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>South Sudan</th>
</tr>
</thead>
<tbody>
<tr>
<td>Host Institute</td>
<td>UN High Commissioner for Refugees</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>Yida [SSD]</td>
</tr>
<tr>
<td>Assignment Place</td>
<td>Non-Family Duty station</td>
</tr>
<tr>
<td>Assignment Place Remark</td>
<td>Non-Family Duty station</td>
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</tbody>
</table>

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.

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
Registration Assistant

Organizational Context & Project Description

Since 15 December 2013, more than 1.5 million people were displaced in South Sudan due to growing violence between government and opposition forces. The UN declared the crisis a Level 3 Emergency, leading the humanitarian community, including UNHCR, to ramp up the aid response.

The conflict that broke out between the Sudanese Armed Forces (SAF) and the Sudan People’s Liberation Movement-North (SPLM-N) in Sudan’s South Kordofan and Blue Nile states in June and September 2011 led to widespread displacement of civilians, most of whom fled to Unity State in South Sudan. Despite the extended unilateral ceasefire declarations by the Sudanese Government and SPLM-N, Sub-Office (SO) Jamjang continued to receive an average of 600 to 700 new arrivals per week in 2018 while in 2019, the average number of new arrivals per month decreased to approximately 80 individuals. During the first quarter of 2020, the average number of new arrivals per month increased to 400 individuals. Most refugees claim to have left South Kordofan for mixed reasons including food insecurity, lack of health facilities and education opportunities in South Sudan. IDP separate programming was phased out in the state at the end of June 2016, after which IDPs in the area are fully considered as part of host communities.

Jamjang Sub-Office AOR includes Ajuong Thok Camp, Pamir Camp and the Yida Field Office, which has oversight over the Transit centre for New arrivals and Yida settlement for refugees. SO Jamjang comprises of Protection including Registration, Field, Technical, Programme, Supply, Executive and Administration Units. UNHCR's operational activities in Yida are undergoing a significant reduction following Government instructions in 2016 calling for the relocation of Yida refugee population and the closure of Yida settlement. In this context, the role of the NUNV Registration Assistant will be to conduct registration activities and support the relocation of refugees to Jamjang camps in coordination with Yida FO, Field and Protection Units.

Brief Project Description:

As of 12 February 2021, UNHCR SO Jamjang is assisting 121,793 refugees of which, 39,139 are residing in Yida Settlement and 43,001 in Ajuong Thok and 36,643 in Pamir camps. Women and children represent 86% of the total population. Jamjang camps and Yida Settlement are located in Ruweng Administrative Area.

Along with other partners, UNHCR works under its mandate to ensure that the refugees and new arrivals line in safety and security within the settlement and camps. UNHCR has in place a multi-sectoral programme in collaboration with NGOs and government agencies. Key areas of protection intervention include SGBV prevention and response, child protection, communication with communities, registration support and access to justice.

1. Sustainable Development Goals: 10. Reduced Inequalities

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.

Sustainable Development Goals

10. Reduced Inequalities

Task description

Within the delegated authority and under the supervision of Associate Registration Officer or his/her designated mandated representative(s), the UNV Registration Assistant will:

- Conduct manual registration of new arrivals in Ajuong Thok and Pamir camps by completing the relevant forms and support continuous registration activities.
- Capture of data, mainly related to asylum seekers, refugees and other persons of concern to UNHCR in the proGres database.
- Biometric verification and capture of biometric information of refugees and other persons of concern in BiMS and other related information systems.
- Facilitate the issuance and renewal of registration documents for persons registered jointly by UNHCR and CRA and ensure proGres database is updated to reflect this accurately.
- Support the identification and documentation of persons with specific protection needs and immediately bring them to attention of the protection staff and ensure the needs are recorded and/or updated in the proGres database.
- Support the maintenance of the filing systems
- Update and maintain existing databases and generate various standard and statistical reports as needed.
- Assist in the development of forms for data collection and analysis to support registration activities.
- Act as interpreter in the exchange of routine information and translate routine documents and correspondence as and when required.
- Any other related tasks as may be required or assigned by the supervisor.

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.
Qualifications/Requirements

Required Degree Level

Technical/Vocational diploma

Education - Additional Comments

- Advanced Diploma in computer science or other relevant programme
- A minimum 3 years of database administration experiences (SQL as platform is preferred).

Required experience

36 months

Experience Remark

- A minimum 3 years of database administration experiences (SQL as platform is preferred).
- Other desired/mandatory required technical knowledge;
- Good oral and written skills.

Language

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

Area of Expertise

- Database design, administration and maintenance Mandatory
- Software and applications development and analysis Optional

Area of Expertise Requirement

- A minimum 3 years of database administration experiences (SQL as platform is preferred).
Other desired/mandatory required technical knowledge:

- Good oral and written 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 community members, religious and youth organizations, and authorities at different levels.
- 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.
- 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 refugee protection

b) Competencies and values:

- 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.
Competencies & Values

- Accountability
- Adaptability and Flexibility
- Commitment to Continuous Learning
- Integrity
- Leadership
- Planning and Organizing
- Professionalism
- Working in Teams

Conditions of Service and other information

Conditions of Service:


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...
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** *(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**

SSDR001470-8909

**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 for to which you would like to apply.

Application deadline: 11 March 2021

doa.apply_url https://vmam.unv.org/candidate/show-doa/U1NEUjAwMTQ3MA==

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.