UN VOLUNTEER DESCRIPTION OF ASSIGNMENT

IDNR000142—Outreach and Advocacy 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

<table>
<thead>
<tr>
<th>Country of Assignment</th>
<th>Indonesia</th>
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<tbody>
<tr>
<td>Host Institute</td>
<td>United Nations Development Programme</td>
</tr>
<tr>
<td>Volunteer Category</td>
<td>National Specialist</td>
</tr>
<tr>
<td>Number of Volunteer</td>
<td>1</td>
</tr>
<tr>
<td>Duration</td>
<td>12 months</td>
</tr>
<tr>
<td>Expected Starting Date</td>
<td>Immediate</td>
</tr>
<tr>
<td>Duty Station</td>
<td>Jakarta [IDN]</td>
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<tr>
<td>Assignment Place</td>
<td>Family Duty Station</td>
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Living Conditions

Indonesia is a huge country that consists of 17,000 more islands with five biggest island that include of Java, Sumatra, Kalimantan, Sulawesi and Papua. The capital city of Indonesia is Jakarta where it is located in Java island.

As capital city, Jakarta is the most crowded and most populated city in Indonesia. It’s population for about 10 million people (2014). Jakarta is an attractive city for dynamic people that there mostly fulfilled with business and modern vacation area. The city connected with cities around Jakarta for example with Bekasi, Bogor, Ciputat and Pamulang which are part of West Java province. Within the city mobility, there are several choices of transportation availability that may be used for transferring people that includes of bus way, mass rapid transportation (MRT), taxi, public bus, and KRL (Electric Train Rail). In term of weather, like applicable in other areas in Indonesia, Jakarta has two kind of weathers that are rainy season that
mostly happens in November-April and dry season that happens in June-October every year.

The position will be based in the Jakarta, capital of Indonesia, where basic living needs, including accommodation, banking facilities, medical facilities and telecommunications/internet services are readily available. All staple foods can be found in the markets, e.g.: rice, meat, vegetables, fruit, cooking oil, salt, etc. Many imported goods are available in Jakarta. Jakarta has numerous good restaurants with good health standards.

Jakarta’s climate is generally hot and humid, with the Indonesian wet and dry seasons dividing the year in two. Average temperature is in the upper 30°C range year-round, and the rainy season lasts between November and March.

Mobile phone is the most reliable tool to communicate with colleagues and friends. Internet service is readily available at most apartment complexes. ATMs are everywhere in Indonesia and Western cards can usually be used to withdraw Indonesian Rupiah.

For more information about Jakarta and Indonesia, please refer to the Economist Intelligence Unit (EIU) Country Reports site. This will give you key information to better understand your environment.

Assignment Details

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<tr>
<th>Assignment Title</th>
<th>Outreach and Advocacy Officer</th>
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<tbody>
<tr>
<td>Organizational Context &amp; Project Description</td>
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“UNDP is the UN’s global development network, an organization advocating for change and connecting countries to knowledge, experience and resources to help people build a better life. We are on the ground in about 170 countries and territories, including Indonesia, working to eradicate poverty while protecting the planet. UNDP supports implementation of the Sustainable Development Goals (SDGs). In Indonesia, UNDP works with the Government to integrate SDGs into national plan and policies.”

On 20 September 2011, Indonesia, as one of the 8 founding governments formally launched the Open Government Partnership (OGP), endorsed the Open Government Declaration, and announced its national action plan. Following the launch of OGP, President Yudhoyono established an online G2C system (LAPOR) that supports the national public service compliant management system (SP4N) under the coordination of the President’s Delivery Unit for Development Monitoring and Oversight (UKP4) in 2012.

LAPOR is an online citizen complaints management system and it was designed to increase public participation in the supervision of programs and government performance as well as the provision of public services. LAPOR is an integrated online system that is easily accessible through various online platforms including: 1) text messaging 1708 (based on Indonesia’s Independence day on 17 August), 2) mobile application (LAPOR!) on Android and Blackberry – IOS still under development, (3) the internet (www.lapor.go.id), 4) Facebook (facebook.com/ LayananPengaduanOnlineRakyat), 5) Twitter.
Through these online platforms, citizens can submit their petitions and complaints to uncover issues internally or in-service provision in highlighting existing challenges. The Ministry of Administrative and Bureaucratic Reforms (KemenPAN-RB) is the responsible agency for the management of daily operations and administration of LAPOR. Up until March 2017, LAPOR had attracted more than 560,000 users and continues to receive, on average, 800 daily reports through the platform. To this end, LAPOR has become the forerunner of national integrated complaints management systems.

Currently, under President Joko Widodo (Jokowi), LAPOR is still a cornerstone for complaints handling with KemenPAN-RB, KSP, and ORI as the national partners of the system. In 2016, LAPOR was defined as the National Public Service Complaints Management System (SP4N: Sistem Pengelolaan Pengaduan Pelayanan Publik Nasional) based on KemenPAN-RB regulation No.3/2015 which led to the Presidential Regulation No.76/2013 on the management of public complaints within public services. Together, KemenPAN-RB, ORI, and KSP manage LAPOR after the signing of Joint Memorandum of Understanding in March 2016 on the utilization of LAPOR as SP4N.

The United Nations Development Programme (UNDP) in Indonesia is initiating a new programme with the Korean International Cooperation Agency (KOICA) to support the Government of Indonesia in strengthening the capacity of government to handle civil petitions that can improve public service provision over time. In doing so, UNDP and KOICA will establish a tripartite collaboration with KemenPAN-RB to develop a comprehensive and integrated national strategy on the public service complaint management system. This joint collaboration is also intended to capacitate respective agencies responsible for the management and operation of LAPOR.

The project aims to enhance the e-governance system if the government of Indonesia by strengthening of the national complaint handling system SP4N LAPOR!. In achieving the objective, there are three main output that expected to be achieved: 1) developed masterplan and roadmap for a comprehensive national complaint handling system (SP4N-LAPOR!); 2) Enhanced institutional capacity on complaint handling of national and subnational governments through Invitational and Local trainings; and 3) Increased government and public awareness on SP4N-LAPOR!, and citizen participation to improve the system, with particular attention to women, youth, Persons with Disabilities (PwDs) and other marginalized groups of the population through Workshops and Promotions.

Under the supervision of the National Project Manager (NPM) for SP4N-LAPOR, Outreach and Advocacy Officer provides support to implementation of the Output three of the SP4N_LAPOR! project particularly in relation to increase understanding, awareness and capacity of community at grassroots level in accessing and utilizing LAPOR! on delivering public complaint. In parallel to that, under supervision of the NPM, Outreach and Advocacy Officer also provides support the project in advocating government sector awareness on open access of complaint system to community level through the appropriate ways, sustainable manners and reliable instruments.
Sustainable Development Goals  16. Peace, Justice and Strong Institutions

Task description

Within the delegated authority and under the supervision of National Project Manager (NPM) or his/her designated mandated representative(s), the UNV Outreach and Advocacy Officer will:

- Provide support to NPM in planning, activity preparation and monitoring and evaluation of the SP4N-LAPOR! project.
- Conduct assessment and research on communication and outreach opportunity for community and government sector to raise awareness on SP4N-LAPOR!.
- Identify priority audiences for outreach and advocacy in regard to raise awareness and to increase usage of LAPOR! as public complaint mechanism.
- Prepare, develop and conduct public campaign to promote SP4N-LAPOR! with on-site and online engagement.
- Develop advocacy campaigns relating to the role of the SP4N-LAPOR! in regard of major topics and trends in the domains of public service and basic need citizen fulfilment.
- Develop community friendly communication materials, tailored to priority audiences about LAPOR! by seeking and using relevant inputs from the community groups, relevant project beneficiaries, related strategic partners and donor.
- Prepare workshops, group discussions and meetings in regard to raise awareness both of government and community sector on usage of SP4N-LAPOR!.
- Assist in maintaining relations with various key SP4N-LAPOR Project stakeholders, including government sectors, civil society organisations, communities and media to communicate the mandate and objective and mechanism of SP4N-LAPOR!.
- Assist in organizing events, launches of publications, seminars and conferences, and campaigns.
- Assist in regular team and other meetings (including preparing agenda and minutes).
- Perform any other substantive and/or administrative task that might be 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 UNDP team member, efficient, timely, responsive, client-friendly and high-quality support rendered to UNDP and its beneficiaries in the accomplishment of her/his functions, including:
• Communication and outreach strategy on raising awareness on SP4N-LAPOR! for both of community and government sector;
• Map of priority and strategic audience of outreach and advocacy on increasing LAPOR! usage.
• Quarterly, mid-year and annual workplan on public awareness improvement of LAPOR! activities.

• 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
- Bachelor’s degree in public communication, sociology, political science, or other relevant programs;

Required experience
36 months

Experience Remark
- At least 3 years of professional work experience at the national and/or international level in development program or project, community development, public communication or other relevant programmes; experience with International development organization is an asset, as is experience working in the UN or other international development organization;
- Experience in preparing, drafting and formulating public communication strategy and material;
- Excellent experience in development project management in term of planning, activity implementation and reporting;

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

Area of Expertise
- Community participation and development Mandatory
- Public information and reporting Mandatory
- Other communications related experience Mandatory

Area of Expertise Requirement
- 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;

Sound security awareness;

Have affinity with or interest in public service, volunteerism as a mechanism for durable development, and the UN System.

Competencies & Values

- Accountability
- Adaptability and Flexibility
- Building Trust
- Client Orientation
- Commitment and Motivation
- Commitment to Continuous Learning
- Communication
- Creativity
- Empowering Others
- Ethics and Values
- Integrity
- Judgement and Decision-making
- Knowledge Sharing
- Leadership
- Managing Performance
- Planning and Organizing
- Professionalism
- Respect for Diversity
- Self-Management
- Technological Awareness
- Vision
- Working in Teams
Conditions of Service:

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

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.

**Application Code**

IDNR000142-6121

**Application procedure**

* Not yet registered in the UNV Talent Pool?

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?

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.

Watch this video for the specific steps you must follow to register on the UN Volunteers' Global Talent Pool [https://www.youtube.com/watch?v=VT5uJ_FolWU](https://www.youtube.com/watch?v=VT5uJ_FolWU)

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

**Application deadline:** 07 February 2020

**doa.apply_url**

[https://vmam.unv.org//candidate/show-doa/SUROUjAwMDE0Mg==](https://vmam.unv.org//candidate/show-doa/SUROUjAwMDE0Mg==)

**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.