UN VOLUNTEER DESCRIPTION OF ASSIGNMENT

BIHR000460—Associate Reporting 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  
Bosnia and Herzegovina

Host Institute  
UN High Commissioner for Refugees

Volunteer Category  
International Specialist

Number of Volunteer  
1

Duration  
12 months

Possibility of Extension  
Yes

Expected Starting Date  
01-01-2020

Duty Station  
Sarajevo [BIH]

Assignment Place  
Family Duty Station

Assignment Place Remark

Possibility of extension*: Yes.

*Dependent on continuation of mandate, availability of funding, operational necessity and satisfactory performance; there is no guarantee of assignment extension.

Living Conditions

Sarajevo is the capital of Bosnia and Herzegovina and the largest urban center with an estimated population of 370,000;

Sarajevo’s climate exhibits influences of oceanic (Cfb), humid continental (Dfa) and humid subtropical (Cfa)
zones, with four seasons;

There are no administrative or other restrictions, apart from visa, on international staff members’ travelling in/within/from the country;

Good local banking facilities are available (use of credit cards, ATMs);

Communication services (domestic and international) are available on a regular basis;

Availability of food, furnishings and other necessities is adequate (various grocery stores and markets with fresh food products, shopping centers, etc);

Public transportation is available (tram, bus, trolleybus, taxi);

Public water/electricity supply and sewerage system are available on a regular basis;

Various leisure, recreational and sports facilities are available;

Accommodation is available in private houses or apartments; Hotels facilities are adequate;

In general, regular medical facilities are available, with two main hospitals (City Hospital and the Clinical Center) and a significant number of small private clinics;

General sanitary and hygiene conditions are adequate;

International schools, located within commuting distance, providing primary and secondary education, and that offers an International Baccalaureate program or equivalent are available in English and French language;

The UN designated state of alert for BiH is Security Level 2 (Low) for the entire country. The security situation in BiH is generally quiet; all international agencies consider threats to their staff to be low at this time. However, BiH has the same problems as much of Europe, from pickpockets to traffic accidents, so all staff must exercise appropriate personal security awareness and common sense.

Bosnia and Herzegovina is still the country with the largest mine contamination problem in the region. Staff are advised not to deviate from well-travelled routes while in the country. See http://www.bhmac.org.

Assignment Details

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<tr>
<th>Assignment Title</th>
<th>Associate Reporting Officer</th>
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<tr>
<td>Organizational Context &amp; Project Description</td>
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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).

UNHCR has had a presence in Bosnia and Herzegovina (BiH) since 1992. Since then, the office has worked with refugees, asylum seekers, persons at risk of statelessness, internally displaced persons and returnees in line with UNHCR’s global mandate and its specific role in Bosnia and Herzegovina in relation to Annex VII of the Dayton Peace Agreement. Currently, the mixed migration through the western Balkan region and towards the EU is creating pressure on the asylum system and for those seeking international protection in BiH.

The three key priority areas of work for the office are:

1) Promoting, facilitating and strengthening the access to asylum & asylum procedures and integration for those in need of international protection, particularly crucial in the context of a mixed migration situation the country has been facing with significantly increased number of asylum seekers since January 2019, arriving through the Western Balkan route, prompting the BiH Office to engage more in the direct response also from a humanitarian perspective, including in areas such as health, coordination, operational protection (identification and referrals of particularly vulnerable individuals, such as unaccompanied minors, families with small children, victims of SGVB);

2) Responding and preventing Statelessness with the aim of eradicating statelessness by 2024 (UNHCR global goal); and

3) Addressing the remaining needs of refugees, displaced and returnees from the conflicts in the region in the 1990’ies with a focus on solutions oriented advocacy, capacity building and strategic interventions. UNHCR BiH has been working on all these issues with its implementing partners, including local authorities at all levels, in order to build their capacity and to strengthen the response mechanism. This is complemented by direct interventions and by joint projects with UNHCR’s partners (legal aid, livelihoods, basic household support, etc.) which assist persons of concern to achieve a durable solution.

At the moment, UNHCR in BiH has been represented through the Regional Representation for South-Eastern Europe (Regional Office Sarajevo) and the Representation in BiH (three offices: Country Office in Sarajevo, Field Unit in Bihac and small field presence in Banja Luka). Due to the ongoing decentralization and regionalization process, RO Sarajevo will be closed on 31/12/2019 while Country Representation will remain in the country with international and national staff and affiliate workforce under various arrangements including International UN Volunteers, EUAid Volunteers and Interns.

The incumbent of this position will work in the UNHCR Country Office Sarajevo Operations Unit and will be the office’s focal point for report writing.

**Sustainable Development Goals**

**Task description**

**Task description**

The United Nations Volunteers (UNV) programme is administered by the United Nations Development Programme (UNDP).
Within the delegated authority and under the supervision of Head of Operations Unit or his/her designated mandated representative(s), the UN Volunteer Associate Reporting Officer will:

- Become conversant with UNHCR’s mandate and principles, the terminology and rules of Results Based Management as applied in UNHCR, on-going projects and the operational context of the UNHCR BiH as well as the political and socio-economic situation in Bosnia and Herzegovina; if needed, organize (or participate in) relevant presentations, training sessions and briefings to internal and external audiences pertaining to these topics;
- Assist the Office in collecting, consolidating and analyzing available data and preparing narrative inputs for planning documents (e.g. Country Operations Plan), briefings, regular and ad-hoc reports to UNHCR HQ and donors, situation reports, strategies, activity-specific reports, publications, statements etc. – in line with UNHCR’s standards;
- Follow up on reporting requirements (formats, deadlines…) and procedures, establish the reporting calendar and initiate/prepare the reports in cooperation with other colleagues and the UNHCR’s partners;
- Draft Project Descriptions (Annex A to the Partnership Agreement) in cooperation with the partners and the colleagues from the Operations and Protection Units;
- Assist selected UNHCR’s partners and civil society organizations, receptive to the problems of UNHCR’s persons of concern, to develop their project / funding proposals to be submitted to potential donors.
- Assist in the evaluation of project proposals submitted to UNHCR by current or potential partners and in reviewing partner reports;
- Assist in the process of data collection and data analysis tools, using the existing data capturing forms and fine-tuning them, where necessary; create and maintain spreadsheets required for efficient reporting;
- Have a good insight in all available and relevant sources of information in the Office (databases used in the operation, statistical reports, case lists, registration / voluntary repatriation / resettlement reports, partner reports etc.), in order to use accurate and up-to-date data in reports and other documents;
- Present the collected data either in pre-set formats or, in some cases, in newly developed formats (containing user-friendly and attractive charts, graphs, maps);
- Cooperate with other colleagues from the Unit in collecting and presenting the planned and achieved impacts and outputs using the pre-set indicators as well as meaningful indicators developed internally;
- Maintain good working relationships with various counterparts (UNHCR staff; governmental, UN, international and national partners, civil society etc.); represent UNHCR in selected UN Country Team Results Groups and other bodies and actively contribute to their work;
- If necessary, undertake field visits to selected municipalities, collective accommodation and return sites (for example for monitoring the progress of on-going projects and evaluating the impact of closed ones);
- Perform other duties as required, upon request of 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 UNHCR team member, efficient, timely, responsive, client-friendly and high-quality support rendered to UNHCR and its beneficiaries in the accomplishment of her/his functions, including:

  - Reports and other narrative inputs/documents prepared by the Representation Office are produced in a timely fashion and in line with the required standard; they reflect the actual developments in the country and the region, and contain the proposals on actions to be undertaken in order to assist the persons of concern to UNHCR and provide them with solutions;
  - Analysis of impact of political developments in the country and in the region on populations of concern is routinely performed so that it can inform project/activity design and the implementation of projects;
  - The Operations Unit is regularly provided with up-to-date data, facilitating the operational planning and producing relevant reports and overviews;
  - Based on the produced reports, local media, Implementing Partners, Governmental counterparts, UN agencies, and other stakeholders and interested parties, are adequately informed about UNHCR’s aims, activities and accomplishments and developments relating to persons of concern to UNHCR in the country and the region;
  - UNHCR is well represented and active in the UNCT Working Groups;
  - Efficient cooperation and relationships established and maintained with the colleagues from the Operations Unit as well as with the other UNHCR BiH colleagues, partners and other stakeholders;
  - Informative and useful reports are produced after undertaking field visits, monitoring/evaluating partner projects and attending events; the reports should also contain necessary proposals for improvement and lessons learned;

  - 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);
  - 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
  - Age, Gender and Diversity (AGD) perspective is systematically applied, integrated and documented
• 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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<tr>
<th>Required Degree Level</th>
<th>Master degree or equivalent</th>
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<tbody>
<tr>
<td>Education - Additional Comments</td>
<td>Master's degree</td>
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<tr>
<td>Required Degree Level: Master's degree</td>
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<tr>
<td>Master’s degree in Political/Social Sciences, International Relations, International Law, Statistics, Economics, or related fields</td>
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<td>Required experience</td>
<td>24 months</td>
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<tr>
<td>Experience Remark</td>
<td>Field experience;</td>
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<td>• Commitment to help persons of concern and willingness to cooperate with counterparts.</td>
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<td>• Excellent computer skills (MS Office); Advanced Excel skills;</td>
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<td>• Ability to formulate data management-related technical requirements and operating procedures;</td>
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<td>• Ability to compile multiple inputs of varying quality into a meaningful, informative and concise document;</td>
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<td>• Excellent writing/ communication and analytical skills;</td>
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<td>• Good knowledge of UNHCR operations and familiarity with protection activities;</td>
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<td>The candidates might be required to participate in a brief test related to some of these requirements.</td>
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<tr>
<td>Language</td>
<td>English (Mandatory) , Level - Fluent</td>
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<td>And One of these - Bosnian, Croatian, Serbian (Optional) , Level - Working Knowledge</td>
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<tr>
<td>Area of Expertise</td>
<td>Protection of refugees, asylum seekers and IDPs Mandatory</td>
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Area of Expertise Requirement

Need Driving Licence: No

Competencies & Values

- Accountability
- Adaptability and Flexibility
- Commitment and Motivation
- Commitment to Continuous Learning
- Communication
- Integrity
- Planning and Organizing
- Professionalism
- 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 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$ 1,631. 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.

**Application Code**  
BIHR000460-5767

**Application procedure**

* Not yet registered in the UNV Talent Pool?

Please first register your profile at [https://vmam.unv.org/candidate/signup](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](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](https://vmam.unv.org/candidate/profile). Then go to ‘My Page’ at [https://vmam.unv.org/candidate/mypage](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:** 24 November 2019

**doa.apply_url**  
https://vmam.unv.org/candidate/show-doa/QkIUjAwMDQ2MA==

**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.