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>Zambia</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>Kaoma [ZMB]</td>
</tr>
<tr>
<td>Assignment Place</td>
<td>Family Duty Station</td>
</tr>
</tbody>
</table>

Assignment Place Remark

Nil.

Living Conditions

Located in Kaoma District, Western Province, Mayukwayukwa settlement was established in 1966 and is one of the oldest refugees’ settlement in Africa. Over 18,000 Angolans have re-patriated from Mayukwayukwa through the organized, facilitated and spontaneous repatriation since 2003s. Current new arrivals are mainly from the Democratic Republic of Congo (DRC). With ongoing efforts at local integration of former Angolan refugees, the settlement is divided into a Local Integration area (LI) for persons eligible to local integration and a refugee. Mayukwayukwa has very basic amenities in place. For more information please visit: http://www.zambiatourism.com.

Assignment Details

<table>
<thead>
<tr>
<th>Assignment Title</th>
<th>Field Assistant, Protection</th>
</tr>
</thead>
</table>

The United Nations Volunteers (UNV) programme is administered by the United Nations Development Programme (UNDP).
Organizational Context & Project Description

The Office of the United Nations High Commissioner for Refugees (UNHCR) was established on December 14, 1950 by the United Nations General Assembly. The agency is mandated to lead and co-ordinate international action to protect refugees and resolve refugee problems worldwide. Its primary purpose is to safeguard the rights and well-being of refugees. UNHCR 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. UNHCR also has a mandate to help stateless people. In more than four decades, the agency has helped tens of millions of people restart their lives. Today, a total 7,685 staff in more than 125 countries continues to help some 33.9 million persons.

The protracted political instability in the Democratic Republic of the Congo (DRC) has led to a continuous stream of refugees into Zambia over the years. However, delays to hold Presidential elections in the DRC have resulted in intensified instability, especially in the eastern part of the country. Since 30 August 2017, Zambia has been receiving an increased number of new arrivals from the DRC, mainly from Pweto in Haut Katanga and Moba, in Tanganyika Province. The Congolese refugees and asylum seekers fled conflict and violation of human rights as Government soldiers fight militias who have sprung up in the Eastern part of the country. While most of the new arrivals enter through the Chiengi border area, some are also crossing into Zambia through other entry points, such as Nzumberu, Kaputa and Mpuungu, in Northern Province as well as Kipushi and Kakoma, in North Western Province and Kasumbalesa and Sakania, on the Copperbelt Province. Some asylum seekers travel directly to Lusaka. Asylum seekers who are arrive through other entry points (other than Chiengi) are relocated to Meheba and Mayukwayukwa Refugee Settlements.

UNHCR is coordinating the Congolese emergency response efforts in support of the Government of Zambia. The UN Agency is responsible for undertaking direct and primary advocacy with the Government for all refugee matters, while facilitating inter-agency planning, resource mobilization, implementation, and coordination of the refugee response in Zambia. As of today, over 21,000 Congolese have crossed into Zambia since January 2017 with 2,400 living in Meheba refugee settlement, Kalumbila District, North Western Province. Inter-agency contingency planning figure shows 50,000 as the number of persons that may cross into Zambia via entry points located in North Western and Copperbelt Provinces.

Sustainable Development Goals

16. Peace, Justice and Strong Institutions

Task description

Under the overall supervision of the Protection Officer and as a member of the Protection Unit, the incumbent will provide assistance to the Field Office in the areas of protection and voluntary repatriation through the following specific actions:

- Dissemination of information to refugees residing in the settlement, particularly on voluntary repatriation;
- Disseminate information to refugees residing in the settlement on solutions including voluntary repatriation and resettlement;
- Provide requests from refugees for voluntary repatriation and share repatriation-related data with Focal Person for updates in the ProGres registration database;
- In coordination with UNHCR partners, monitor reception, registration, transfers of refugees, provision of assistance and ensure Persons of Concern (POC) are treated in a dignified manner;
- Assist in monitoring the implementation of UNHCR programme including delivery of all assistance items and monitoring of and provide necessary support;
- Provide counseling, referral and protection services to persons of concern presenting themselves at the Office, particularly those in need of help with family tracing and reunification, travel documents, legal and/or social support;
- Conduct individual case management and referrals: i.e. to conduct protection assessments and counselling for individual cases as required, maintain appropriate filing records (both electronic and manual), and coordinate with community services and resettlement units for recommendations and provision of comprehensive assistance;
- Ensure the timely identification of refugees with specific needs using, inter alia, the Age, Gender and Diversity Mainstreaming Strategy, conduct assessments and refer them to relevant bodies, in consultation with the Protection Officer and other relevant staff in the Protection Unit and cooperating partners; to ensure adequate response is made;
- Follow up, on a regular basis, the overall situation of persons of concern in settlement and other areas where they have been accommodated and report accordingly;
- Assist to monitor the CBI distribution ensuring that the POCs are accessing their monthly Cash Based Interventions (CBI) and are accurately identified by the partners in accordance with the criteria in coordination with Programme Unit;
- Receive applications for UN Convention Travel Documents from refugees, verify the information provided and prepare requests.
Qualifications/Requirements

Required Degree Level
Bachelor degree or equivalent

Education - Additional Comments

- University Degree in Social Sciences, Psychology, Development Economics or related fields; Diploma-holders with substantial work experience will also be considered;
- Computer literacy (Word, Excel essential);
- Excellent drafting and communication skills in English;
- Knowledge of Swahili, French, Kinyarwanda, and/or Zambian languages an asset;
- Ability to function in a team of diverse backgrounds.

Required experience
24 months

Experience Remark

- Previous experience in refugee protection, community development, or social work.
Language

- English (Mandatory), Level - Fluent

Area of Expertise

- Protection of refugees, asylum seekers and IDPs Mandatory

Area of Expertise Requirement

- Experience in refugee protection, community development, or social work.

Need Driving Licence

- No

Competencies & Values

- Adaptability and Flexibility
- Client Orientation
- Commitment and Motivation
- Ethics and Values
- Integrity
- Respect for Diversity
- Self-Management
- Working in Teams

Conditions of Service and other information

Condition of Service

Click here to view Conditions of Service

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 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 (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

ZMBR000197-7841

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: 14 October 2020

doa.apply_url

https://vmam.unv.org//candidate/show-doa/Wk1CUjAwMDE5Nw==

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.