

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## **Functional Skills**

*PR-Gender Based Violence (GBV) Coordination*

*PR-Gender Based Violence (GBV) prevention programming*

*PR-Gender Based Violence (GBV) risk mitigation*

*PR-Gender Based Violence (GBV) response programming*

*PR-Gender Based Violence (GBV) Capacity development and training*

*PR-Refugee Women issues*

*PR-Interviewing and counselling refugees/asylum seekers and in individual case management*

*PR-Age, Gender and Diversity (AGD)*

*TR-Training/Coaching/Facilitation*

(Functional Skills marked with an asterisk\* are essential)

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## **Language Requirements**

*For International Professional and Field Service jobs: **Knowledge of English and UN working language of the duty station if not English.***

*For National Professional jobs: **Knowledge of English and UN working language of the duty station if not English and local language.***

*For General Service jobs: **Knowledge of English and/or UN working language of the duty station if not English.***

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## **6. Competency Requirements**

All jobs at UNHCR require six core competencies and may also require managerial competencies and/or cross-functional competencies. The six core competencies are listed below.

### **Core Competencies**

*Accountability*

*Communication*

*Organizational Awareness*

*Teamwork & Collaboration*

*Commitment to Continuous Learning*

*Client & Result Orientation*

### **Managerial Competencies**

*Empowering and Building Trust*

*Judgement and Decision Making*

*Leadership*

*Managing Performance*

*Managing Resources*

*Strategic Planning and Vision*

**Cross-Functional Competencies**

*Negotiation and Conflict Resolution*

*Planning and Organizing*

*Political Awareness*

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All UNHCR workforce members must individually and collectively, contribute towards a working environment where each person feels safe, and empowered to perform their duties. This includes by demonstrating no tolerance for sexual exploitation and abuse, harassment including sexual harassment, sexism, gender inequality, discrimination, and abuse of power.

As individuals and as managers, all must be proactive in preventing and responding to inappropriate conduct, support ongoing dialogue on these matters and speaking up and seeking guidance and support from relevant UNHCR resources when these issues arise.

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This is a Standard Job Description for all UNHCR jobs with this job title and grade level. The Operational Context may contain additional essential and/or desirable qualifications relating to the specific operation and/or position. Any such requirements are incorporated by reference in this Job Description and will be considered for the screening, shortlisting and selection of candidates.



1. Job Type

## 2. Job Information

Title

Functional Group - Level 1  Grade

Functional Group - Level 2  Job Code

Functional Group - Level 3  CCOG Code

Functional Clearance Required

### FOR EXPERT POSITIONS ONLY

Position Number  Location

Supervisor Position Number  Supervisor Grade

Supervisor's Title

## 3. Organizational Setting and Work Relationships

The position of Senior Resettlement and Complementary Pathways Officer may be based in Country Operations, Regional Bureaux or Headquarters.

The incumbent's primary role is to provide, in close coordination with the Resettlement and Complementary Pathways Service, relevant Bureau and other concerned sections in the field and HQ, continuous support within in his/her Area of Responsibility (AOR) ensuring that resettlement and complementary pathways for admission policies are correctly implemented and assist UNHCR in establishing comprehensive protection and solutions strategies. She/he contributes to policy development, revising and developing resettlement and complementary pathways methodologies and systems, support for complementary pathways development and implementation, monitoring procedural compliance, integrity and quality of resettlement case submissions, staff training as well as assisting the regional management of resettlement and complementary pathways operations, resources allocation and coordination of resettlement and complementary pathways activities involving governments and non-governmental organisations.

The incumbent performs an important function in providing policy and operational advice on Resettlement and Complementary Pathways for admission matters to internal and external, interlocutors.

Additionally, she/he takes part in assessing cases for resettlement and complementary pathways, conducting interviews, particularly for complex and sensitive cases. The role of the incumbent also involves managerial responsibilities in supervising staff, managing resources and implementing broader organisational objectives and priorities. The responsibility entails negotiating with countries the design and development of resettlement and complementary pathways programmes and coordinating dialogue on resettlement and complementary pathways related issues to bring about global/regional coherence and synergy to make resettlement and complementary pathways both strategic as well as responsive to the needs of people of concern to UNHCR.

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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.

#### 4. Duties

Note that regional duties reflected below will only apply for positions located in regional bureaux.

- In close coordination with other entities within the Bureau and country offices, ensure measures to prevent, detect and respond to instances of fraud in the resettlement and complementary pathways processes, and are comprehensively and consistently implemented across the region.
- Places allocated for resettlement and complementary pathways are used efficiently and effectively and targets are met at the country and regional level if appropriate.
- Stay abreast and analyse the implications of political, legal, social and economic developments in the AOR and provide advice/recommendations on policy/strategic approaches to further UNHCR objectives with respect to resettlement and complementary pathways for admission.
- Manage a consultative process within the AOR including country operations (if applicable), partners and other stakeholders to: i) identify and analyse resettlement and complementary pathways challenges, trends and gaps; and ii) develop and implement a resettlement and complementary pathways strategy.
- Ensure that the strategy addresses the specific protection needs of women and men, children, youth and older persons, persons with disabilities, minority groups such as sexual minorities (AGD) and persons living with HIV/AIDS.
- Review and provide feedback and advice on their resettlement and complementary pathways strategies and priorities, to ensure that they are coherent and consistent with the AOR strategy and fully integrated into country operations plans and that the necessary resources are allocated to address resettlement and complementary pathways gaps across the AOR.
- Promote, disseminate and strengthen understanding and capacity for and monitor the implementation of UNHCR's global resettlement and complementary pathways policies, procedures and guidelines in the AOR.
- Monitor and provide advice to country offices on resettlement and complementary pathways policies, procedures, guidelines and activities as well as in implementing standard operating procedures related to resettlement and complementary pathways.
- Contribute to policy development, revising and refining resettlement and complementary pathways methodologies and systems.
- Provide guidance and advice on policies, protection standards and procedures for complementary pathways for admission.
- Review and provide timely feedback and guidance on resettlement submissions to harmonize quality and consistency of resettlement delivery.
- Conduct periodic field missions to review and provide advice and guidance on the quality and consistency of resettlement submissions, decisions and activities.
- In cooperation with field offices, identify, interview, assess resettlement needs, and process cases identified for resettlement (mainly complex and sensitive cases) and provide counselling to individuals.
- Guide and support government officials and partners undertaking resettlement and complementary pathways related missions to the AOR.
- In close coordination with Headquarters, promote mechanisms for preventing and responding to fraud in resettlement and complementary pathways activities to maintain the integrity of the processes in the AOR.
- Negotiate with resettlement countries the design and development of resettlement programmes and/or complementary pathways for admission in close consultation with the Headquarters.
- Manage a two-way communication process to ensure that persons of concern and partners receive up-to-date and accurate information on UNHCR's resettlement and complementary pathways policies and procedures. Ensure mechanism for accountability and effective feedback are in place.
- Ensure the production of up-to-date and accurate statistics and analytical reports on resettlement and complementary pathways, updates and briefing notes, including with regard to the trends, the region's performance in meeting resettlement targets, challenges and responses.
- Coordinate, in close consultation with Headquarters, to collect resettlement and complementary pathways related information for external publications.
- For the AOR assess training needs, draw training plan and strategy and deliver resettlement complementary pathways related training to UNHCR staff, partners and other stakeholders as required.
- Contribute to a communications strategy that generates support for UNHCR's operations from external partners ensuring resettlement and complementary pathways positive protection outcomes are showcased when appropriate.
- Approve, if applicable, the regional and country resettlement and complementary pathways strategies for endorsement by the Regional Representative or Headquarters.
- Take review decisions on individual cases and approve resettlement submissions/withdrawals/resubmissions.
- Approve expenditures under the UNHCR resettlement and complementary pathways budget.
- Negotiate locally with resettlement and/or complementary pathways countries and as appropriate with host government on behalf of UNHCR.

- Represent UNHCR's resettlement and complementary pathways positions with resettlement and other third countries, with host government and in regional fora.
- Enforce compliance with, and integrity of, resettlement standard operating procedures across the AOR.
- Ensure that UNHCR's facilitation role on complementary pathways for admission takes into account relevant protection considerations and safeguards.
- Perform other related duties as required.

## 5. Minimum Qualifications

### Education & Professional Work Experience

#### Years of Experience / Degree Level

*For P4 - 9 years relevant experience with Undergraduate degree; or 8 years relevant experience with Graduate degree; or 7 years relevant experience with Doctorate degree*

#### Field(s) of Education

*Political Science;  
International Refugee Law;  
Law;*

*Social Sciences;  
International Human Rights Law;  
International Relations*

*International Law, including International Public Law;  
Refugee and Forced Migration;  
or other relevant field. International Public Law;*

(Field(s) of Education marked with an asterisk\* are essential)

#### Certificates and/or Licenses

*Protection Learning Programme  
RSD-Resettlement Learning Programme  
MLP*

(Certificates and Licenses marked with an asterisk\* are essential)

#### Relevant Job Experience

##### **Essential**

Graduate degree (equivalent of Master's) in International Law, International Relations, Political Science, Social Sciences or related fields of discipline plus 8 years (of professional work experience relevant to refugee protection works, of which 5 years in an international capacity: undergraduate degree (equivalent of a BA/BS) plus 9 years or Doctorate degree (equivalent of a PhD) plus 7 years of previous relevant work experience may also be accepted.

##### **Desirable**

Knowledge of English and UN working language of the duty station if not English. Knowledge of another official UN language. 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. Knowledge of and an experience with regular migration frameworks and/or complementary pathways for admissions of refugees. Good IT skills including database management skills. Completion of the Protection Learning Programme, RSD-Resettlement Learning Programme, MLP.

#### Functional Skills

*PR-Resettlement/Repatriation/Voluntary Repatriation  
PR-Resettlement Anti-Fraud Policy and Procedures  
PR-Experience in Operations facing mixed migratory movements  
IT-Information Technology (Practices/Processes)  
DM-Database Management*

(Functional Skills marked with an asterisk\* are essential)

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## **Language Requirements**

*For International Professional and Field Service jobs: **Knowledge of English and UN working language of the duty station if not English.***

*For National Professional jobs: **Knowledge of English and UN working language of the duty station if not English and local language.***

*For General Service jobs: **Knowledge of English and/or UN working language of the duty station if not English.***

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## **6. Competency Requirements**

All jobs at UNHCR require six core competencies and may also require managerial competencies and/or cross-functional competencies. The six core competencies are listed below.

### **Core Competencies**

*Accountability*

*Communication*

*Organizational Awareness*

*Teamwork & Collaboration*

*Commitment to Continuous Learning*

*Client & Result Orientation*

### **Managerial Competencies**

*Empowering and Building Trust*

*Managing Performance*

*Judgement and Decision Making*

*Strategic Planning and Vision*

*Leadership*

*Managing Performance*

### **Cross-Functional Competencies**

*Planning and Organizing*

*Policy Development and Research*

*Political Awareness*

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All UNHCR workforce members must individually and collectively, contribute towards a working environment where each person feels safe, and empowered to perform their duties. This includes by demonstrating no tolerance for sexual exploitation and abuse, harassment including sexual harassment, sexism, gender inequality, discrimination, and abuse of power.

As individuals and as managers, all must be proactive in preventing and responding to inappropriate conduct, support ongoing dialogue on these matters and speaking up and seeking guidance and support from relevant UNHCR resources when these issues arise.

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1. Job Type

## 2. Job Information

Title

Functional Group - Level 1  Grade

Functional Group - Level 2  Job Code

Functional Group - Level 3  CCOG Code

Functional Clearance Required

### FOR EXPERT POSITIONS ONLY

Position Number  Location

Supervisor Position Number

Supervisor's Title  Supervisor Grade

## 3. Organizational Setting and Work Relationships

The Senior Durable Solutions Officer is the designated focal point for solutions in a regional office or country office. S/he reports to the Head of Bureau Protection, or Deputy Director in the Bureau, or to the Senior Durable Solutions Coordinator, or to the Representative/ Deputy Representative in a country operation.

The incumbent acts as an advisor to the senior management in the regional Bureau and to Country operations on all durable solutions topics. These include: voluntary repatriation (refugees) or return (IDPs) and sustainable reintegration; local integration and other local solutions; relocation, resettlement and complementary pathways for admission to third countries; Global Compact on Refugees commitments and opportunities; housing, land and property; statelessness (in line with the campaign to End Statelessness by 2024); age, gender, diversity (AGD) and accountability to affected populations (AAP) through community-based protection. Fostering an environment to enhance partnerships is a critical element of the work, as are activities designed to strengthen the involvement of refugee communities and their hosts in the design and implementation of solutions strategies. If in a regional office, s/he also coordinates durable solutions activities between and among country offices in the region ensuring consistency with relevant Global Strategic Priorities and Policies.

The incumbent may have direct supervisory responsibility for Durable Solutions staff. S/he maintains close working relations with senior protection staff in all countries in the region as well as regionally based UN sister entities, other intergovernmental organizations, and non-governmental organisations on durable solutions matters. In the Bureau, s/he works closely with protection, registration, information management, education, development, programme and technical staff including cash, livelihoods and shelter, and promotes operational standards, policy and practices in comprehensive solutions delivery.

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#### 4. Duties

- Develop multiyear comprehensive protection, resilience and solutions strategies as relevant, together with UNHCR's stakeholders in Bureau and country operations, governments and other partners.
- Monitor the implementation of the protection and solutions strategy/ies, identify challenges and report on achievements.
- Serve as focal point for durable solutions, including chairing Durable Solutions Working Group(s) and achieving a schematic overview of country/regional Durable Solution Working Groups or other solutions coordination mechanisms.
- Participate in consultative processes within UNHCR and with a broad range of external partners to promote all durable solutions.
- Ensure close linkages with staff that oversee data and information production to deliver fact based advocacy and support for durable solutions.
- Act as focal point for the internal UNHCR processes related to voluntary repatriation and returns, including data management, the preparation of Exchange of Letters, Tripartite Agreements, standard operating procedures and other agreements as required.
- Support country operations in the development and implementation of the local integration and other local solutions aspects of solutions strategies, ensuring inclusion of persons of concern in national systems and services, and in national and local development processes.
- In the absence of dedicated resettlement and complementary pathways staff, and in close collaboration with multi-functional teams: ensure UNHCR's resettlement and complementary pathways for admission standards are correctly and coherently applied; efficient, fair and transparent procedures are in place across the AOR, targets are met and fraud prevention mechanisms are in place; operations are supported to develop advocacy strategies and operational responses to pursue the identification, development, promotion and facilitation of access to complementary pathways for admissions to third countries; ensure that country operations plans reflect the strategy on RST/CP and that the necessary resources are allocated to address gaps across the AOR.
- Represent UNHCR's Resettlement and Complementary Pathways positions with Resettlement and other third countries, host government and at regional level.
- Building on the commitments made in the Global Compact on Refugees, develop and maintain strategic partnerships with UN and other development agencies, civil society, peacebuilding actors, and the private sector, engaging on areas including resilience, rule of law and governance, and housing land and property.
- Ensure that UNHCR's analysis of the risks and obstacles to solutions, including sustainable reintegration and integration, is instrumental in development actors' priority areas of engagement.
- Provide planning and foresight to advance progress for protracted refugee situations, and/or to prevent new situations from becoming protracted.
- Develop and maintain close liaison with senior managers and colleagues for the purpose of identifying and prioritizing durable solutions needs and ensuring adequate and timely interventions.
- Support Communication staff in developing a communication plan to support the durable solutions strategy, including media.
- Serve as focal point on durable Solutions-related issues for communities to ensure good communication.
- Advise on populations of concern' appropriate engagement for the identification of the most appropriate solutions, including through enhanced two-way communication, participatory assessments, intentions and perceptions surveys, and other forms of community based assessments.
- Promote the strengthened involvement of persons of concern in the design and implementation of solutions strategies, transition projects, peace-building and development initiatives.

#### **In addition to the main duties listed above, for positions located in regional bureaux**

- Develop multiyear regional situational comprehensive protection, resilience and solutions strategies as relevant, together with UNHCR's stakeholders in Bureau and country operations, governments and other partners.
- Perform other related duties as required.

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## 5. Minimum Qualifications

### Education & Professional Work Experience

#### Years of Experience / Degree Level

For P4/NOD - 9 years relevant experience with Undergraduate degree; or 8 years relevant experience with Graduate degree; or 7 years relevant experience with Doctorate degree

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#### Field(s) of Education

International Public Law;  
International Human Rights Law;  
Law;

International Refugee Law;  
Refugee and Forced Migration;  
or other relevant field.

Political Science;  
International Relations;

(Field(s) of Education marked with an asterisk\* are essential)

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#### Certificates and/or Licenses

Not specified.

(Certificates and Licenses marked with an asterisk\* are essential)

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#### Relevant Job Experience

##### **Essential**

Previous experience in solutions contexts. Thorough knowledge of International refugee law and its application.

##### **Desirable**

Solid UNHCR experience from both the Field (including Hardship Duty stations) and Headquarters.

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#### Functional Skills

EX-Field experience  
IT-ProGres Refugee System  
\*PR-Developing Strategic Protection Framework  
PR-Protection-related guidelines, standards and indicators  
LE-International Refugee Law  
PR-Age, Gender and Diversity (AGD)  
PR-Comprehensive Solutions Framework

(Functional Skills marked with an asterisk\* are essential)

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#### Language Requirements

For International Professional and Field Service jobs: **Knowledge of English and UN working language of the duty station if not English.**

For National Professional jobs: **Knowledge of English and UN working language of the duty station if not English and local language.**

For General Service jobs: **Knowledge of English and/or UN working language of the duty station if not English.**

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## 6. Competency Requirements

All jobs at UNHCR require six core competencies and may also require managerial competencies and/or cross-functional competencies. The six core competencies are listed below.

### **Core Competencies**

*Accountability*

*Communication*

*Organizational Awareness*

*Teamwork & Collaboration*

*Commitment to Continuous Learning*

*Client & Result Orientation*

### **Managerial Competencies**

*Empowering and Building Trust*

*Judgement and Decision Making*

*Leadership*

*Managing Performance*

*Managing Resources*

*Strategic Planning and Vision*

### **Cross-Functional Competencies**

*Analytical Thinking*

*Technological Awareness*

*Planning and Organizing*

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All UNHCR workforce members must individually and collectively, contribute towards a working environment where each person feels safe, and empowered to perform their duties. This includes by demonstrating no tolerance for sexual exploitation and abuse, harassment including sexual harassment, sexism, gender inequality, discrimination, and abuse of power.

As individuals and as managers, all must be proactive in preventing and responding to inappropriate conduct, support ongoing dialogue on these matters and speaking up and seeking guidance and support from relevant UNHCR resources when these issues arise.

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1. Job Type

## 2. Job Information

Title

Functional Group - Level 1  Grade

Functional Group - Level 2  Job Code

Functional Group - Level 3  CCOG Code

Functional Clearance Required

### FOR EXPERT POSITIONS ONLY

Position Number  Location

Supervisor Position Number

Supervisor's Title  Supervisor Grade

## 3. Organizational Setting and Work Relationships

Preventing, identifying, and responding to fraud and corruption in the context of protection processes is integral to the management of UNHCR's operations; all of UNHCR's protection functions must be implemented with efficiency, integrity, and transparency. Effective prevention and response to fraud enhances UNHCR's ability to execute its mandated responsibilities, ensuring confidence by persons of concern, donors, and host and resettlement states.

The incumbent of the position of Senior Integrity Officer engages in a scope of activities related to prevention, identification, and response to fraud committed by persons of concern, in line with the obligations and requirements set forth in the 2017 Policy and Operational Guidelines on Addressing Fraud Committed by Persons of Concern.

The incumbent consults and coordinates the Operation's activities in this area, in close contact and coordination with other protection, assistance and solutions functional units and relevant partners, the Division of International Protection and other relevant entities in Headquarters, both at the level of providing guidance on questions of fraud arising in individual cases, but also in terms of developing appropriate and context specific operational anti-fraud and integrity strategies and responses where UNHCR's protection work gives rise to potential reputational and other risk. The incumbent builds the overall capacity of the Operation to prevent, identify, and respond to fraud committed by persons of concern through the delivery of formal training programs, and on the job coaching and advice to colleagues in the Operation, in particular the Heads of Functional Units, and through ensuring the functionality of systems and processes to support the integrity of protection procedures overall. The incumbent works closely with the senior management of the operation to identify vulnerabilities to fraud and develop associated risk mitigation and treatment measures. The incumbent ensures timely and appropriate reporting and undertaking of responses to specific situations.

The incumbent is normally supervised by Deputy/Assistant Representative, or Snr Protection Coordinator and may have alternative reporting relationships depending on the structure of the organizational entity where the position exists. S/he normally supervises other professional or support staff.

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#### 4. Duties

- Support the implementation of the 2017 Policy framework (Policy) on Addressing Fraud Committed by Persons of Person in the area of responsibility (AoR).
- Provide prompt and accurate advice, guidance and operational support on issues concerning risk identification, protection oversight, fraud prevention and response in the context of the Policy.
- Assist the operations in the AoR with the implementation of the Policy by providing support to anti-fraud focal points and provision of trainings and guidance.
- Identify any areas of systemic weakness, vulnerability and risk of potential fraud committed by persons of concern.
- In close cooperation with protection and other teams in the operation, develop strong oversight and accountability mechanisms in protection, assistance and solutions delivery, and assist operations under AoR with the development and implementation of targeted SOPs and training as needed.
- Provide support and guidance and in some instances undertake investigations of complex fraud cases.
- Establish a liaison role with internal and external counterparts involved in anti-fraud matters and investigations, such as Resettlement States, other UN agencies and NGOs.
- Provide support, guidance and advice to operations under the AoR on fraud prevention and deterrence and related matters as concerns the implementation of the 2017 Policy.
- Coordinate with fraud focal points/relevant colleagues in HQ, Regional Bureaux or Operations as appropriate.
- Perform other related duties as required.

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#### 5. Minimum Qualifications

##### Education & Professional Work Experience

###### Years of Experience / Degree Level

*For P4/NOD - 9 years relevant experience with Undergraduate degree; or 8 years relevant experience with Graduate degree; or 7 years relevant experience with Doctorate degree*

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###### Field(s) of Education

*Law; Political Science;  
International Affairs; Social Sciences; or other relevant field.*

*(Field(s) of Education marked with an asterisk\* are essential)*

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###### Certificates and/or Licenses

*Specific learning programmes such as PLP or RSD-RS LP  
UNHCR Management Learning Programme*

*(Certificates and Licenses marked with an asterisk\* are essential)*

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###### Relevant Job Experience

###### **Essential**

Broad protection competencies developed through previous assignments are required. The candidate must have worked in a registration, RSD, resettlement, or case management function, and should preferably benefit from the experience of having held several such roles in the field. The capacity building nature of the position calls for previous protection training and facilitation experience, which are considered mandatory for the role. Demonstrated superior knowledge of and application of international protection principles and the international legal framework. Superior written and oral skills.

### **Desirable**

Previous experience in and application of UNHCR procedures and guidance related to fraud committed by refugees is highly desirable, particularly as relating to the implementation and operationalization of UNHCR's 2017 Policy on Addressing Fraud Committed by Persons of Concern. Knowledge of application of UNHCR's broader risk management framework is an asset. Experience in using and thus a strong understanding of UNHCR's case management systems and software (proGres v3, proGres v4, PRIMES, etc.) is highly desirable. Experience in interviewing, preferably in a refugee or investigative context.

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### **Functional Skills**

*PR-Refugee Protection Principles and Framework*  
*TR-Training/Coaching/Facilitation*  
*EX-Field Experience*  
*PR-RSD Principles & Procedures, operational arrangements/assistance*

(Functional Skills marked with an asterisk\* are essential)

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### **Language Requirements**

*For International Professional and Field Service jobs: **Knowledge of English and UN working language of the duty station if not English.***  
*For National Professional jobs: **Knowledge of English and UN working language of the duty station if not English and local language.***  
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## **6. Competency Requirements**

All jobs at UNHCR require six core competencies and may also require managerial competencies and/or cross-functional competencies. The six core competencies are listed below.

### **Core Competencies:**

*Accountability*  
*Communication*  
*Organizational Awareness*  
*Teamwork & Collaboration*  
*Commitment to Continuous Learning*  
*Client & Result Orientation*

### **Managerial Competencies:**

*Empowering and Building Trust*  
*Judgement and Decision Making*  
*Managing Performance*

### **Cross-Functional Competencies:**

*Analytical Thinking*  
*Planning and Organizing*  
*Stakeholder Management*

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All UNHCR workforce members must individually and collectively, contribute towards a working environment where each person feels safe, and empowered to perform their duties. This includes by demonstrating no tolerance for sexual exploitation and abuse, harassment including sexual harassment, sexism, gender inequality, discrimination, and abuse of power.

As individuals and as managers, all must be proactive in preventing and responding to inappropriate conduct, support ongoing dialogue on these matters and speaking up and seeking guidance and support from relevant UNHCR resources when these issues arise.

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1. Job Type

## 2. Job Information

Title

Functional Group - Level 1  Grade

Functional Group - Level 2  Job Code

Functional Group - Level 3  CCOG Code

Functional Clearance Required

### FOR EXPERT POSITIONS ONLY

Position Number  Location

Supervisor Position Number

Supervisor's Title  Supervisor Grade

## 3. Organizational Setting and Work Relationships

In complex humanitarian emergencies and natural disasters where UNHCR is designated as the Protection Cluster Lead Agency under the Cluster Approach, the position of Senior Protection Cluster Coordination Officer performs a dedicated coordination, strategy development and advocacy function. The Senior Protection Cluster Coordination Officer reports directly to the UNHCR Representative who has final accountability for the performance of UNHCR as Cluster Lead Agency. At the same time, the incumbent effectuates UNHCR's commitment to work within the framework of the Inter-Agency Standing Committee (IASC) and the Cluster Approach. The UNHCR Protection Cluster Lead Agency functions, embodied in the role of Senior Protection Cluster Coordination Officer, are critical in ensuring UNHCR's leadership within a diverse protection community. The Senior Protection Cluster Coordination Officer is expected to discharge UNHCR's lead role in the Protection Cluster and to impartially represent the interests of the members of the Protection Cluster, including the provision of active support, as applicable, to sub-clusters or working groups of the Cluster which may be coordinated by other Agencies. As a result, the Senior Protection Cluster Coordination Officer leads an inter-agency team in an environment that requires high standards of accountability and demonstrable leadership, coordination, negotiation and conflict resolution skills, and in which the principles of partnership and collaboration are essential.

The Senior Protection Cluster Coordination Officer represents the Protection Cluster in Inter-Cluster Coordination mechanisms. The Senior Protection Cluster Coordination Officer advocates for protection mainstreaming in the humanitarian response, leads the mainstreaming of early recovery activities in the Protection Cluster, and spearheads the integration of cross-cutting issues into the work of the Protection Cluster, especially age, gender and diversity.

The Senior Protection Cluster Coordination Officer works closely with and/or directly supervises a multi-functional UNHCR Protection Cluster Support team, including, but not limited to, the areas of information management, needs assessment, profiling, registration, reporting and advocacy.

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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.

#### 4. Duties

- Chair cluster meetings and represent the Protection Cluster in meetings with sectoral and external partners, authorities and other relevant interlocutors.
- Issue reports and make advocacy statements on behalf of the Protection Cluster.
- Make decision over format and frequency of meetings, designation of focal points and the establishment of sub-groups/working groups and ad hoc/task-related bodies for specific issues.
- Negotiate with the Humanitarian Coordinator/Resident Coordinator, the Humanitarian Country Team and cluster members the prioritization and inclusion of project proposals and common funding criteria for inclusion in inter-agency funding appeals.
- Allocate financial and other resources within the Protection Cluster, when required, such as regarding Central Emergency Response Fund (CERF) or Common Humanitarian Funds (CHF). Perform other related duties as required.

##### *Strategic Direction*

- Ensure that the protection response is driven by a Protection Cluster strategy developed in a consultative process with external partners and is integrated into the Humanitarian Country Team's common humanitarian action plan.
- Convene and facilitate meetings in line with the Principles of Partnership, ensuring that cluster meetings are consultative and results oriented.
- Ensure coordination with government counterparts and other relevant authorities.
- Lead the design of transition strategies for the Protection Cluster: facilitate the development of a strategy for the cluster ensuring proper linkages with disaster risk reduction, relief, and recovery and development efforts.

##### *Needs Assessment and Resources Mobilization*

- Lead, coordinate and conduct within the Protection Cluster or at Inter-Cluster level protection needs assessments, including participatory assessments of affected populations.
- Provide strategic direction to development of common funding criteria, resource mobilisation and prioritization within the Protection Cluster for inclusion in Consolidated Appeals and pooled funds processes; Establish mechanisms for accountable and transparent financial resource allocation within the cluster.

##### *Capacity Development*

- Coordinate the delivery of protection training activities for Protection Cluster members, other local partners, and relevant authorities.
- Coordinate initiatives to build the protection capacity of the national and local government, partners and civil society.

##### *Standards Setting*

- Ensure adherence to IASC standard operating procedures for IDP profiling.
- Coordinate the integration of cross-cutting issues in the work of the Protection Cluster, including any work developed by sub-clusters or working groups.
- Ensure adherence of Protection Cluster activities to Guidelines on Age, Gender and Diversity Mainstreaming.
- Through Cluster-wide consultative processes, provide input into the development of global protection policy and standards led by the Global Protection Cluster.

##### *Information Management*

- Facilitate reporting and information sharing within the Protection Cluster and at the inter-cluster level.
- Ensure that the Protection Cluster has a functional information management strategy and mechanism.
- Ensure that the Protection Cluster produces regular updates and briefing notes on the protection concerns in the affected population, response activities, challenges and recommendations.

##### *Advocacy*

- Identify core advocacy concerns for the Protection Cluster through a consultative process: develop joint cluster/ inter-cluster initiatives to ensure regular and consistent advocacy.
- Ensure a consistent interpretation and application of international law and related UNHCR and IASC legal standards and protection policies.
- Ensure the Protection Cluster's adherence to international human rights instruments, the Guiding Principles on Internal Displacement as well as other relevant international and regional instruments; in cooperation with the Humanitarian Country Team support local interventions when violations of international protection standards and principles occur.
- Promote and strengthen national legislation relevant to internal displacement and durable solutions

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## 5. Minimum Qualifications

### Education & Professional Work Experience

#### Years of Experience / Degree Level

For P4/NOD - 9 years relevant experience with Undergraduate degree; or 8 years relevant experience with Graduate degree; or 7 years relevant experience with Doctorate degree

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#### Field(s) of Education

Law; Human Rights; International Relations;  
or other relevant field.

(Field(s) of Education marked with an asterisk\* are essential)

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#### Certificates and/or Licenses

CCCM Cluster Coordination;  
HCR Coordination Lrng Prog;  
HCR Management Lrng Prg;  
HCR Protection Learning Prg;  
Emergency Mgmt Workshop;  
Tri-Cluster Knowl/Coord Skills;  
Prot in NaturalDisaster Situat;

(Certificates and Licenses marked with an asterisk\* are essential)

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#### Relevant Job Experience

##### **Essential**

9 years of previous work experience preferably in working with Protection Cluster, IDP Operation or Country Operations applying the Cluster Approach.

##### **Desirable**

Not specified.

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#### Functional Skills

PR-Country Operations applying the Cluster Approach;  
PR-Refugee Issues;  
PR-Protection Cluster;

(Functional Skills marked with an asterisk\* are essential)

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#### Language Requirements

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## 6. Competency Requirements

All jobs at UNHCR require six core competencies and may also require managerial competencies and/or cross-functional competencies. The six core competencies are listed below.

### **Core Competencies**

*Accountability*

*Communication*

*Organizational Awareness*

*Teamwork & Collaboration*

*Commitment to Continuous Learning*

*Client & Result Orientation*

### **Managerial Competencies**

*Empowering and Building Trust*

*Judgement and Decision Making*

*Leadership*

*Managing Performance*

*Managing Resources*

*Strategic Planning and Vision*

### **Cross-Functional Competencies**

*Analytical Thinking*

*Political Awareness*

*Stakeholder Management*

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1. Job Type

## 2. Job Information

Title

Functional Group - Level 1  Grade

Functional Group - Level 2  Job Code

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### FOR EXPERT POSITIONS ONLY

Position Number  Location

Supervisor Position Number

Supervisor's Title  Supervisor Grade

## 3. Organizational Setting and Work Relationships

The Senior Statelessness Officer, in close collaboration with the Division of International Protection (DIP) Statelessness Section, has the primary responsibility for the provision of legal and policy support to operations relating to statelessness, as well as guidance and advice on operational planning and practices to ensure that effective activities to address statelessness are undertaken in the area of responsibility (AoR).

The incumbent maintains close working relations with senior protection staff in the AoR and with UN sister agencies, other intergovernmental organizations such as non-governmental organizations, embassies and academic institutions. S/he represents the Organization on statelessness law, doctrine and policy.

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## 4. Duties

- Foster the mainstreaming of statelessness into all relevant regional and/or country plans and strategies.
- Advocate with Senior Management to help ensure that the necessary resources are allocated to address statelessness.
- Ensure a consistent application of international standards for the prevention and reduction of statelessness in line with the Organization's global, regional and country level priorities, including the #IBelong campaign as well as UNHCR policy guidelines.
- Develop and update a country/ regional strategy for the prevention and reduction of statelessness and support Country Operation(s) in the development of national strategies and operational activities to address statelessness.
- Provide technical advice on *nationality laws and statelessness determination procedures, operational responses, including to resolve protracted situations and civil status registration and documentation.*
- Ensure mapping of statelessness situations; identify information gaps and provide technical guidance to help address them, including research and profiling activities.
- Engage with strategic partners, including in particular relevant regional bodies; development and human rights actors, including children's' rights and minorities' rights actors to strengthen their work on statelessness.



- Advise on individual cases and situations raising special questions of application or interpretation of International Law.
- Ensure that instances of arbitrary deprivation of nationality, expulsion of stateless persons and other serious protection incidents are immediately identified and reported to management and the Statelessness Section.
- Engage with legal aid partners at the regional and national levels to promote legal assistance to stateless persons.
- Enhance capacity building programmes for government counterparts, civil society partners and UNHCR Operations with the aim of enhancing protection and solutions for stateless persons.
- Promote and support the implementation of any regional framework to address statelessness.
- Where appropriate, promote cross-country cooperation to address and reduce statelessness.
- Explore and identify new potential partners for operational responses, training and fundraising purposes.
- Represent UNHCR in external meetings on statelessness in the AoR.
- Perform other related duties as required.

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## 5. Minimum Qualifications

### Education & Professional Work Experience

#### Years of Experience / Degree Level

*For P4/NOD - 9 years relevant experience with Undergraduate degree; or 8 years relevant experience with Graduate degree; or 7 years relevant experience with Doctorate degree*

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#### Field(s) of Education

*Law or other relevant field.*

(Field(s) of Education marked with an asterisk\* are essential)

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#### Certificates and/or Licenses

*\*Statelessness UNHCR course*

(Certificates and Licenses marked with an asterisk\* are essential)

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#### Relevant Job Experience

##### **Essential**

At least 9 years of progressively responsible, relevant work experience (8 years with an advanced degree). Experience must include substantial nationality law and statelessness experience and expertise, in-depth knowledge of international legal standards relevant to statelessness and UNHCR's doctrine on statelessness (including as reflected in the Handbook on the Protection of Stateless Persons).

##### **Desirable**

Substantial knowledge of other relevant areas of international law, including international human rights law, experience working for UNHCR and substantial knowledge of UNHCR's policies and programs.

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#### Functional Skills

*PR-International Legal Standards on Statelessness*

*PR-Statelessness- Doctrinal issues on nationality and statelessness*

*PR-Statelessness- Principles and Procedures, operational arrangements/assistance*

*LE-International Law*

*LE-Legal Research*

*PR-Human Rights Doctrine/Standards*

*PR-Civil Registration*

*PR-Gender Equality*

*LE-Draft legal opinions*

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*Policy Development and Research*

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