

UN VOLUNTEER DESCRIPTION OF ASSIGNMENT

JORR000534--Senior Communications Assistant

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	Jordan
Host Institute	UN High Commissioner for Refugees
Volunteer Category	National Specialist
Number of Volunteer	1
Duration	until 31-12-2021
Possibility of Extension	Yes
Expected Starting Date	Immediate
Duty Station	Amman [JOR]
Assignment Place	Family Duty Station

Assignment Place Remark

National UN Volunteers in Jordan are entitled for a monthly Volunteer Living Allowance (VLA) at the amount of JOD 818.25; annual and learning leaves; free life and medical insurance; and free access to different learning platforms. For more information on UN Volunteer benefits, entitlements and support, please visit: <https://www.unv.org/become-volunteer/volunteer-your-country/conditionsservice>

Living Conditions

Amman, the capital, is a peaceful city with over four million residents. People are friendly to visitors. Services in terms of banking, transportation, health and communications are easily-available. Though Arabic is the official language, English is widely spoken among the majority of the population, especially in Amman. Road network is good both in terms of spread and quality of the roads. Public transportation in Amman is limited. Taxis are relatively cheap and easily available. There are a number of shopping malls, restaurants, gyms, and cinemas. A large variety of accommodation options can be found; however, it is worth noting that prices in Amman have generally increased in the past few years. There are no specific security threats. Amman is a very easy city in which to live; large,

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many amenities, very modern and serviced by an international airport with direct flights to most capital cities. According to the assessment of the UN Department of Safety & Security (UNDSS) Jordan is a family duty station (category A hardship).

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

Senior Communications Assistant

Organizational Context & Project Description

The Senior Communications Assistant is normally supervised by a Communication Officer or other position as decided by the senior management in the area of responsibility. The supervisor provides the incumbent with regular guidance. The incumbent will have frequent contacts involving the exchange of a wide range of information with colleagues within UNHCR as well as media, international organizations, academic institutions and private individuals.

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.

UNHCR operation in Jordan focuses on working with the authorities, UN agencies and partner organizations to ensure the protection and assistance of refugees who fled from the crisis in their country of origin.

Jordan is one of the countries most seriously impacted by the conflict in Syria which has forced half of its citizens out of their homes and resulted in one of the worst refugee crises since World War II.

Some 750,000 refugees, including up to 670,000 Syrians, are registered with UNHCR in Jordan under UNHCR's international protection mandate, half of whom are children.

The Syrian population is mostly urban, with over 80% living outside the two biggest refugee camps, Azraq and Zaatari, and predominantly in the north of the country.

The large influx has placed enormous strain on the northern municipalities, leading to services and infrastructure, such as schools, health care services and public utilities, struggling to cope.

Although recent progress has been made in facilitating access for Syrian refugees to legal employment permits, allowing for some degree of self-sustainability, the situation remains difficult.

A number are choosing harmful ways to survive, including dropping out of school, borrowing money, and engaging in early marriage.

Non-Syrians, including a registered Iraqi population of over 65,000, and another 20,000 including Yemenis, Sudanese and Somalis, are facing similar pressures, having fled some of the world's worst trouble spots.

The vast majority live in poverty, with 80% of registered Syrians living on less than US\$ 96 per month.

The response to the unprecedented challenges facing refugees in Jordan is coordinated by UNHCR, under the leadership of, and in cooperation with, the Government of Jordan.

It is a collaborative effort between the donor community, UN agencies, international and national NGOs, community-based organizations, refugees and Jordanian host communities.

UNHCR's operational response uses a range of pragmatic and sustainable approaches that target both camp and non-camp populations in the most cost-effective and efficient way possible.

These include a range of interventions from cash assistance to camp management, and to registration to resettlement. These interventions seek to combine creativity, innovation and new technologies with the principles, values and passion that underpin the work of UNHCR.

Communication with Communities (CwC) is a key element of UNHCR's protection and operational response. The priority of CwC activities is to ensure that refugees receive the right information in a timely manner, in order to preserve their protection, access to services, well-being, and to prevent fraud and protection risks.

UNHCR pays close attention to the occurrence of rumours by monitoring social media platforms, considering fraud and protection risks that they may generate, especially with the increase of resettlement opportunities. To prevent such risks, UNHCR shares information both proactively and reactively through various communication channels.

Using different communication tools is essential considering that the refugee population in Jordan is diverse in origin, backgrounds and locations and the fact that some messages concern either the entire refugee population or specific groups.

Sustainable Development Goals

17. Partnerships For the Goals

Task description

UNHCR has a dedicated External Relations Unit in Amman of six staff, plus staff working in Za'atari and Azraq Camps. In order to continue to highlight and monitor refugee needs in Jordan, and in light of the increased communication with refugees across digital channels over the last year, the unit is seeking additional capacity to support with a number of areas.

Under the direct supervision of the Senior ER Associate, they may undertake the following tasks:

- Lead on Arabic language media and social media monitoring particularly among refugee populations
- Produce a morning media update which is shared with the UNHCR Jordan office
- Assist in work related to Communicating with Communities and two-way communication with refugee populations across Jordan through social media platforms in order to ensure that refugees and other people of concern are aware of their rights as well as services and support offered by UNHCR
- Assist in monitoring social media platforms and other two-way communication channels for trends, communication gaps and needs
- Assist in creating multi-media content for UNHCR Jordan social media channels
- Provide administrative support to the External Relations team, including translation from/to Arabic and English
- Perform other related duties as required in support of the daily work of the External Relations team

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:

- Production of social media monitoring analysis in Arabic
- Supporting with two-way communication with refugees
- Assisting with social media content creation
- 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 Degree – preferably in media, journalism, communications, design or related fields

Required experience 24 months

Experience Remark

- Drafting and editing skills are essential for content;
- Language skills: written and spoken proficiency in English and Arabic;
- Demonstrated interest in the field of refugees and the work of international organizations;
- At least one-year work experience in the NGO/humanitarian sector in Jordan;
- Good working knowledge of different social media platforms. Proficiency in Adobe Creative Suite products is also desired

Language

- English (Mandatory) , Level - Fluent
- AND - Arabic (Mandatory) , Level - Fluent

Area of Expertise

- Other communications related experience Optional

Area of Expertise Requirement

Need Driving Licence No

Competencies & Values

- Accountability
- Adaptability and Flexibility
- Client Orientation
- Commitment and Motivation
- Commitment to Continuous Learning
- Communication
- Creativity
- Ethics and Values
- Integrity
- Professionalism
- Respect for Diversity
- Technological Awareness
- Working in Teams

Conditions of Service and other information

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

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

Conditions of Service:

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

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

JORR000534-9345

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 Jordan and legal residents in Jordan with the status of refugee or with the status of being stateless are eligible to apply.

Application deadline: 24-04-2021**doa.apply_url**<https://vmam.unv.org/candidate/show-doa/Sk9SUjAwMDUzNA==>**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.