

# UN VOLUNTEER DESCRIPTION OF ASSIGNMENT

MWIR000124--Field Assistant

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

<b>Country of Assignment</b>	Malawi
<b>Host Institute</b>	UN High Commissioner for Refugees
<b>Volunteer Category</b>	National Specialist
<b>Number of Volunteer</b>	1
<b>Duration</b>	12 months
<b>Possibility of Extension</b>	Yes
<b>Expected Starting Date</b>	Immediate
<b>Duty Station</b>	Lilongwe [MWI]
<b>Assignment Place</b>	Family Duty Station
<b>Assignment Place Remark</b>	Assignment is with family.
<b>Living Conditions</b>	Modest with all facilities available in Dowa District

## Assignment Details

<b>Assignment Title</b>	Field Assistant
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A. PO Box 260111, 53113 Bonn, Germany  
W. [www.unv.org](http://www.unv.org)

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

## Organizational Context & Project Description

The project aims at providing protection and assistance to refugees and asylum seekers in Dzaleka camp and urban areas. The field office works jointly with WFP, and is also being supported by six partners to deliver its mandate, namely two Government ministries, one national NGO and three international NGOs.

The Malawi operation hosts POCs from the Democratic Republic of Congo, Burundi, Rwanda, Somalia, Ethiopia, Sudan and other countries of origin. Majority of the refugees and asylum seekers are from the Democratic Republic of Congo. The refugees and asylum seekers are hosted at Dzaleka refugee camp which was established in 1994.

## Sustainable Development Goals

11. Sustainable Cities and Communities

## Task description

Under the direct supervision of the Senior Protection Officer (CRRF), the Field Assistant will undertake the following functions in Dzaleka refugee camp;

- Assist in monitoring the implementation of UNHCR programmes, including the delivery of services by partners, distribution of all humanitarian assistance and monitoring of camp infrastructure.
- Assist the camp office with administrative tasks as required, including, welcoming and directing visitors to the appropriate staff/units and assist authorized personnel while within the office premises and during field visits.
- Act as interpreter in the exchange of routine information, contribute to related liaison activities and respond directly to routine queries as might be required.
- Collect data and other information relevant to UNHCR and report to the supervisor accordingly.
- Maintains regular contacts with local authorities and implementing partners as requested and guided by the supervisor.
- In coordination with implementing and operational partners, assist in the reception, registration and provision of assistance to refugees and other persons of concern to UNHCR.
- Follow up, on regular basis, the overall situation of persons of concern in the camp and other areas where they have been accommodated and report to the supervisor accordingly.
- Receive mails on behalf of UNHCR camp Office, distribute the mails to the concerned staff/units and ensure delivery of mails and other items to the Office in Lilongwe.
- Liaise with all UNHCR staff, schedule and issue appointments slips for refugees and other persons of concern who may wish to see UNHCR staff.
- Manage the interpreters' roster and assign interpreters for staff during working hours.
- Support in organizing UNHCR functions; and assist UNHCR staff in organising venues for workshops and events in Dzaleka refugee camp.
- Submit requests for items (stationery and cleaning materials) required for office use in Dzaleka and maintain weekly/monthly stocks.
- Ensure the office premises in Dzaleka camp are in good condition at all times, report any damages and needs for repairs to Admin in the office in Lilongwe.
- Perform any other duties as might be required by the office.

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**

- Professional treatment provided to all visitors
- Information received through telephone calls relayed to concerned UNHCR staff
- Correspondence from Dzaleka to UNHCR Lilongwe Office timely relayed
- Administrative tasks efficiently managed
- Appointments with persons of concern timely scheduled in consultation with UNHCR staff
- A maintained clean and orderly Field Unit
- Timely request submissions for stationary and cleaning materials

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** Secondary education

**Education - Additional Comments**

- Must possess, at least, a Malawi School Certificate of Education (MSCE)

**Required experience** 24 months

**Experience Remark**

At least 2 years of experience in a similar role

**Language**

- English (Mandatory) , Level - Fluent
- AND - Chichewa (Mandatory) , Level - Working Knowledge

**Area of Expertise**

- Other communications related experience Mandatory

**Area of Expertise Requirement**

- Good communication skills
- Computer literate
- Good interpersonal skills

**Need Driving Licence** No

**Competencies & Values**

- Adaptability and Flexibility
- Client Orientation

- Professionalism
- Technological Awareness

# Conditions of Service and other information

**Condition of Service**

[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.

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](#))

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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).

**Application Code** MWIR000124-10578

#### Application procedure

##### \* Not yet registered in the UNV Talent Pool?

Please first register your profile at <https://vmam.unv.org/candidate/signup>. Important: After creating your account, complete all sections of your profile and submit it. Then go to 'My Page' <https://vmam.unv.org/candidate/mypage> and click on the 'Special Calls' hyperlink. Lastly, select the special call to which you would like to apply.

##### \* Already registered in the UNV Talent Pool?

Please first update your profile at <https://vmam.unv.org/candidate/profile>. Then go to 'My Page' at <https://vmam.unv.org/candidate/mypage> and click on the 'Special Calls' hyperlink to select the special call to which you would like to apply.

**Application deadline: 23 September 2021**

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

#### Disclaimer

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*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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