

UN VOLUNTEER DESCRIPTION OF ASSIGNMENT

PANR000211--Information and Knowledge Management

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	Panama
Host Institute	United Nations Children's Fund
Volunteer Category	National Specialist
Number of Volunteer	1
Duration	12 months
Expected Starting Date	Immediate
Duty Station	Panama City [PAN]
Assignment Place	Family Duty Station

Assignment Place Remark

Home based is acceptable. If Panama based, the UNV would live in Panama City with access to a good level of services and living conditions

Core competencies:

- Understands the rationale behind Humanitarian Reform, its main components and re-cent developments including the Transformative Agenda.
- Understands, uses and adapts the tools, mechanisms and processes developed as part of Humanitarian Reform
- Demonstrates commitment to Humanitarian Principles - https://docs.uno-cha.org/sites/dms/Documents/OOM-humanitarianprinciples_eng_June12.pdf
- Demonstrates commitment to Principles of Partnership - <http://www.globalhumanitarianplatform.org/doc00003804.doc>
- Communicates, works and networks effectively with a wide range of people to reach broad consensus on a well-coordinated response, and demonstrates leadership where required
- Thinks and acts strategically and ensures that cluster activities are prioritised and aligned within an agreed strategy
- Demonstrates commitment to the cluster and independence from employing organisation
- Builds, motivates and leads information management team

Technical competencies

- Understands key technical issues for the cluster sufficiently well enough to be able to: engage with cluster participants at regional and national level; understand their cluster-specific information management needs.
- Excellent knowledge of MS Excel or MS Access (e.g. pivot tables and functions); proven technical expertise for managing data capture and storage, for analysing diverse datasets, and presenting information in understandable tables, charts, graphs and reports; knowledge of establishing and managing basic websites (e.g. UNO-CHA's Humanitarian Response platform); proven skills in using GIS and map-making packages, and in web design and software development are an asset
- Strong conceptual and research analytical skills with the ability to think strategically and rapidly analyse and integrate diverse information from varied sources into conclusions and recommendations.
- Ability to analyse and integrate potentially conflicting numerical, verbal and other data from a number of sources
- Awareness of publishing processes,
- Awareness of visualizations processes

Living Conditions

Living conditions in Panama are good. There is no immediate threat of violence and the situation in the country is peaceful. At times demonstrations are held related mainly to labor disputes or other local issues, typically non-violent. Politically motivated violence in Panama is not a problem, as neither are recognized domestic terrorist organizations.

Crime: Panama is relatively safe compared to other countries in Latin America. Although the areas of high crime are concentrated in the bigger cities, these are limited to specific spots.

Traffic safety and road conditions: Panama's roads, traffic and transportation systems are generally safe. Driving is often hazardous and demanding due to dense traffic, undisciplined driving habits, poorly maintained streets, and a lack of effective signs and traffic signals. Traffic accidents are a potential security issue. On roads where poor lighting and driving conditions prevail, night driving is difficult and should be approached with caution.

Climate: Panama has a tropical climate. Temperatures are uniformly high –as is the relative humidity- and there is little seasonal variation. Diurnal ranges are low; on a typical dry-season day in the capital city, the early morning minimum may be 24°C in the afternoon maximum 30°C. The temperature seldom exceeds 32°C for more than a short time. Temperatures on the Pacific side of the isthmus are somewhat lower than on the Caribbean, and breezes tend to rise after dusk in most parts of the country. Almost all of the rain falls during the rainy season, which is usually from April to December. Although rainy-season thunderstorms are common, the country is outside of the hurricane belt.

Economy: In recent years, the Panamanian economy has been among the fastest growing and best managed in Latin America. However, like most countries in the region, Panama is feeling the impact of the global financial crisis, which threatens to undermine the social gains made in the past few years. Despite Panama's status as an upper-middle income nation – as measured by per capita GDP – it remains a country of stark contrasts. Perpetuated by dramatic educational disparities, over one-third of Panama's population lived in poverty in 2008 and 14.4% in extreme poverty.

Assignment Details

Assignment Title Information and Knowledge Management

Organizational Context & Project Description

The UNV will work with the WASH LACRO team to support with Information and Knowledge Management of both UNICEF WASH work in the region as well as the wider Regional WASH Sector which is led by UNICEF and PAHO/WHO.

The UNV will interact with UNICEF colleagues as well as different segments of the sector including government officials, private sector, water operators, local organizations, regional and multi-country organizations, NGO, etc.

The WASH LACRO unit sits with the Emergency Section and work in most countries where UNICEF has an office. Where UNICEF does not have an office, the UNV and WASH LACRO team supports the WASH Sector through the coordination mechanism in that respective country.

Sustainable Development Goals 6. Clean water and Sanitation

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Task description

Under the direct supervision of WASH Specialist, LACRO, the UN Volunteer will undertake the following tasks:

- Respond to the coordination platform participants' needs for information.
- Adapt existing regional or in-country information and knowledge management approaches for collecting, analysing and reporting activities and resources, and identifying information and knowledge gaps
- Work in close collaboration with the different national platforms to address urgent needs related to COVID-19 response
- Establish and maintain information databases that consolidate, analyse and report/disseminate information critical to decision making.
- Maintain regular reporting from different national platforms including in the REDLAC and R4V platforms
- Work with members/ participants to identify information and knowledge gaps at regional, national and sub-national levels and propose ways to bridge those gaps
- Work with the OCHA Information Management Specialist at regional level and where required at national level via the national coordination leads to develop appropriate supportive strategies.
- Use GIS mapping for map production and geographic data management
- Manage flows of information and dissemination in an appropriate way, including website management, bulletins, newsletters, contact list, mailing lists, etc
- Support the development and analysis of needs assessment and monitoring programmes
- To provide information management leadership in assessments and monitoring, including joint assessments and training.
- Lead on the preparation of SitRep and other reports with emphasis on plans, targets and achievements.
- Develop and strengthen information and knowledge management capacity through one-on-one support, training and webinars
- Contribute to meet all core cluster functions
- Contribute to improve quality, availability, access and use of knowledge of the WASH Sector in the Region and within UNICEF WASH LAC with focus on children in the region, including organization of the knowledge, identification of opportunities to distribute this knowledge, to prepare materials appropriate for the identified opportunities and help that these opportunities are used to their full potential.
- Identifies and prioritized opportunities for knowledge distribution
- In coordination with communication and program sections prepares accessible knowledge products to facilitate access to knowledge.
- Contributes to maintain communities of practice.
- Contributes to capturing of internal knowledge through documentation of practices and lessons learned, in collaboration with other sections.
- Provides other necessary support to COs and partners on KM

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

- 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
- 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 Master degree or equivalent

Education - Additional Comments

University degree, preferably at an advanced level, in a subject area relevant to information management or WASH related studies including civil and environmental engineering, public health and related subjects.

Alternatively, a MA in Knowledge Management, Communication and Social Sciences with WASH field experience.

Extensive work experience relevant to this post may be considered as a replacement for formal qualifications.

Formal training in cluster information management an advantage

Required experience 60 months

Experience Remark

- At least 5/7 years progressively responsible humanitarian work experience with UN and/or NGO, including information management experience in the first phase of a major emergency response relevant to the cluster
- Extensive work experience outside the humanitarian sector which is relevant to this post may be considered as a replacement for humanitarian experience.
- Demonstrated interest and/or experience (up to 2 years) in Information Management, Knowledge Management, WASH, Coordination required.

Language

- Spanish (Mandatory) , Level - Fluent
- AND - English (Mandatory) , Level - Fluent
- AND - French (Optional) , Level - Working Knowledge

Area of Expertise

- Water quality control Mandatory
- Knowledge management, archiving and documentation Mandatory

Area of Expertise Requirement

Demonstrated interest and/or experience (up to 2 years) in Information Management, Knowledge Management, WASH, Coordination required.

Need Driving Licence No

Competencies & Values

- Adaptability and Flexibility
- Commitment and Motivation
- Commitment to Continuous Learning
- Communication
- Ethics and Values
- Integrity
- Knowledge Sharing

- Planning and Organizing
- 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](#)

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>

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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 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

PANR000211-7532

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

Application deadline: 16 August 2020 at 23:59hrs, Germany time



doa.apply_url

<https://vmam.unv.org/candidate/show-doa/UEFOUjAwMDIxMQ==>

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.

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