

UN VOLUNTEER DESCRIPTION OF ASSIGNMENT

TURR000507--Online Volunteering Programme and Service Coordinator

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	Turkey
Host Institute	United Nations Volunteers
Volunteer Category	National Specialist
Number of Volunteer	1
Duration	12 months
Possibility of Extension	Yes
Expected Starting Date	01-12-2021
Duty Station	Istanbul [TUR]

Assignment Place Remark

National UN Volunteer assignments are only open for **Turkish citizens** who have work permit in Turkey. Other countries' citizens are not eligible to be shortlisted in NUNV assignments.

The duration of this assignment will be extended upon the successful deliverables of UN Volunteers in line with the expectations and targets of the assignment described in this Call for Application.

The current monthly living allowance of a national UN Volunteer in Turkey is TRY 7133 with a full coverage of private insurance and additional benefits ie access to learning platforms. There is an increase in monthly living allowance in each May. There is no pension and social security payment in UN Volunteer assignments, these costs are belonging to the person. The candidate can find the details of entitlements in the UNV Conditions of Service.

Only shortlisted candidates will be notified after the application deadline and will have information about written test and interview.

Living Conditions

This assignment's duty station is Istanbul and relocation is required for the one not living in Istanbul. Due to COVID-19 pandemic

restrictions, this could be completed within a couple of months after contracted that it will be agreed with the supervisor.

With a population of ~15 million, Istanbul is the largest city in Turkey and the 15th largest city in the world, there are various options in housing, restaurants, markets, medical services and any other such required areas for living in the city.

As this is a national UN Volunteer assignment, the UN Volunteer will be responsible for arranging his/her own housing and other living essentials. National UN Volunteers are part of the malicious insurance plan.

Assignment Details

Assignment Title

Online Volunteering Programme and Service Coordinator

Organizational Context & Project Description

The United Nations Volunteers (UNV) programme is the UN organization that contributes to peace and development through volunteerism worldwide. Volunteerism is a powerful means of engaging people in tackling development challenges, and it can transform the pace and nature of development. Volunteerism benefits both society at large and the individual volunteer by strengthening trust, solidarity and reciprocity among citizens, and by purposefully creating opportunities for participation.

UNV embraces volunteerism as universal and inclusive, and recognizes volunteerism in its diversity as well as the values that sustain it: free will, commitment, engagement and solidarity. UNV contributes to

1. peace and development by advocating for recognition of volunteers, working with partners to integrate volunteerism into development programming, and
2. mobilizing an increasing number and diversity of volunteers, including experienced UN volunteers, throughout the world.

Effective 1 January 2020, the Online Volunteering service is free of charge to all eligible partners. Eligible partners are: UN entities, Governmental or other public institutions, and Civil Society Organizations. Find out more about the [eligibility criteria](#).

Please take note of the updated [criteria for opportunities](#).

About Online Volunteering Service:

<https://onlinevolunteering.unv.org>

<https://youtu.be/vtV0w6LLkyw>

UNV Regional Office for Europe and CIS is based in the UNDP Istanbul Regional Hub and covers the countries in Europe and Central Asia. The office mandate includes the support to promotion of volunteerism in the region as well as engagement of more talented and skilled individuals in the work of the United Nations through UN Volunteer assignments.

The UN Volunteer will be placed within the UNV RO in Istanbul and receive guidance and supervision from the Regional Manager with the coordination of UNV Online Volunteering Team Coordinator. The UN Volunteer will participate in weekly meetings of the service both with OV and ROECIS separately. Besides the UNV Regional Office (RO), the UN Volunteer will be dealing/interacting with potential host organizations of online volunteers, i.e. UN agencies, national institutions and civil society organizations. The incumbent will thus assume increased responsibilities in terms of portfolio volume.

Sustainable Development Goals

17. Partnerships For the Goals

Task description

Within the delegated authority and under the supervision of Regional Manager for Europe and CIS and within the coordination of OV Team Coordinator or his/her designated mandated representative(s), the UN Volunteer will:

a. Coordinating the Online Volunteering programme and service in Europe and CIS countries and focusing on:

- Coordinate the engagement and promotion of online volunteering by contributing to networking efforts and building relationships with relevant organizations, delivering information meetings and workshops for target organizations and providing relevant information and assistance;
- Assist with planning and organizing series of on-site and online public events on promoting volunteer modalities of UNV among

UN Agencies, NGOs, UN Volunteers and other target groups, including in close coordination with ROECIS and UNV global teams;

- Support ROECIS portfolio team to combine online volunteer services with onsite UN Volunteer services by coordinating the relationships management with UN partners;
- Develop creative business solutions to extend the operation in the region.

b. Providing support to the users of UNV's Online Volunteering service focusing on achieving the following results:

- Respond to general queries including updating of standard messages;
- Screen organizations' applications from a given portfolio of countries submitted ensuring required information is complete, assessing compliance with established criteria, e.g. adherence to UN policies, accreditation with ECOSOC, verifying applicant organizations' goals and activities through Internet research, and getting timely feedback from field teams, other;
- Assist with organization and volunteer feedback monitoring and take action as and when relevant;
- Screen online volunteering opportunities by organizations, ensuring clear task descriptions, context and expected development impact;
- Guide users on other website-related issues and problem solving;
- Actively participate in developing / reigning business requirement for continuous systems optimization (from the end -user and service administrator perspective).

c. Supporting Knowledge Management:

- Support regional manager and UNV in delivering webinars, producing visibility tools, drafting knowledge products;
- Generate and prepare data sheets, presentations on OV together with an analysis and evaluation including sharing information for RBM processes;
- Regular follow-up the trend and brief regional manager and UNV team by proposing mitigation measures or new business solutions in OV;
- Close follow-up online volunteering services providing to the partners and support Communication team to collect information, draft stories, articles, social media posts and other relevant materials for website, social media channels etc and knowledge sharing;
- Edit and translate documents related to user journey guidance and other online volunteering content.
- Any other related tasks as may be required or assigned by the supervisor.

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 UNV team member, efficient, timely, responsive, client-friendly and high-quality support rendered to UNV and its beneficiaries in the accomplishment of her/his functions, and meeting expectations of the role within the set deadlines, duly and in fruitful collaboration with UNV RO ECIS and UNV global teams including:

- High Quality and timely support to service provision to UN Entities and other eligible partners
- 100% of Online Volunteering (OV) opportunities reviewed and posted
- Ensure an increasing trend in OV opportunities with the partners, and more focused on countries of Europe and CIS;
- Continuous engagement with RO ECIS team regularly and represent RO in UNV at global level
- Increased visibility of the service in the region and knowledge sharing across portfolios supported
- Combine OV and onsite UN Volunteer assignment with best practices by proposing UN partners the best UNV solution
- Business needs identified and channeled to the relevant team in charge of systems improvements and increase of business in the region
- Arrange and deliver informative sessions, brochures for the partners in the region
- Maintained user satisfaction with speed and relevance of the support and guidance received from the UNV Online Volunteering service
- Collaboration between online volunteers and partner monitored

- OV data analysis and reporting with a regular monitor
 - Number of knowledge products (leaflets, visuals and communications materials) produced
- 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

Required Degree Level Bachelor degree or equivalent

Education - Additional Comments

- Minimum Bachelor's degree in a relevant area, e.g. social sciences, development studies, marketing, international relations or area related to developing business and programme management.

Required experience 36 months

Experience Remark

- At least 3 years of professional work experience at the national and/or international level in programme management, implementation, business development, partnerships relation or other relevant programmes; experience with online/digital platforms and volunteerism are an asset, as is experience working in the UN or other international development organization;
- Knowledge of work with United Nations is an advantage;
- Experience in volunteer mobilization or working with civil society organizations of Europe and CIS region highly desirable;
- Experience working in international organizations is an asset;
 - Excellent oral and written skills in English; excellent drafting, formulation, reporting skills;
- Have affinity with or interest in relationships management, programme implementation, business development with marketing, volunteerism as a mechanism for durable development, and the UN System.

Language Requirements:

- Fluency in English is mandatory;
- Working knowledge in another UN language (mainly Russian, French, Spanish) is an asset.

Others:

- Proficiency in using computers and office software packages (MS Office applications: Word, Excel, PowerPoint, etc.);
- Advance experience with database management and in handling of web-based management systems.

Competencies and values (in addition to the list in the following section):

- 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;
- Self-motivated, ability to work with minimum supervision; ability to work with tight deadlines;
- Sound security awareness;
- Strong client oriented manner is mandatory.

Language

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A. PO Box 260111, 53113 Bonn, Germany

F. +49 (0) 228-815 2001

W. www.unv.org

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- English (Mandatory) , Level - Fluent

Area of Expertise

- Volunteer programmes and volunteer management Optional
- Development programme/project administration Mandatory
- Human resources management and development Optional

Area of Expertise Requirement

Assignment Remarks:

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Need Driving Licence No

Competencies & Values

- Accountability
- Client Orientation
- Commitment and Motivation
- Commitment to Continuous Learning
- Communication
- Ethics and Values
- Integrity
- Knowledge Sharing
- Professionalism
- Technological Awareness
- Vision
- Working in Teams

Conditions of Service and other information

Condition of Service

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

Conditions of Service:

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

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)

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

TURR000507-10618

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' at <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.

This is a national UN Volunteer assignment, therefore only nationals of Turkey and legal residents in Turkey with the status of refugee or with the status of being stateless are eligible to apply.

Application deadline: 28-09-2021**doa.apply_url**<https://vmam.unv.org/candidate/show-doa/VFVSUjAwMDUwNw==>**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.