

## Descripción de la asignación de voluntarios NU IDNR000210--Project Training Officer

El programa de Voluntarios de las Naciones Unidas (VNU) es la organización de la ONU que contribuye a la paz y al desarrollo en todo el mundo por medio del voluntariado. El voluntariado es una forma poderosa de involucrar a los ciudadanos para hacer frente a los desafíos en materia de desarrollo, y capaz de transformar el ritmo y la naturaleza del mismo. El voluntariado beneficia tanto al conjunto de la sociedad como a los voluntarios, fortaleciendo la confianza, la solidaridad y la reciprocidad entre las personas y creando oportunidades de participación apropiadas. Para impulsar la paz y el desarrollo, el programa VNU promueve el reconocimiento de la contribución de los voluntarios, trabaja con sus asociados para integrar el voluntariado en los programas de desarrollo y moviliza en todo el mundo a un número cada vez mayor y más diverso de voluntarios, incluidos Voluntarios de las Naciones Unidas. El programa VNU entiende el voluntariado como universal e incluyente, y reconoce el voluntariado en toda su diversidad, así como los valores que lo sustentan: libre albedrío, entrega, compromiso y solidaridad. En la mayoría de las culturas, el voluntariado está profundamente arraigado en antiguas tradiciones de cooperación y apoyo fuertemente establecidas entre las comunidades. En este contexto los Voluntarios de las Naciones Unidas participan en varias formas de voluntariado y juegan un papel esencial en el desarrollo y la paz junto a sus colegas, agencias receptoras y comunidades locales. En todas las asignaciones, los Voluntarios de las Naciones Unidas promueven el voluntariado por medio de su acción y conducta. La participación en actividades voluntarias puede enriquecer efectiva y positivamente su entendimiento de la realidad local y social, así como también crear un puente entre los voluntarios y la gente de la comunidad receptora. Esto hará que su tiempo como Voluntario de la ONU sea aún más satisfactorio y productivo.

## Información general

<b>País de la asignación</b>	Indonesia
<b>Agencia / Entidad Anfitriona</b>	United Nations Development Programme
<b>Categoría de Voluntariado</b>	National Specialist
<b>Número de Voluntario</b>	1
<b>Duración</b>	12 meses
<b>Posibilidad de extensión</b>	Sí
<b>Fecha de Inicio Esperada</b>	Inmediatamente
<b>Lugar de Destino</b>	Jakarta [IDN]
<b>Lugar de Asignación</b>	Lugar de Destino Apto para Familias

### Observación sobre el lugar de asignación

Possibility of contract extension dependent on satisfactory performance.

### Condiciones de vida

The position will be based in Jakarta, the capital of Indonesia, where basic living needs, including accommodation, banking facilities, medical facilities and telecommunications/internet services are readily available. All staple foods can be found in the markets, e.g.: rice, meat, vegetables, fruit, cooking oil, salt, etc.

As this is a national UN Volunteer assignment, the UN Volunteer will be responsible for arranging his/her own housing and other living essentials in the duty station. National UN Volunteers are part of the insurance plan (medical, life, permanent disability), including recognized the primary family unit (dependents) if applicable.

- National UN Volunteer Specialist receives approximately IDR 8,237,403.08 as Monthly Living Allowance.
- Provided with assignment travel cost and entry lumpsum if applicable.
- Enrolled in health, life, disability insurance.
- Applicable dependents (primary family unit, up to 3) are eligible for health insurance.
- Entitled to annual leave, 2.5 days per month.
- Provided with exit lumpsum to support transition at the end of assignment.

**For more information about UNV Conditions of Service and Entitlements, please refer to the following:**

- <https://www.unv.org/become-volunteer/volunteer-your-country>
- <https://vmam.unv.org/calculator/entitlements>

## Detalles de la Asignación

### Título de asignación

Project Training Officer

### SP Contexto Organizativo & descripción del proyecto.

*“UNDP is the UN's global development network, an organization advocating for change and connecting countries to knowledge, experience and resources to help people build a better life. We are on the ground in about 170 countries and territories, including Indonesia, working to eradicate poverty while protecting the planet. UNDP supports implementation of the Sustainable Development Goals (SDGs). In Indonesia, UNDP works with the Government to integrate SDGs into national plan and policies.”*

On 20 September 2011, Indonesia, as one of the 8 founding governments formally launched the Open Government Partnership (OGP), endorsed the Open Government Declaration, and announced its national action plan. Following the launch of OGP, President Yudhoyono established an online G2C system (LAPOR) that supports the national public service compliant management system (SP4N) under the coordination of the President's Delivery Unit for Development Monitoring and Oversight (UKP4) in 2012.

LAPOR is an online citizen complaints management system and it was designed to increase public participation in the supervision of programs and government performance as well as the provision of public services. LAPOR is an integrated online system that is easily accessible through various online platforms including: 1) text messaging 1708 (based on Indonesia's Independence day on 17 August), 2) mobile application (LAPOR!) on Android and Blackberry – IOS still under development, (3) the internet ([www.lapor.go.id](http://www.lapor.go.id)), 4) Facebook ([facebook.com/ LayananPengaduanOnlineRakyat](https://facebook.com/LayananPengaduanOnlineRakyat)), 5) Twitter (@LAPOR1708 or #LAPOR), 6) YouTube (@LAPOR1708), and 7) Instagram (@LAPOR1708).

Through these online platforms, citizens can submit their petitions and complaints to uncover issues internally or in-service provision in highlighting existing challenges. the Ministry of Administrative and Bureaucratic Reforms (KemenPAN-RB) is the responsible agency for the management of daily operations and administration of LAPOR. Up until March 2017, LAPOR had attracted more than 560,000 users and continues to receive, on average, 800 daily reports through the platform. To this end, LAPOR has become the forerunner of national integrated complaints management systems.

Currently, under President Joko Widodo (Jokowi), LAPOR is still a cornerstone for complaints handling with KemenPAN-RB, KSP, and ORI as the national partners of the system. In 2016, LAPOR was defined as the National Public Service Complaints Management System (SP4N: Sistem Pengelolaan Pengaduan Pelayanan Publik Nasional) based on KemenPAN-RB regulation No.3/2015 which led to the Presidential Regulation No.76/2013 on the management of public complaints within public services. Together, KemenPAN-RB, ORI, and KSP manage LAPOR after the signing of Joint Memorandum of Understanding in March 2016 on the utilization of LAPOR as SP4N.

The United Nations Development Programme (UNDP) in Indonesia is initiating a new programme with the Korean International Cooperation Agency (KOICA) to support the Government of Indonesia in strengthening the capacity of government to handle civil

petitions that can improve public service provision over time. In doing so, UNDP and KOICA will establish a tripartite collaboration with KemenPAN-RB to develop a comprehensive and integrated national strategy on the public service complaint management system. This joint collaboration is also intended to capacitate respective agencies responsible for the management and operation of LAPOR.

The project aims to enhance the e-governance system of the government of Indonesia by strengthening of the national complaint handling system SP4N LAPOR!. In achieving the objective, there are three main output that expected to be achieved: 1) developed masterplan and roadmap for a comprehensive national complaint handling system (SP4N-LAPOR!); 2) Enhanced institutional capacity on complaint handling of national and subnational governments through Invitational and Local trainings; and 3) Increased government and public awareness on SP4N-LAPOR!, and citizen participation to improve the system, with particular attention to women, youth, Persons with Disabilities (PwDs) and other marginalized groups of the population through Workshops and Promotions.

Under the supervision of the National Project Manager (NPM) for SP4N-LAPOR project, Project Officer for Training will provide assistance to NPM and Technical Officer on developing plan, preparing and conducting activities such as meetings, trainings, and workshops, developing report and conducting monitoring and evaluation and also establishing and maintaining communication and coordination with project partners and beneficiaries as well in regard to the implementation of the project particularly in relation with the second output of the project.

## Sustainable Development Goals

16. Peace, Justice and Strong Institutions

### Descripción de la tarea

Within the delegated authority and under the supervision of National Project Manager (NPM) or his/her designated mandated representative(s), the UNV Project Coordinator will:

- Provide support to NPM and Technical Officer on activity plan development, activities preparation and implementation, report preparation, monitoring and evaluation in regard to the project implementation particularly in relation with Output two
- Provide assistance to Technical Officer on defining schedule of project activities through close coordination and communication with strategic partners, beneficiaries and relevant stakeholders;
- Prepare TOR of project training/activity and ensure its implementation through coordination with other relevant person who relates with the activities arrangement;
- In coordination with Project Assistant, he/she will provide support to PMU in providing required administrative documents in regard to the project trainings/activities.
- Provide support to Technical Officer on providing and ensuring meetings material needed for workshops, seminars and trainings;
- establish and maintain communication and coordination with relevant stakeholder of SP4N-LAPOR Project in ensuring effective and smooth implementation of the project trainings/activities;
- Assist in regular team and other meetings (including preparing agenda and minutes);
- Provide technical and implementation support to existing project under the Enhanced institutional capacity of complain handling at national and subnational level through trainings;
- Perform any other substantive and/or administrative task that might be required.

Además de lo anterior, a los Voluntarios de la ONU se les insta a: • Fortalecer su conocimiento y entendimiento sobre el concepto de voluntariado por medio de la lectura de publicaciones pertinentes tanto del programa VNU como externas, así como desempeñar un papel activo en las actividades del programa VNU, como por ejemplo en los eventos de conmemoración del Día Internacional del Voluntariado (DIV); • Conocer y desarrollar las formas tradicionales y/o locales de voluntariado en el país anfitrión; • Reflexionar sobre el tipo y la calidad de la acción voluntaria que se lleva a cabo, incluida su participación en actividades realizadas periódicamente; • Contribuir con artículos/críticas (opiniones) de las experiencias en el terreno y enviarlas a la sede para su publicación en el sitio web, publicaciones, panfletos/boletines, notas de prensa, etc. del programa VNU; • Ayudar con el Programa de Mentores para los nuevos Voluntarios de la ONU; • Asesorar a grupos locales en el uso del servicio Voluntariado en Línea del programa VNU o promover el uso del servicio con individuos y organizaciones locales pertinentes cuando sea técnicamente posible;

### Resultados / Resultados esperados

As an active UNDP team member, efficient, timely, responsive, client-friendly and high-quality support rendered to UNDP and its beneficiaries in the accomplishment of her/his functions, including:

- workplan development;

- Term of Reference (TOR) of trainings/activities development;
  - high quality standard of activity implementation;
  - high quality standard of activity report and its documentation preparation;
  - establishing and maintaining smooth and effective communication and coordination with project partners, beneficiaries, donor and other relevant stakeholders;
- 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

## Cualificaciones/Requisitos

**Nivel de Grado Requerido** Bachelor degree or equivalent

### Educación - Comentarios Adicionales

- Bachelor's degree in public administration, public management, political science, administrative law, or other relevant education background.

**Experiencia Necesaria** 36 meses

### Comentarios sobre la experiencia

- At least 3 years of professional work experience at the national and/or international level in development program or project or community development or other relevant programmes; experience with International development organization is an asset, as is experience working in the UN or other international development organization;
- Excellent experience in training curricula preparation through Training Need Analysis (TNA) approach;
- Excellent experience in development project management in terms of planning, activity implementation and reporting.

### Lingüísticas

- Indonesian (Mandatory) , Nivel - Fluent
- AND - English (Mandatory) , Nivel - Fluent

### Área de Experiencia

- Capacity building of non-governmental organizations Obligatorio
- Development programme management Obligatorio
- Public information and reporting Obligatorio

### Requisito de area de experiencia

- Excellent oral and written skills; excellent drafting, formulation, reporting skills;
- Accuracy and professionalism in document production and editing;
- Excellent interpersonal skills; culturally and socially sensitive; ability to work inclusively and collaboratively with a range of partners, including grassroots community members, religious and youth organizations, and authorities at different levels; familiarity with tools and approaches of communications for development;
- Ability to work and adapt professionally and effectively in a challenging environment; ability to work effectively in a multicultural team of international and national personnel;
- Solid overall computer literacy, including proficiency in various MS Office applications (Excel, Word, etc.) and email/internet; familiarity with database management; and office technology equipment;

- Self-motivated, ability to work with minimum supervision; ability to work with tight deadlines;
- Sound security awareness;
- Have affinity with or interest in public service, volunteerism as a mechanism for durable development, and the UN System.

**Necesita Licencia de Conducir**

No

### Competencies y Valores

- Accountability
- Adaptability and Flexibility
- Building Trust
- Client Orientation
- Commitment and Motivation
- Commitment to Continuous Learning
- Communication
- Creativity
- Empowering Others
- Ethics and Values
- Integrity
- Judgement and Decision-making
- Knowledge Sharing
- Leadership
- Managing Performance
- Planning and Organizing
- Professionalism
- Respect for Diversity
- Self-Management
- Technological Awareness
- Vision
- Working in Teams

## Condiciones del servicio y otra información

**Condiciones de servicio**

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

### Conditions of Service:

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, even within countries. Such restrictions may affect the ability national UN Volunteers to begin their assignments at their assigned duty station or limit the ability to enter UN premises. Thus, UNV cannot guarantee assignments will proceed as normal.

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*We are inspiration in action*

The United Nations Volunteers (UNV) programme is administered by the United Nations Development Programme (UNDP).

Candidates for national UN Volunteer assignments requiring travel to the duty station may be exceptionally granted during this period alternative working arrangements to work from their place of recruitment until restrictions are lifted. Candidates for national UN Volunteer assignments may also need to begin their assignments remotely in cases where access to UN premises is restricted. These are decisions at the discretion of the host entity. Candidates proceeding to interview are recommended to discuss travel requirements, any restrictions, and possible alternative arrangements with the host entity. If selected, candidates should carefully consider the circumstances before accepting UNV's offer.

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.

Travel to duty station (if applicable) and a Settling-In-Grant will be provided in the event the duty station is not within commuting distance from the place of recruitment. The applicable Volunteer Living Allowance is provided monthly to cover housing, utilities and normal cost of living expenses. Life, health and permanent disability insurance are included (health insurance for up to 3 dependents), as well as final repatriation (if applicable) and resettlement allowance for satisfactory service.

Furthermore, in non-family duty stations that belong to hardship categories D or E, as classified by the ICSC, a Well-Being Differential (WBD) on a monthly basis will be provided.

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

#### **Supervision, induction and duty of care of UN Volunteers (Roles and Responsibilities of Host Entity)**

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 and official processes;
- 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;
- Any necessary security measures, ensuring that UN Volunteers are covered by the United Nations Security Management System (UNSMS) in line with the UNDSS Security Policy Manual;
- 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).

**Código de aplicación** IDNR000210-10663

#### Procedimiento para la aplicación

**doa.apply\_url** <https://vmam.unv.org/candidate/show-doa/SUROUjAwMDIxMA==>

#### Advertencia

*El programa de Voluntarios de las Naciones Unidas es un programa basado en la igualdad de oportunidades, que recibe gratuitamente aplicaciones por parte de profesionales cualificadas/os. Estamos comprometidos a lograr la diversidad en términos de género, nacionalidad y cultura.*