

UN VOLUNTEER DESCRIPTION OF ASSIGNMENT

SSDR001441--Associate External Relations and 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	South Sudan
Host Institute	UN High Commissioner for Refugees
Volunteer Category	International Specialist
Number of Volunteer	1
Duration	12 months
Expected Starting Date	Immediate
Duty Station	Yida [SSD], Jamjang
Assignment Place	Non-Family Duty station

Assignment Place Remark

Non-Family Duty Station

Living Conditions

The climate of Jamjang is relatively hot with heavy rains during rainy season (April to November) and hot/dusty conditions in dry season (December to March). Yet, mornings may be cool, sometimes foggy, in rainy season. Climatic conditions are harsh, and despite fumigation of the compound, insects are present in the environment. All staff members in Sub Office Jamjang reside in the office/ Guesthouse compound where a curfew is in effect during the night. There is a system of Primary Health Care Centers in the refugee sites (Yida, Ajuong Thok and Pamir) serving refugees where basic medical attention may be obtained in case of emergency, as well as an upgraded health institution in Pariang referred to as Pariang state Hospital- all supported by UNHCR. However, medical travel to Juba may be required and authorized upon the referral in case of serious illness. Candidates with conditions requiring regular treatment or medical supervision should be appropriately advised by UNHCR Medical Service. Available commercial mobile telephone network in AOR is Zain. Staff also have access to office VSAT or internet-based voice calls such as VIBER/ WhatsApp (within the office compound where broadband Wi-Fi internet connection is available). The area has limited choice in terms of foodstuff, vegetables and fruits are mostly not available; the office has cafeteria services managed by a cafeteria committee, serving 3 meals per day. There are

no operational Banks or any other form to access money in Jamjang. Staff are advised to carry enough cash to see them through to the next R&R. Relatively well-equipped Gym is available within the office/ accommodation compound. DSTV is installed in the common TV room (cafeteria space). UNHAS flight which flies three times a week is the only means of commuting between Jam-Jang and Juba.

Security: Jamjang is a security level 4 duty station. The general security situation is calm with conducive working environment to UN and humanitarian partners. However, due to several factors, the security environment is one of the main challenges for the staff safety and operations in the area. Therefore, like in other duty stations in South Sudan, all staff are required to undergo a SSAFE training. Staying in the compound is regulated by a curfew in effect during the night and the requirement to answer daily radio checks. There is a UN imposed curfew from 7:00 pm to 6:00 am.

South Sudan is a unique country and Jamjang is a unique operation. It provides for an interesting and enriching environment, but also requires a mature level of cultural awareness, as well as more stamina and commitment than elsewhere to make life comfortable and affordable. Therefore, flexibility and the ability and willingness to live and work in harsh and potentially hazardous conditions, involving physical hardship and little comfort, are essential.

Assignment Details

Assignment Title

Associate External Relations and Reporting Officer

Organizational Context & Project Description

The Office of UNHCR was established on 14 December 1950 by the UN General Assembly. The agency is mandated to lead and coordinate 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).

Direct supervision is normally exercised by the Head of Sub Office who provides guidance on the applicable procedures. Advice may also be provided by the relevant functional units at HQ or Juba level. External contacts are with a broad range of partners and stakeholders, including inter alia government, media, embassies, donors, UN agencies, NGOs and other national and international organizations, as well as general public on matters of importance to the Organization.

1. **Sustainable Development Goals:** 17. Partnerships for the Goals

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.

Task description

Within the delegated authority and under the supervision of Head of Sub Office or his/her designated mandated representative(s), the UN Volunteer Associate External Relations and Reporting Officer will:

- Keep abreast all developments in operations to prepare appropriate briefings and reports.
- Prepare periodic reports, i.e. donor updates, internal sitreps, briefing notes for senior managers, and activity-specific reports as required.
- Prepare funding submissions for donors and draft any required after-action reports.
- Develop and maintain working relationships with the government, NGOs, and UN agencies to ensure cooperation in inter-related activities.
- Support the UNHCR-led Cluster activities by preparing and distributing minutes, assisting in the organization of meetings; occasionally chairing meetings, and serving as the general secretariat for the relevant Cluster.
- Support the supervisor in preparation for meetings and missions drafting of talking points.
- Organize and accompany missions for VIP visitors, delegates to visit refugee sites or the activities of UNHCR implementing partners.
- If there is no Public Information (PI) focal point in country, serve as PI focal point, contributing to and coordinating press events, interviews, PI missions and other activities related to information dissemination to the general public to promote UNHCR activities.

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:
- 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);
- 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
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Qualifications/Requirements

Required Degree Level

Bachelor degree or equivalent

T. +49 (0) 228-815 2000

A. PO Box 260111, 53113 Bonn, Germany

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

Education - Additional Comments

A bachelor's degree in International Relations, Political Science, Journalism, Communications, Business or Public Administration is required

Required experience 24 months

Experience Remark

At least 2 years of professional work experience in media and communications and working experience in the UN or other international organization is an asset.

Excellent oral and written skills, excellent drafting, formulation and reporting skills are a requirement.

Excellent interpersonal skill, culturally and socially sensitive; ability to collaboratively work a team of various background

Proficient in use of computer including various MS Office applications

Self-motivated, ability to work with minimum supervision, ability to work with tight deadlines

Sound security awareness

Language

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

Area of Expertise

- Public information and reporting Mandatory
- Other communications related experience Mandatory
- Journalism, mass media and broadcasting Optional

Area of Expertise Requirement

- Professionalism: demonstrated understanding of operations relevant to UNHCR; technical capabilities or knowledge relevant or transferrable to UNHCR procedures and rules; discretion, political sensitivity, diplomacy and tact to deal with clients; ability to apply good judgement; ability to liaise and coordinate with a range of different actors, especially in senior positions; where appropriate, high degree of autonomy, personal initiative and ability to take ownership; resourcefulness and willingness to accept wide responsibilities and ability to work independently under established procedures; ability to manage information objectively, accurately and confidentially; responsive and client-oriented;
- Integrity: demonstrate the values and ethical standards of the UN and UNHCR in daily activities and behaviours while acting without consideration of personal gains; resist undue political pressure in decision-making; stand by decisions that are in the organization's interest even if they are unpopular; take prompt action in cases of unprofessional or unethical behaviour; does not abuse power or authority;
- Teamwork and respect for diversity: ability to operate effectively across organizational boundaries; excellent interpersonal skills; ability to establish and maintain effective partnerships and harmonious working relations in a multi-cultural, multi-ethnic, mixed-gender environment with sensitivity and respect for diversity; sensitivity and adaptability to culture, gender, religion, nationality and age; commitment to implementing the goal of gender equality by ensuring the equal participation and full involvement of women and men in all aspects of UN operations; ability to achieve common goals and provide guidance or training to colleagues;
- Commitment to continuous learning: initiative and willingness to learn new skills and stay abreast of new developments in area of expertise; ability to adapt to changes in work environment.
- Planning and organizing: effective organizational and problem-solving skills and ability to manage a large volume of work in an

efficient and timely manner; ability to establish priorities and to plan, coordinate and monitor (own) work; ability to work under pressure, with conflicting deadlines, and to handle multiple concurrent projects/activities;

- Communication: proven interpersonal skills; good spoken and written communication skills, including ability to prepare clear and concise reports; ability to conduct presentations, articulate options and positions concisely; ability to make and defend recommendations; ability to communicate and empathize with staff (including national staff), military personnel, volunteers, counterparts and local interlocutors coming from very diverse backgrounds; capacity to transfer information and knowledge to a wide range of different target groups;
- Flexibility: adaptability and ability to live and work in potentially hazardous and remote conditions, involving physical hardship and little comfort; to operate independently in austere environments for protracted periods; willingness to travel within the area of operations and to transfer to other duty stations within the area of operations as necessary;
- Genuine commitment towards the principles of voluntary engagement, which includes solidarity, compassion, reciprocity and self-reliance; and commitment towards UNHCR's mission and vision, as well as to the UN Core Values.

Need Driving Licence No

Competencies & Values

- Adaptability and Flexibility
- Commitment and Motivation
- Commitment to Continuous Learning
- Communication
- Ethics and Values
- Integrity
- Leadership
- 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:

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 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\$ 1,682. 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

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- 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).

Application Code SSSDR001441-8611

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.

Application deadline: 31 January 2021

doa.apply_url <https://vmam.unv.org/candidate/show-doa/U1NEUjAwMTQ0MQ==>

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.