General Information

Country of Assignment: Turkey
Host Institute: United Nations Children's Fund
Volunteer Category: International Specialist
Number of Volunteer: 1
Duration: 12 months
Expected Starting Date: Immediate
Duty Station: Istanbul [TUR]
Assignment Place Remark

Living Conditions

GENERAL SECURITY SITUATION

The general security situation in Istanbul remains stable. Although Turkish security forces continue conducting pre-emptive operations against the main threat actors in the metropolitan city, the threat from radical pro Islamic groups, aggressive religiously motivated young sympathisers and the alleged sleeping cells of Daesh remains valid.

TERRORISM

While the state security forces, government officials and installations in Istanbul stay the main target of the threat actors, indirect security threat to the UN remains evident. In the event of a terrorist attack in Istanbul, the likelihood for the UN staff and/or dependents to be involved in the incident should not be discounted.

The existing threat actors, such as PKK and Daesh, retain the capacity and intent to conduct terrorist activities using IED/ VBIED/ PBIEED components, including active shooter attacks. Since late 2016, Turkish security forces have been running high tempo countrywide anti-terrorism operations against Daesh and PKK to disrupt the extremists' networks and prevent possible attacks. The strategy has proven effective, and since the beginning of 2017, there have been no large-scale terror attacks in Istanbul.
However, the extremists remain active and continue attempting to utilize deficiencies in the security setup in Turkey. Such attacks can be expected against soft targets in the locations that are strategic to manipulating their constituents and impacting public opinion.

**CRIME**

Istanbul is a province with approximately twenty million population. The elevated crime rate in some neighborhoods predominantly populated with domestic migrants and refugees lowers to moderate in the central areas and the recently built modern communities in the periphery. Petty crime such as theft, pickpocketing, taxi scam, bag snatching, ATM scam incidents is typical for the UN staff in Istanbul.

**CIVIL UNREST**

Civil unrest is a security concern throughout Turkey. Demonstrations caused by a range of socio-political and socio-economic issues have continued to impact the metropolitan city’s general security. Protests and demonstrations in Istanbul can occur at short notice and quickly degenerate into rioting. Also, there is a potential for protests and demonstrations in Istanbul occurring on days of national significance.

UN staff should avoid participation in all types of gatherings.

**EARTHQUAKE**

A major earthquake is the primary security concern for UN personnel and dependents, UN offices, and Istanbul operations. The potentially severe fault line is the North Anatolian Faultline (NAF) stretching across Istanbul. Tremors are regularly felt in the city. Seismologists have found that the tectonic strain build-up on the NAF could cause a quake ranging between 7.1 and 7.4 RS south of Istanbul on the Marmara Sea seabed within the next 10 -15 years.

Turkey is a unique country that provides for an interesting and enriching environment and requires cultural awareness. The Collective Service is an innovative approach to support the response to COVID-19. As this assignment will be fully online requires a mature level of professionalism, as well as more stamina and commitment than elsewhere to make life comfortable and affordable. Therefore, flexibility and the ability and willingness to live and work in harsh and potentially hazardous conditions, involving physical hardship and little comfort, are essential.

After having received an initial “Welcome” email from the HR team with the essential information about Turkish visa requirements, you might want to schedule a call with your appointed HR focal point if you have questions which were not answered in this document.

The most useful sites for the expats in Istanbul are the InterNations and Expat.com website. These pages are designed to give all colleagues working in international organizations and in diplomatic missions key insights on main aspects related to daily life in the city. From finding accommodation, through shopping facilities, education, language courses, pets, health facilities, transportation, and daily administration, this webpage contains key information to help you as you land in Istanbul.

Should you need some useful tips and phrases in Turkish here to get around.

Also please be informed that you can now find the UNSMS Recommended Hotels for Turkey on Google Maps. You may either click on below links or scan the attached and below QR code for easy access to the maps from your smart devices.

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**Assignment Details**

**Assignment Title**

Collective Service Helpdesk Coordinator

**Organizational Context & Project Description**

Established in June 2020, the Collective Service for Risk Communication and Community Engagement (RCCE), led by WHO, IFRC, UNICEF together with GOARN, works within a collective service framework to deliver essential RCCE support to countries during COVID-19 pandemic. Through the collective service model, the founding partner agencies are able convene, connect, and communicate with a large RCCE community of response partners as they all embarked on using past experiences with other diseases, to face and build from this emergency.

The Collective Service for RCCE is guided by four Strategic Objectives: (1) facilitate community-led responses through the...
improvement of the quality and consistency of RCCE approaches, (2) generate, analyze and use evidence about a community’s context, capacities, perceptions and behaviors, (3) reinforce capacity and local solutions to control the pandemic and mitigate its impacts, and (4) strengthen coordination at global, regional, and subnational levels, to increase quality, harmonization, optimization and integration of RCCE across the different technical areas.

As part of the Strategic Objective (3) UNICEF leads the initiative to establish, immediately, an interagency (collective) helpdesk service to ensure and accelerate a collective and coordinated response to the demand of support on RCCE and related areas, critical to strengthen the response to COVID-19.

The urgent implementation of a collective helpdesk has been raised, by partners of the Collective Service of RCCE from the national and regional levels, as one of the essential needs to face the pandemic. Once in place, it will add value to the inter-sectoral/Collective collaboration, in particular on Risk Communication and Community Engagement (RCCE) at the global, regional and country level, to ensure efficiency and effectiveness of the technical support on RCCE and related areas and as consequence contribute to strengthening the humanitarian response, through connecting the demand of quality technical guidance, support and capacity development with a coordinated network of groups and experts willing to provide a fast and high quality collective service.

Job organizational context
UNICEF brings expertise to the Collective Service around community engagement through its long-standing expertise in Communication for Development (C4D), community systems strengthening, and Equity focused national policy making. The AAP Unit, within UNICEF’s Office of Emergency Programs (EMOPS) in Geneva, is providing technical and strategic support to the Collective Service, in close collaboration with C4D Section, the Public Health Emergencies (PHE) Team and the UNICEF COVID-19 Secretariat. The position will report to the Communication for Development Specialist, AAP Unit, EMOPS, based in Geneva.

The RCCE Collective Service is one of the most strategic and complex priorities in EMOPS workplan, given the high visibility and stakes connected with COVAX Facility and related activities around vaccine introduction in 2021.

Sustainable Development Goals
17. Partnerships For the Goals

Task description
Within the delegated authority and under the supervision of the Communication for Development Specialist, AAP Unit, EMOPS or his/her designated mandated representative(s), the UN Volunteer Collective Service Helpdesk Coordinator will:

Purpose of job
The purpose of this assignment is to provide country support on RCCE and related thematic areas such as CE/SBC, Community feedback & Accountability, Social Science, Monitoring and evaluation, Coordination, Training, and best practice sharing among others; by primarily channeling all queries and requests to the right organizations/experts, tracking the response flow, analyzing and reporting the results on the services provided, and enhance the service to respond to an increasing demand on new areas and topics.

Scope and responsibilities
The Collective Service Helpdesk Coordinator in close collaboration with the of the CE-SBC (C4D, RRCE, AAP) team both at EMOPS and HQ, and in coordination with the Collective Service technical interagency team and key partners will be accountable to:

1. **Lead the provision of helpdesk function** including to receive queries and support’s requests on RCCE and related areas, respond directly to basic-mid complexity queries and requests and addressing partners’ complex queries and requests for technical assistance by channel them through the Collective Service leading partners (UNICEF, WHO, IFRC) and key partners, groups and experts, denominated referred experts.
2. **Tracking the work/service flow, analyze its efficiency performance and report** on the results on the services provided and its correlation with the needs and demand.
3. **Development of guidance, tools, and technical expertise** related to strengthen the helpdesk functions, services and membership (both users and referred experts) and provide support and training to partners in overall at all levels, on the operation and use of the Collective Service Helpdesk, as well as on the implementation of other helpdesk both in different areas or art the regional and national levels.
4. **Implement a continuous improvement process** aimed at strengthening and adapting the Collective Service Helpdesk to an increasing demand on new areas and topics, based on the observation, documentation, systematization, analysis and socialization of good practices and lessons learned.
5. **Systematize good practices, lessons learned and knowledge learnt/products** on the Collective Helpdesk and disseminate...
these products to key audiences including donors and partners to build capacity and sustainability.

6. **Provide strategic guidance to the CS-SBC (C4D, RCCE, AAP) team both at EMOPS and HQ on maximizing opportunities for greater collaboration with the existing and new partners/members of the Collective Service Helpdesk.**

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**

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

- A Collective Service Helpdesk working properly, providing specialized and timely support to the Collective Service Partners and other potential users, channeling complex queries, tacking responses, analyzing its efficiency performance and reporting on a regular basis.
- Guidance and tools to support the helpdesk coordination and usage developed, technical expertise and training related to strengthen the helpdesk functions efficiently provided.
- A continuous improvement/adapting process to ensure the strengthening and adaptation of the Collective Service Helpdesk to an increasing demand on new areas and topics implemented.
- Good practices, lessons learned and knowledge learnt/products on the Collective Helpdesk systematized and disseminated to key audiences including donors and partners to build capacity and sustainability.
- Strategic guidance both to the internal teams and the Collective Service partners to maximize collaboration opportunities provided.

- 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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<th>Required Degree Level</th>
<th>Bachelor degree or equivalent</th>
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**Education - Additional Comments**

- With a first University Degree in public health, social and behavioral science, or other related social science field is recommended.

**Required experience**

24 months

**Experience Remark**

- **At least two (2) years** of professional work experience in innovation, community outreach, community engagement, youth engagement, social media or work with marginalized communities applied to Communication for Development, Risk Communication and/or related areas in public health
- Have affinity with or interest in to protect the rights of every child, everywhere, volunteerism as a mechanism for durable development, and the UN System
- Ability to work under tight schedule, respond to multiple demands including within a changing environment. Innovative and resourceful mindset to make solutions work in adverse conditions
Conditions of Service and other information

Language

- English (Mandatory), Level - Fluent

Area of Expertise

- Community participation and development Optional
- Other communications related experience Optional

Area of Expertise Requirement

Need Driving Licence: No

Competencies & Values

- Adaptability and Flexibility
- Commitment and Motivation
- Commitment to Continuous Learning
- Communication
- Integrity
- Planning and Organizing
- Professionalism
- Respect for Diversity
- Working in Teams

Conditions of Service and other information

Condition of Service: Click here to view Conditions of Service

Conditions of Service for International Specialist:

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 (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 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**

TURR000500-10352

**Application procedure**

If you have not yet registered in the UNV Talent pool, please apply by registering your profile at https://vmam.unv.org/candidate/signup.

Important: Once you have created your UNV account by validating your email address, please complete all sections of your profile.

Go to ‘My Page’ section of your profile, click on the ‘Special Calls’ hyperlink and select the special call you would like to apply.

If you are registered in the UNV database, please update your profile at https://vmam.unv.org/candidate/profile Go to ‘My Page’ section of your profile, click on the ‘Special Calls’ hyperlink and select the special call you would like to apply.

**Application deadline:** 22-08-2021

**Disclaimer**

We are inspiration in action

The United Nations Volunteers (UNV) programme is administered by the United Nations Development Programme (UNDP).
United Nations Volunteers is an equal opportunity programme which welcomes applications from qualified professionals.

doa.apply_url  https://vmam.unv.org//candidate/show-doa/VFVSUjAwMDUwMA==

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.*