

UN VOLUNTEER DESCRIPTION OF ASSIGNMENT

GTMR000149--Associate Resettlement Officer

The United Nations Volunteers (UNV) programme is the UN organization that promotes volunteerism to support peace and development worldwide. Volunteerism can transform the pace and nature of development and it benefits both society at large and the individual volunteer. UNV contributes to peace and development by advocating for volunteerism globally, encouraging partners to integrate volunteerism into development programming, and mobilizing volunteers. In most cultures volunteerism is deeply embedded in long-established, ancient traditions of sharing and support within the communities. In this context, UN Volunteers take part in various forms of volunteerism and play a role in development and peace together with co-workers, host agencies and local communities. In all assignments, UN Volunteers promote volunteerism through their action and conduct. Engaging in volunteer activity can effectively and positively enrich their understanding of local and social realities, as well as create a bridge between themselves and the people in their host community. This will make the time they spend as UN Volunteers even more rewarding and productive.

General Information

Country of Assignment	Guatemala
Host Institute	UN High Commissioner for Refugees
Volunteer Category	International Specialist
Number of Volunteer	5
Duration	12 months
Possibility of Extension	Yes
Expected Starting Date	14-06-2021
Duty Station	Guatemala City [GTM]
Assignment Place	Family Duty Station
Assignment Place Remark	

Living Conditions

Guatemala City is the capital of Guatemala. It is categorized as a United Nations family duty station, hardship category A. To learn more about hardship category ratings, visit <https://icsc.un.org/Home/DataMobility>.

This location is classified as Cwb (Dry-winter subtropical highland climate) by Köppen and Geiger. Temperatures average 19.4 °C | 66.9 °F. Official language is Spanish and is spoken in Guatemala City. The two other official languages are Xinka and Garifuna. Over 40 percent of Guatemalans are indigenous.

Much of Guatemala City is safe during the day. The city is subdivided into Zones, which resemble neighborhoods or administrative districts in other countries. Zone 10, where the UNHCR office is located and most businesses, hospitality industry are found, is also among the safe areas. It is not recommended to walk alone after dark as some areas or zones can get dangerous. Uber is widely used for transportation and the usual safety precautions apply. Most crime consists of theft of cell phone and laptops. It is advisable not to

flaunt them in public.

Guatemala City offers banking, transportation, health and communications services, which are easy to obtain. Credit cards are widely used and accepted. There are numerous shopping malls, restaurants, gyms and cinemas. A large variety of accommodation options can be found. Road network is good both in terms of spread and quality. Traffic, however, can be overwhelming. It is advised to live near the UNHCR Office in Zone 10.

The UN Volunteer will be responsible for arranging his/her own housing and other living essentials. Note that in the current time of limited mobility on account of COVID-19, the UNV might be expected to start with home/teleworking. This may change, however, by the expected start date of 14/06/2021. Teleworking situation will be reassessed and revised in line with the national laws and policies as well as the United Nations staff rules and regulations complete with the required information as per country Living Conditions.

Assignment Details

Assignment Title

Associate Resettlement Officer

Organizational Context & Project Description

The Office of the UNHCR was established on 14 December 1950 by the UN General Assembly. The agency is mandated to lead and co-ordinate international action to protect refugees and resolve refugee problems worldwide. Its primary purpose is to safeguard the rights and well-being of refugees. It strives to ensure that everyone can exercise the right to seek asylum and find safe refuge in another State, with the option to return home voluntarily, integrate locally or to resettle in a third country (www.unhcr.org).

In recent years, the North of Central America — El Salvador, Honduras and Guatemala — has seen a dramatic escalation in the acute violence of street gangs and organized criminal groups that is driving increased forced displacement both within and from these countries. The NCA countries are experiencing some of the highest homicide rates ever recorded, and sexual violence, forced disappearances, forced recruitment into gangs, forced prostitution and trafficking of girls and women for sexual exploitation have also been reported as part of the violence pattern. In 2019, the US government signed 'Safe Third Country Agreements' (STCAs) with the governments of Guatemala, Honduras and El Salvador, considered by the US as safe third countries, in order to transfer all asylum seekers arriving at the US Southern border to one of these three countries (depending which country they passed through) and would require the country of return to evaluate their request for protection. Consequently, a large number of persons of concern to UNHCR have already been returned to the three NCA countries from the US in 2020 and will likely continue into 2021. UNHCR has developed a comprehensive protection strategy for the NCA countries within the framework of the 2014 Brazil Declaration and Plan of Action and the 2016 San José Statement with the aim to provide protection to persons of concern to UNHCR. Moreover, as a response to the 'Safe Third Country Agreement' (STCA) – referred to as the Asylum Cooperation Agreement (ACA) – signed between the governments of the US and Guatemala, UNHCR is currently also building its response capacity in order to offer durable solutions to persons of concern returned to Guatemala. The persons of concern to UNHCR in the NCA countries are both people still in their countries of origin, as well as refugees and asylum seekers from neighbouring countries. Resettlement is one of the durable solutions offered to persons of concern in the NCA countries. 'Traditional' resettlement of persons outside of their country of origin, particularly those returned by the US government, and persons in transit is taking place from Guatemala. Moreover, UNHCR already has in place a resettlement programme called the Protection Transfer Agreement (PTA) for persons of concern who are still in their countries of origin, that is taking place in Guatemala, Honduras and El Salvador. The internal planning for 2021 includes a resettlement target of 2,080 submissions, including that the Guatemala resettlement program would have a quota of 1,500 people (HON, ES and GUA) for the USA to be submitted during the 2021 Calendar Year; whilst the PTA program will have an additional quota of 360 (GUA) individuals for the USA to be submitted during the 2021 Calendar Year – as well as anticipated smaller quotas from other countries such as Australia, Canada and Uruguay. Both the RST and PTA programmes are elements of the regional protection and solutions strategy and represents an innovative life-saving mechanism that provides individuals facing severe protection risks within Guatemala with a safe and legal access to another country where they can enjoy effective protection. The programs are coordinated by UNHCR, IOM, local NGOs, the Republic of Costa Rica which is sometimes used as a transit country; and with the Governments of the countries of asylum/origin and participating resettlement countries. UNHCR works with civil society partners to identify cases at high risk in the country of origin, who also provide humanitarian assistance to identified cases and, where needed, provisional protection in safe houses. UNHCR interviews eligible cases and refers them with an assessment of the individuals' protection needs. Upon desk review by the receiving country, the case may be accepted for further consideration and UNHCR liaises with the transit country to ensure a smooth transfer. UNHCR partners in the transit country receive the individuals and ensure access to protection and assistance until finalization of case processing by the receiving country. IOM is currently supporting the transfers with logistical and administrative

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arrangements. The Resettlement Expert is needed in Guatemala to interview persons of concern in view of possible resettlement by means of the traditional resettlement mechanisms, to complete PTA Registration Forms (RFs) and Resettlement Referral Forms (RRFs), complete any changes requested by the case reviewers and ensure that all necessary documentation is sent to the reviewer together with the RST forms in view of submission to a resettlement country. When needed, the RST Expert will also support in providing training on resettlement to partner organisations and facilitate the identification of RST cases.

Sustainable Development Goals

16. Peace, Justice and Strong Institutions

Task description

Under the direct supervision of Associate Resettlement & Complementary Pathways Officer, P2, the UN Volunteer will undertake the following tasks:

- Conduct casework by interviewing identified refugees for resettlement. Assess the resettlement needs and complete RRF (Resettlement Registration Forms) and refer cases for review to the Resettlement Officer;
- Research country of origin information to support and strengthen resettlement cases;
- Support and assist in the preparation of and facilitation of resettlement country missions;
- Assist Resettlement Officer with the organizing of training workshops and seminars on resettlement related issues for UNHCR staff;
- Manage in a fair manner refugees' resettlement expectations through information sharing, outreach and counselling;
- Regularly liaise with Protection, Community Services and other relevant Units to individual case processing within the Office;
- Regularly update ProGres database with resettlement events and maintain own statistical data for reporting purposes;
- Participate at the Resettlement Unit, Protection Section and Office meetings when requested;
- Undertake support resettlement missions to the field when required.

Furthermore, UN Volunteers are required to:- Strengthen their knowledge and understanding of the concept of volunteerism by reading relevant UNV and external publications and take active part in UNV activities (for instance in events that mark International Volunteer Day)- Be acquainted with and build on traditional and/or local forms of volunteerism in the host country- Provide annual and end of assignment reports on UN Volunteer actions, results and opportunities using UNV's Volunteer Reporting Application- Contribute articles/write-ups on field experiences and submit them for UNV publications/websites, newsletters, press releases, etc.- Assist with the UNV Buddy Programme for newly-arrived UN Volunteers- Promote or advise local groups in the use of online volunteering, or encourage relevant local individuals and organizations to use the UNV Online Volunteering service whenever technically possible.

Results/Expected Outputs

- Cases are referred for resettlement in accordance with existing SOPs;
 - Participation at office meetings to discuss cases identified for possible resettlement consideration;
 - Resettlement events in ProGres database are properly updated and cases are tracked;
 - Resettlement country missions and refugee departures from (country) are facilitated;
 - Resettlement counseling is provided to refugees;
 - The development of capacity through coaching, mentoring and formal on-the-job training, when working with (including supervising) national staff or (non-) governmental counterparts, including Implementing Partners (IPs);
 - Age, Gender and Diversity (AGD) perspective is systematically applied, integrated and documented in all activities throughout the assignment;
 - A final statement of achievements towards volunteerism for development during the assignment, such as reporting on the number of volunteers mobilized, activities participated in and capacities developed.
- The development of capacity through coaching, mentoring and formal on-the-job training, when working with (including supervising) national staff or (non-) governmental counter-parts, including Implementing Partners (IPs); • Age, Gender and Diversity (AGD) perspective is systematically applied, integrated and documented in all activities throughout the assignment • A final statement of achievements towards volunteerism for peace and development during the assignment, such as reporting on the number of volunteers mobilized, activities participated in and capacities developed

Qualifications/Requirements

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Required Degree Level Bachelor degree or equivalent

Education - Additional Comments

University degree in Law, Social Sciences, Sociology or related field.

Required experience 24 months

Experience Remark

Minimum 2 years of work experience with refugees and/or other people of concern in a protection capacity required, especially in conducting RSD (Refugee Status Determination) and resettlement interviews.

Language

- English (Mandatory) , Level - Fluent
- AND - Spanish (Mandatory) , Level - Fluent

Area of Expertise

- Protection of refugees, asylum seekers and IDPs Mandatory

Area of Expertise Requirement

- Knowledge of UN policies and procedures;
- Field experience;
- Flexibility and ability to provide support and oversight to numerous projects at once and willingness to undertake some related administrative tasks;
- Strong interpersonal and communication skills in a multi-cultural setting;
- Ability to complete tasks within a set time frame;
- Good analytical skills;
- Ability to work effectively and with minimum supervision.

Computer skills: General computer literacy (word, email, internet) and good knowledge of the basic data-management programs; Excel, Access, ProGres (asset).

Need Driving Licence No

Competencies & Values

- Accountability
- Adaptability and Flexibility
- Commitment and Motivation
- Communication
- Integrity
- Planning and Organizing
- Respect for Diversity
- Working in Teams

Conditions of Service and other information

Condition of Service [Click here to view Conditions of Service](#)

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Conditions of Service for International Specialist:

Note on novel coronavirus – COVID-19.

The rapidly changing nature of novel coronavirus COVID-19 has placed significant and increasing restrictions on the freedom of movement of people across the globe, within countries and across borders. Such restrictions make it very difficult for international UN Volunteers to begin their assignments at their assigned duty station and UNV cannot guarantee assignments will proceed as normal.

Candidates for international UN Volunteer assignments during this period may be exceptionally granted alternative working arrangements to work from their place of recruitment until restrictions are lifted. This is at the discretion of the host entity. Candidates proceeding to interview are recommended to discuss the likelihood of travel and possible alternative arrangements with the host entity. If selected, candidates should carefully consider the circumstances before accepting UNV's offer.

In cases where the UN Host Entity partner has requested the UN Volunteer to perform their assignment remotely, the Post Adjustment Multiplier (PAM) and related entitlements to be paid may be adjusted to the temporary duty station from where the UN Volunteer has been requested to work if requested by the UN Host Entity.

The contract lasts for the period indicated above with possibility of extensions subject to availability of funding, operational necessity and satisfactory performance. However, there is no expectation of renewal of the assignment.

A UN Volunteer receives a Volunteer Living Allowance (VLA) which is composed of the Monthly Living Allowance (MLA) and a Family Allowance (FA) for those with dependents (maximum three).

The Volunteer Living Allowance (VLA) is paid at the end of each month to cover housing, utilities, transportation, communications and other basic needs. The VLA can be computed by applying the Post-Adjustment Multiplier (PAM) to the VLA base rate of US\$ 1,682. The VLA base rate is a global rate across the world, while the PAM is duty station/country-specific and fluctuates on a monthly basis according to the cost of living. This method ensures that international UN Volunteers have comparable purchasing power at all duty stations irrespective of varying costs of living. The PAM is established by the International Civil Service Commission (ICSC) and is published at the beginning of every month on the ICSC website <http://icsc.un.org>.

For UN Volunteer entitlements, kindly refer to the link <https://vmam.unv.org/calculator/entitlements>

In non-family duty stations that belong to hardship categories D or E, as classified by the ICSC, international UN Volunteers receive a Well-Being Differential (WBD) on a monthly basis.

Furthermore, UN Volunteers are provided a settling-in-grant (SIG) at the start of the assignment (if the volunteer did not reside in the duty station for at least 6 months prior to taking up the assignment) and in the event of a permanent reassignment to another duty station.

UNV provides life, health, permanent disability insurances as well as assignment travel, annual leave, full integration in the UN security framework (including residential security reimbursements).

UN Volunteers are paid Daily Subsistence Allowance at the UN rate for official travels, flight tickets for periodic home visit and for the final repatriation travel (if applicable). Resettlement allowance is paid for satisfactory service at the end of the assignment.

UNV will provide, together with the offer of assignment, a copy of the Conditions of Service, including Code of conduct, to the successful candidate.

Supervision, induction and duty of care of UN Volunteers

UN Volunteers should be provided equal duty of care as extended to all host entity personnel. Host entity support to the UN Volunteer includes, but is not limited to:

- Introductory briefings about the organisation and office-related context including security, emergency procedures, good cultural practice and orientation to the local environment;
- Support with arrival administration including setting-up of bank accounts, residence permit applications and completion of other official processes as required by the host government or host entity;
- Structured guidance, mentoring and coaching by a supervisor including a clear workplan and performance appraisal;
- Access to office space, equipment, IT support and any other systems and tools required to complete the objectives of the assignment including a host entity email address;
- Access to shared host entity corporate knowledge, training and learning;
- Inclusion of the volunteer in emergency procedures such as evacuations;
- Leave management;
- DSA for official travel, when applicable;
- All changes in the Description of Assignment occurring between recruitment and arrival or during the assignment need to be formalized with the United Nations Volunteer Programme;
- Investigate misconduct: sharing reports with the UNV;
- Provide emergency assistance, e.g. the death of volunteer or medical evacuation, in collaboration with UNV. Accept letters of guarantees or potential liabilities for covering medical costs not claimable under medical insurance in extraordinary situations (e.g. isolation facilities` services during pandemics).

Application Code

GTMR000149-9459

Application procedure

You can only apply if you have created your profile at <https://vmam.unv.org/candidate/signup>

Watch this video for the specific steps you must follow: https://www.youtube.com/watch?v=VT5uJ_FoIWU

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If you are already registered in UNV's Talent Pool, make sure your profile is up to date before applying.

Application deadline: 19-September-2021 at 23:59hrs, Germany time zone

doa.apply_url

<https://vmam.unv.org/candidate/show-doa/R1RNUjAwMDE0OQ==>

Disclaimer

United Nations Volunteers is an equal opportunity programme which welcomes applications from qualified professionals. We are committed to achieving diversity in terms of gender, nationality and culture.

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