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  Guatemala
Host Institute  UN High Commissioner for Refugees
Volunteer Category  International Specialist
Number of Volunteer  1
Duration  12 months
Expected Starting Date  Immediate
Duty Station  Guatemala City [GTM]

Assignment Place Remark

Living Conditions

Guatemala City is the capital of Guatemala. It is categorized as a United Nations family duty station, hardship category B. To learn more about hardship category ratings, visit https://icsc.un.org/Home/DataMobility.

This location is classified as Cwb (Dry-winter subtropical highland climate) by Köppen and Geiger. Temperatures average 19.4 °C | 66.9 °F. Official language is Spanish and is spoken in Guatemala City. The two other official languages are Xinka and Garifuna. Over 40 percent of Guatemalans are indigenous.

Much of Guatemala City is safe during the day. The city is subdivided into Zones, which resemble neighborhoods or administrative districts in other countries. Zone 10, where the UNHCR office is located and most businesses, hospitality industry are found, is also among the safe areas. It is not recommended to walk alone after dark as some areas or zones can get dangerous. Uber is widely used for transportation and the usual safety precautions apply. Most crime consists of theft of cell phone and laptops. It is advisable not to flaunt them in public.

Guatemala City offers banking, transportation, health and communications services, which are easy to obtain. Credit cards are widely used and accepted. There are numerous shopping malls, restaurants, gyms and cinemas. A large variety of accommodation options can be found. Road network is good both in terms of spread and quality. Traffic, however, can be overwhelming. It is...
advised to live near the UNHCR Office in Zone 10.

The UN Volunteer will be responsible for arranging his/her own housing and other living essentials. Note that in the current time of limited mobility on account of COVID-19, the UNV might be expected to start with home/telecommuting. This may change, telecommuting situation will be reassessed and revised in line with the national laws and policies as well as the United Nations staff rules and regulations.

Assignment Details

Assignment Title: Associate CBI (Cash Based Interventions) Officer

Organizational Context & Project Description

- The United Nations High Commissioner for Refugees (UNHCR) is the UN Agency dedicated to protect the rights and seek durable solutions for refugees worldwide. UNHCR is in the field in over 125 countries.
- The National Office in Guatemala opened in 2015 in order to strengthen UNHCR’s protection work in the region as part of the UNHCR’s Regional Protection and Solutions Strategy for the countries in the North of Central America (NCA).
- Central America is suffering a wave of violence stemming from organized criminal groups, including record high homicide rates, sexual violence, disappearances, forced recruitment into gangs, and extortion. The epidemic of violence is compelling a diverse range of people to flee their homes and to seek international protection, particularly in bordering and nearby countries. The United States of America, Belize, Costa Rica, Guatemala, Honduras, Mexico, Nicaragua, Panama and El Salvador are all affected, either as countries of origin, transit or destination, and in some cases, in a combination of these.
- The position is supervised by a professional staff member who provides the incumbent with general guidance and workplans. The incumbent works quite independently with an oversight from the supervisor. The position may directly supervise some support staff.
- Contacts are mainly with the colleagues in the same duty station to exchange information and to discuss the work plans. External contacts are with the national and local authorities for gathering and exchange of data.

All UNHCR staff members are accountable to perform their duties as reflected in their job description. They do so within their delegated authorities, in line with the regulatory framework of UNHCR which includes the UN Charter, UN Staff Regulations and Rules, UNHCR Policies and Administrative Instructions as well as relevant accountability frameworks. In addition, staff members are required to discharge their responsibilities in a manner consistent with the core, functional, cross-functional and managerial competencies and UNHCR’s core values of professionalism, integrity and respect for diversity.

Sustainable Development Goals

1. No poverty

Task description

Within the delegated authority and under the supervision of the Senior CBI Officer or his/her designated mandated representative(s), the UN Volunteer for Cash Based Interventions will:

- Manage the use, maintenance and technical support of databases used in the cash-based interventions.
- Generate statistical reports based on the standard reporting formats and ad-hoc reports, charts and tables as required by the management.
- Prepare and administer accurate lists of beneficiaries for the regular assistance through bank ATM/IRIS system in line with the procedures established by the office.
- Assist in developing and administering UNHCR Regular Cash based Intervention database.
- Assist in the monthly reconciliation and refund process for the cash assistance project.
- Assist in preparing detailed reports and breakdown of the cash assistance provided to the refugees.
- Cross-check databases to ensure that all beneficiaries are active cases.
- Keep cash lists updated and free of duplications and ensure delivery of cash assistance to beneficiaries in a timely manner.
- Maintain relationships with partners to facilitate the flow of information between databases,
- Assist with the training of internal staff and partners on how to use the database,
- Execute best practice in data protection standards and help to positively influence others,
Qualifications/Requirements

- Troubleshoot issues with the database and work with internal teams to provide technical fixes.
- Inform and act on the reports and messages that are received from various units on different vulnerable cases in respect to financial assistance.
- Support in the co-ordination with different IPs, Ops and focal points on lists of beneficiaries reflecting situation of cash assistance.
- Undertake missions and field visits to bank service provider to monitor the cash project.

Undertake other relevant duties as required.

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:
- Manage the use, maintenance and technical support of databases used in the cash based interventions. This includes preparing accurate lists of beneficiaries in line with SOPs, cross-check databases to ensure all beneficiaries are active cases and there are no duplicates, record monthly reconciliations, and assist with the training of internal staff and partners on how to use the database.
- Inform and act on the reports and messages that are received from various units on different vulnerable cases in respect to financial assistance.
- Manage the co-ordination with different IPs, Ops and focal points on lists of beneficiaries reflecting situation of cash assistance.
- Support reporting related to CBI. This includes generating statistical reports based on the standard reporting formats and ad-hoc reports, charts and tables as required by the management, at the required level of detail and breakdown.
- 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.

Required Degree Level

Bachelor degree or equivalent

Education - Additional Comments

- Bachelor’s degree in a relevant area, e.g. social sciences, political sciences and area related to humanitarian aid, development areas and international relations; at least two years of professional work experience at the national and/or international level in Programme management, especially CBI modalities, and other relevant Programme; experience with data management is an asset.
- Completion of a first-level university degree or secondary education with certificate/training in Information Technology &
Database Management will be considered as an asset.
- 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;
- Desirable: valid national driver’s license and proven ability to drive manual gear 4x4 over rough terrain; (if not applicable, delete)
- Sound security awareness;
- Have affinity with or interest in refugees, asylum seekers, IDPs and other migration issues [fill in relevant area of the host agency’s work], volunteerism as a mechanism for durable development, and the UN System.

Required experience 24 months

Experience Remark

Language
- Spanish (Mandatory), Level - Fluent
- AND - English (Mandatory), Level - Fluent

Area of Expertise
- Protection of refugees, asylum seekers and IDPs Mandatory

Area of Expertise Requirement

Need Driving Licence No

Competencies & Values
- Adaptability and Flexibility
- Client Orientation
- Commitment and Motivation
- Commitment to Continuous Learning
- Communication
- Ethics and Values
- Integrity
- Knowledge Sharing
- Planning and Organizing
- Professionalism
- Respect for Diversity
- Self-Management
- Working in Teams

Conditions of Service and other information
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$ 1,651. 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 Entities)**

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).
You can only apply if you have created your profile at https://vmam.unv.org/candidate/signup

Watch this video for the specific steps you must follow: https://www.youtube.com/watch?v=VT5uJ_FoIWU

If you are already registered in UNV’s Talent Pool, make sure your profile is up to date before applying.

Application deadline: 27-Sep-2020 at 23:59hrs, Germany time zone

doa.apply_url https://vmam.unv.org//candidate/show-doa/R1RNUjAwMDExNg==

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.