General Information

Country of Assignment: Zambia

Host Institute: UN High Commissioner for Refugees

Volunteer Category: National Specialist

Number of Volunteer: 1

Duration: 12 months

Expected Starting Date: Immediate

Duty Station: Lusaka [ZMB]

Assignment Place: Family Duty Station

Assignment Place Remark: Nil.

Living Conditions

Lusaka became the capital city of Zambia in May 1935. Lusaka's central position in Zambia and its extremely pleasant climate were two of the main reasons for its selection as the capital. It is a metropolis, which provides a home to about two and half million (2.5M) inhabitants of many different nationalities. It has grown to become the seat of the Government of the Republic of Zambia and as such all diplomatic missions, international organisations, industrial and commercial entities have set base. Its political, social, economic and cultural significance has also increased through the years. Lusaka has all amenities in place that would make a visitors stay comfortable. For more info, visit: http://www.zambiatourism.com.

Assignment Details

We are inspiration in action

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

The Project aims to provide protection and assistance to refugees living in urban areas surrounding Lusaka through social support including psychosocial counseling and material assistance, provision of travel documents to refugees, facilitation of family reunification and dissemination of information on UNHCR’s facilitation of voluntary repatriation. The Project also aims to facilitate the voluntary repatriation of individual refugees in safety and dignity. These tasks will be implemented in line with UNHCR’s Policy on refugee protection and solutions in urban areas, the Age, Gender and Diversity Mainstreaming (AGDM) strategy, UNHCR guidelines on voluntary repatriation, the sub-agreement concluded with UNHCR’s Implementing Partner in the urban area - Africa Action Help - International (AAH-I), Caritas Czech Republic and UNHCR agreements with the Government of Zambia. The Field Monitor (Protection) will be a member of the UNHCR Representation Office in Lusaka, Zambia, involved in the protection and search for durable solutions of refugees residing in the urban areas of Lusaka. As at end of December 2020, the total population of concern stood at 94,576, representing a 6% increase since June 2020. This number is a combination of 66,070 refugees, 4,303 asylum seekers and 24,203 former refugees (Angolan and Rwandans whose status ceased in 2012 and 2013 respectively). By location this represents: urban areas (16,614), Mayukwayukwa (18,654), Meheba (30,756), Mantapala (16,148) and a Government estimate of 12,404 self-settled individuals across five provinces. In addition, there may be as many as 10,000 recognized refugees living in the urban area without a valid permit to reside outside the designated settlements, granted on restricted grounds (employment, self-employment, study, medical, security, resettlement, special protection needs or based on family/dependency links with refugees eligible for a permit on one of the aforesaid grounds). These refugees are not registered in the ProGres database and lack individual documentation and equal access to services. Most were recognized years ago and lived in urban areas before the restrictive criteria for residence outside the designated settlements were introduced in year 2000. These refugees, particularly women and children, are in a precarious situation, at heightened risk of exploitation and abuse. While the Office is unable to provide material assistance to the later group of refugees, they remain beneficiaries of legal advice, psychosocial counseling and durable solutions interventions by UNHCR or partners. The incumbent will work under the direct supervision of the Protection Associate, as a fully integrated member of the Lusaka protection team, and be expected to liaise with AAH-I and relevant staff in the Office of the Commissioner for Refugees, as necessary.

Sustainable Development Goals

16. Peace, Justice and Strong Institutions

Task description

Under the overall supervision of the Protection Associate and as a member of the Protection Unit, the UN Volunteer will provide assistance to the UNHCR Country Office in Lusaka in the areas of protection and voluntary repatriation through the following specific actions:

- Support the Protection Unit with the processing of requests from refugees in urban areas and the settlements for voluntary repatriation through Lusaka;
- Update repatriation-related events in the ProGres registration database;
- Support the Office with the dissemination of information to refugees residing in the urban area, particularly on voluntary repatriation;
- 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 or social support;
- Support with the 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 Associate and other relevant staff in the Protection Unit as well as AAHI and Caritas Czech Republic as relevant to ensure an adequate response is made;
- Receive applications for UN Convention Travel Documents from refugees, verify the information provided and prepare requests to the Commissioner for Refugees;
- Facilitate the family reunification of refugees, including through the International Committee of the Red Cross (ICRC) office in Harare;
- Draft and type routine correspondence, counseling reports, documents and reports and keep the Office’s individual case filing system up-to-date;
- Assist the Protection Unit with the preparation of protection trainings;
- Receive and counsel asylum seekers, refugees and other spontaneous visitors seeking protection information or interventions;
- Performs other duties as required.
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

- Voluntary repatriation of refugees facilitated through the booking of air tickets, preparation of repatriation grant, preparation of Verification Register Forms (VRFs) and submission of documents to the Ministry of Home Affairs;
- Family reunification facilitated through the initiation of tracing and follow-up of tracing requests;
- Refugees assisted to obtain UN Convention Travel Documents through preparation of the necessary forms and letters and verification of information;
- Counseling provided to refugees and protection needs assessed at points of referral;
- Information disseminated to refugees in urban areas, particularly in regard to voluntary repatriation.

- 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

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<th>Required Degree Level</th>
<th>Bachelor degree or equivalent</th>
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Education - Additional Comments

- Bachelor’s degree in Social Sciences, Psychology, Development Economics or related fields;
- Diploma holders with substantial work experience will also be considered.

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<th>Required experience</th>
<th>24 months</th>
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Experience Remark

- 2 or more years of previous experience in refugee protection, community development, or social work;
- Computer literacy (Word, Excel essential);
- Excellent drafting and communication skills in English;
- Knowledge of Swahili, French, Kinyarwanda, and/or Zambian languages is an asset.

Language

- English (Mandatory) , Level - Fluent

Area of Expertise

- Protection of refugees, asylum seekers and IDPs Mandatory

Area of Expertise Requirement

- Demonstrated interest and or experience in the field of protection.
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
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

ZMBR000218-8907

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: 11th March 2021

doa.apply_url

https://vmam.unv.org//candidate/show-doa/Wk1CUjAwMDIxOA==

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.

25 Feb 2021