

## UN VOLUNTEER DESCRIPTION OF ASSIGNMENT

### ZMBR000221--Protection Assistant

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

<b>Country of Assignment</b>	Zambia
<b>Host Institute</b>	UN High Commissioner for Refugees
<b>Volunteer Category</b>	National Specialist
<b>Number of Volunteer</b>	1
<b>Duration</b>	12 months
<b>Expected Starting Date</b>	Immediate
<b>Duty Station</b>	Solwezi [ZMB]
<b>Assignment Place</b>	Family Duty Station

#### Assignment Place Remark

- Nil.

#### Living Conditions

Meheba is a Refugee Settlement located about 69 km away from Solwezi. Solwezi is the capital of the North-Western Province of Zambia with a population of 65,000. Kaonde is the largest tribe represented in the District. However, Lunda and Luvale speaking people are also found in the area. Copper Mining is the major industry present in Solwezi. The Provincial capital has many amenities in place. Most shops and offices are concentrated along the central tarred road. There are several large branches of banks and a shopping complex. Some health facilities are equally available. For more information please visit: <http://www.zambiatourism.com>.

## Assignment Details

<b>Assignment Title</b>	Protection Assistant
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## Organizational Context & Project Description

The Office of the United Nations High Commissioner for Refugees was established on December 14, 1950 by the United Nations General Assembly. UNHCR established its presence in Zambia in 1967 initially to assist in the protection of Angolan asylum seekers. As of 2020, UNHCR has four offices in Zambia: its Representation based in Lusaka and the three field offices in Solwezi, Kawambwa and Kaoma in the North Western, Luapula and the Western Provinces, respectively. The main responsibility for UNHCR, in line with the statutory responsibilities is to monitor the implementation of the 1951 Convention and promote mixed durable solutions for refugees and other Persons of Concern (POCs). UNHCR discharges this role primarily by providing technical support and guidance to Government on policy formulation and refugee matters. As at 17 March, 2020, there are 87,871 refugees and asylum seekers in three refugee settlements (Mayukwayukwa, Meheba and Mantapala). Majority of PoCs in Zambia are from Angola, Burundi, Democratic Republic of Congo (DRC), Rwanda and Somalia. Congolese make 57% of the total PoCs in Zambia. The vast majority of PoCs live in the three refugee settlements, namely Mayukwayukwa (16,104), Meheba (27,130) and the newly established settlement in Mantapala (14,255). 17,978 more are holding permission to be residing in urban centres such as Lusaka and Ndola, and an estimated 12,404 have self-settled in five provinces across Zambia, and not necessarily registered with the Government of Zambia as asylum seekers or refugees.

The Protection Assistant normally reports to a more senior Protection colleague. The incumbent provides functional and administrative support to the protection unit on protection related liaison, correspondence, monitoring, case management and reporting activities.

The Protection Assistant will support the protection unit in implementing a comprehensive protection strategy and in providing quality, timely and effective protection responses to UNHCR's persons of concern (PoC). S/he may liaise, as per guidance of the direct supervisor, externally with local authorities and partners on correspondence and/or protection issues.

The Protection Assistant will facilitate the involvement of PoC in making decisions that affect them, whether in accessing their rights or in identifying appropriate solutions to their problems. To achieve this, the incumbent will need to build and maintain effective interfaces with communities of concern, local authorities and protection and assistance partners.

All UNHCR staff members are accountable to perform their duties as reflected in their job description. They do so within their delegated authorities, in line with the regulatory framework of UNHCR which includes the UN Charter, UN Staff Regulations and Rules, UNHCR Policies and Administrative Instructions as well as relevant accountability frameworks. In addition, staff members are required to discharge their responsibilities in a manner consistent with the core, functional, cross-functional and managerial competencies and UNHCR's core values of professionalism, integrity and respect for diversity.

## Sustainable Development Goals

16. Peace, Justice and Strong Institutions

## Task description

Under the direct supervision of the Protection Officer and in close coordination with the Associate Protection Officer, the UN Volunteer will undertake the following tasks:

- Consistently apply International and National Law and applicable UN/UNHCR and Inter Agency Standing Committee (IASC) policy, standards and codes of conduct;
- Observe, respect and if need be propose review of protection related Standard Operating Procedures (SOPs);
- Provide functional and administrative support in all protection related Age, Gender and Diversity (AGD) based programming with implementing and operational partners;
- Provide functional and administrative support in implementing participatory approaches, needs assessments, monitoring, reporting and case management;
- Support assessments on durable solutions through voluntary repatriation, local integration and where appropriate, resettlement;
- Facilitate liaison with competent authorities for the issuance of personal and other relevant documents;
- Assist in drafting periodic reports, routine correspondence, updating relevant databases and compiling statistics within the Area of Responsibility (AoR);
- Select Persons of Concern (PoC) for preliminary interviews and decide which relevant information to share;
- Enforce integrity in the delivery of protection services by local implementing partners;
- Perform other related 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

- Applied International and National Law and applicable UN/UNHCR and IASC policy, standards and codes of conduct;
  - Observed and respected protection related Standard Operating Procedures (SOPs);
  - Provided functional and administrative support in all protection related AGD based programming with implementing and operational partners;
  - Provided functional and administrative support in implementing participatory approaches, needs assessments, monitoring, reporting and case management;
  - Supported assessments on durable solutions through voluntary repatriation, local integration and where appropriate, resettlement;
  - Facilitated liaison with competent authorities for the issuance of personal and other relevant documents;
  - Drafted reports, routine correspondence, updated relevant databases and compiled statistics within the Area of Responsibility (AoR);
  - PoC selected for preliminary interviews and decisions made on which relevant information to share;
  - Enforced integrity in the delivery of protection and Assistance services by local implementing partners.
- 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** Bachelor degree or equivalent

### Education - Additional Comments

- Bachelor's degree in International Development, Cultural Studies, Human Rights, International Social Work, Social Science, Political Science, Anthropology, International Law or other clearly related disciplines is required.

**Required experience** 24 months

### Experience Remark

- At least 2 years of experience preferably in refugees' settings. Having international experience is an asset;
- Computer skills (MS Office, including Excel, Word, Power Point, Access);
- Fluency in English and working knowledge of another relevant UN language or local language;
- Ability to function in a team of diverse backgrounds;
- Experience working with multi-sectoral team especially UN Agencies and Government Ministries;
- UNHCR Learning Programmes (PLP), other training, additional languages, Field/HQs experience, etc;
- Knowledge of Administrative/financial rules, procedures, processes in the context of UNHCR offices and Field operations.

### Language

- English (Mandatory) , Level - Fluent

### Area of Expertise

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- Protection of refugees, asylum seekers and IDPs Mandatory

**Area of Expertise Requirement**

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

**Need Driving Licence**

No

**Competencies & Values**

- Accountability
- Adaptability and Flexibility
- Building Trust
- Client Orientation
- Commitment and Motivation
- Commitment to Continuous Learning
- Communication
- Creativity
- Ethics and Values
- Integrity
- Judgement and Decision-making
- Knowledge Sharing
- Managing Performance
- Planning and Organizing
- Professionalism
- Respect for Diversity
- Self-Management
- Vision
- Working in Teams

## Conditions of Service and other information

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**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.

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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** ZMBR000221-8959

#### **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:** 17 March 2021

**doa.apply\_url** <https://vmam.unv.org/candidate/show-doa/Wk1CUjAwMDIyMQ==>

#### **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.*