



**UNHCR TERMS OF REFERENCE  
FOR JUNIOR PROFESSIONAL OFFICER (JPO) CATEGORY**  
*(When finalised and approved by the Post Manager(s), e-mail to HQPC00)*

**DATE SUBMITTED:** dd/mm/yyyy

**PART 1A - CLASSIFICATION DATA**

**A.1 CURRENT / OFFICIAL POSITION DATA**

JPO Position No.: 10021042		
JPO Position Title: Associate Protection Officer		
JPO Position Grade: P2	Position Category: <b>JPO</b>	
JPO Position Location: Field Office Kibuye		
Supervisor Position No: 10020320	Supervisor Position Title: Head of Field Office	Supervisor Position Grade: P3

**- ACTION REQUESTED -**

**A.2 CREATION OF JPO POSITION**       *(Tick as appropriate)*

**A.3 REVISION OF EXISTING POSITION** *(Tick as appropriate, and indicate the current, revised title)*

Change of Title     Update of Duties       Others *(Specify):*

	Title:	Grade	Category
From:		P2	JPO
To:		P2	JPO

**PART 1B - POSITION JUSTIFICATION**

**JUSTIFICATION** (  Creation /  Revision) – Explain below why the creation of position is needed. If the position is to be revised, explain any new contextual developments or changes in position requirements that justify the review.

This is the submission of the revised TORs. The position already exists.



## UNHCR TERMS OF REFERENCE FOR JUNIOR PROFESSIONAL OFFICER (JPO) CATEGORY

*(When finalised and approved by the Post Manager(s), e-mail to HQPC00)*

Date of Classification <sup>(1)</sup>:

<b>PART 2A – IDENTIFICATION OF POSITION</b>	
Position No: 10021042	Job Code <sup>(1)</sup> :
Position Title: Associate Protection Officer (Community-Based)	Job Profile <sup>(1)</sup> :
Position Location : Kibuye, Rwanda	Functional Group <sup>(1)</sup> :
Supervisor Position No., Title & Grade: 10020320,Head of Field Office , P3	CCOG Code <sup>(1)</sup> :
Position Grade: P2	Category: <sup>(1)</sup> : <b>JPO</b>
	<i>(1) To be completed by PCU</i>
<b>PART 2B – POSITION REQUIREMENTS</b>	

**2.1 ORGANIZATIONAL CONTEXT.** *Define the role of the position within the team, it's external/internal work relationships or contacts, the contextual environment in which it operates and the scope of supervision received, and where applicable, exercised by the incumbent.*

The Associate Protection Officer (Community-based) is a member of the protection team in Field Office Kibuye and reports to the Head Of Office (direct supervisor) and Associate Protection Officer (second supervisor). Under the overall direction of the Protection Unit, and in coordination with other UNHCR staff, government, NGO partners and other stakeholders, the Associate Protection Officer (Community-based) works directly with communities of concern to identify the risks they face and to leverage their capacities to protect themselves, their families and communities. The incumbent may have direct supervisory responsibility for part of the protection staff and supports the application of community-based protection standards, the roll-out of a community based protection system in Kiziba Refugee Camp as well as the gradual strengthening of community based structures in Kiziba refugee camp.

To fulfil this role the Associate Protection Officer (Community-based) is required to spend a substantial percentage of her/his time working outside the office, building and maintaining networks within communities of persons of concern. The development and maintenance of constructive relationships with persons of concern that measurably impact and enhance protection planning, programming and results forms the core of the work of the Associate Protection Officer (Community-based). The incumbent also supports the designing of a comprehensive community-based protection strategy by ensuring that it is based on consultation with persons of concern. S/he provides timely analysis on the protection situation in the field, highlighting important political, social, military and economic developments affecting the protection of persons of concern and the identification of solutions, based upon information obtained through direct communication with persons of concern and a network of local partners. The incumbent plans and undertakes quality, timely and effective responses to the needs of all segments of populations of concern, in an age, gender and diversity inclusive manner.

**SUPERVISION:** The JPO will be under the direct supervision of the manager indicated under ‘Supervisor title and position number’. The supervisor will be responsible for the performance evaluation of the JPO. The manager will also ensure that the JPO is provided a thorough induction and orientation briefing, followed by on-the-job training as well as continuous guidance for training/learning opportunities throughout the assignment. In support to the manager, the JPO Unit provides the Supervisory Guidelines upon recruitment/reassignment of the JPO.

**LIVING CONDITIONS AT THE DUTY STATION**

*Please indicate if the following is available at the Duty Station*

Housing/accommodation	Yes Upon arrival, UNHCR will provide the deployee with information on any known vacant or new houses in the area. Housing in Kibuye is limited, but due to demand, new houses are being constructed. Until a house can be found, there are UNDSS approved hotels of varying prices ranges and comforts available to stay in.
Health care	yes, limited.
Educational facilities	Available. However, all staff children obtain their education in Kigali.
Security	yes: Security level in duty station location is Level 1. The JPO will receive a security briefing from UNHCR Security Officer or UNDSS upon arrival.
Other (transports, banks, etc)	yes , Transport and banks are available. UNHCR in Rwanda partners with I&M Bank which has both USD and RWF account options. There are ATMs that accept international debit/credit cards.

**2.2 FUNCTIONAL STATEMENT.** *Describe the accountabilities, responsibilities and authorities associated with the position.*

**Accountability** *(key results that will be achieved)*

- Effective and timely support is provided to the formulation of a clear and coherent protection and solutions oriented strategy, which incorporates a thorough age, gender and diversity analysis and reflects the Organization's global, regional and country level priorities.
- AGD sensitive analysis of community risks and capacities provides the essential basis for all of UNHCR's work.
- The participation of persons of concern is assured through continuous assessment and evaluation using participatory, rights and community based approaches, which inform protection and assistance programming and ensure that UNHCR meets its commitments to accountability to persons of concern.
- National protection capacities are improved through direct engagement, research and advocacy with all relevant external interlocutors.
- Protection incidents and needs are immediately identified and addressed through direct intervention, advocacy and public exposure.

### **Responsibility** (*process and functions undertaken to achieve results*)

- Be fully informed about community structures and the protection and security situation of the population of concern and develop strong links with a cross-section of members of refugee/IDP/stateless communities, using an AGD approach.
  - Establish a strong network of Community Social Volunteers (CSVs), who will be identified within the refugee community, trained and coached in order to strengthen the protection capacity of the community, enhance UNHCR's knowledge of protection risks faced by the community, as well as increase UNHCR's ability to identify cases in need of protection follow-up.
  - Through relationships with persons of concern and network of partners stay abreast of political, social, economic and cultural developments that have an impact on the protection environment and provide advice to senior management. Ensure that the perspectives, capacities, needs and resources of the persons of concerns are reflected in the protection strategy, planning processes and operations plan addressing the specific protection needs of women and men, children, youth and older persons, persons with disabilities, minority groups such as sexual minorities and persons living with HIV/AIDS.
  - Ensure through direct action and advocacy with more senior protection staff that the necessary resources are allocated to enable community work to identify and address protection and assistance gaps.
  - Support a consultative process with government counterparts at local levels, partners and persons of concern to develop and implement integrated strategies that address the key protection priorities, including, for example, child protection, education and SGBV, and solutions approaches.
  - Provide technical guidance and support to UNHCR and partners and implement and oversee Standard Operating Procedures (SOPs) on all community-based protection related issues.
  - Support the design, implementation and evaluation of protection centred and solutions oriented programming with implementing and operational partners guaranteeing that community-owned activities are integrated.
  - Support communities in establishing representation and coordination structures and linking these structures with local authorities and existing community-based structures from the host community.
  - Promote confidence building and conflict resolution among populations of concern, authorities and host communities.
  - Maintain protection presence through regular field missions and reports, making direct contact with persons of concern, host communities, local authorities and partners. In operations applying the humanitarian cluster system, contribute to ensuring that the response of the Protection Cluster is grounded in an AGD-compliant strategy which covers all assessed and prioritized protection needs of the affected populations.
  - Support the Operation's work to ensure the protection strategy is fully integrated into the Country Operations Plan, the UN Development and Assistance Framework (UNDAF), the Humanitarian Country Team's common humanitarian action plan where applicable.
  - Contribute to the Protection team's information management component which: provide disaggregated data on populations of concern and their problems; researches, collects and disseminates relevant protection information and good practices to enhance protection delivery and provide technical advice if necessary.
  - Ensure participatory, community-based protection and AGD approaches are included in, strategies and plans in the country operation.
  - Ensure community understanding of UNHCR's commitment to deliver on accountability and quality assurance in its response.
  - Support persons of concern to develop structures that enhance their participation and protection.
- b) UNHCR Kibuye staff CBP capacity enhanced
- Field Office CBP capacity is enhanced by Organizing trainings on CBP for UNHCR staff, as well as partners' staff;

### **Authority** (*decisions made in executing responsibilities and to achieve results*)

- Contribute to the design of the community-based protection strategy, project submissions and budgets for endorsement by the Protection Officer or the Senior Protection Officer.
- Intervene with authorities on community-based protection issues.

**2.3 REQUIRED COMPETENCIES**, which illustrate behaviours that are essential to achieving deliverables described above, and that are critical to successful performance. All jobs require the staff to abide to the Values and Core competencies of UNHCR. Where applicable, select a maximum of six Managerial and three Cross-Functional Competencies. (Note that the Performance Appraisal and Management System (PAMS) allows for up to five Cross-Functional Competencies to be selected by the staff member and the supervisor.)

<u>Code</u>	<u>Managerial Competencies</u>	<i>(Max. 4)</i>
1. <input checked="" type="checkbox"/> M001	Empowering and Building Trust	
2. <input type="checkbox"/> M002	Managing Performance	
3. <input checked="" type="checkbox"/> M003	Judgement and Decision Making	
4. <input type="checkbox"/> (M004)	Strategic Planning and Vision <i>(Not applicable to JPOs)</i>	
5. <input type="checkbox"/> (M005)	Leadership <i>(Not applicable to JPOs)</i>	
6. <input type="checkbox"/> M006	Managing Resources	

<u>Code</u>	<u>Cross-Functional Competencies</u>	<i>(Max. 3)</i>
1. <input checked="" type="checkbox"/> X001	Analytical Thinking	
2. <input type="checkbox"/> X002	Innovation and Creativity	
3. <input type="checkbox"/> X003	Technological Awareness	
4. <input type="checkbox"/> X004	Negotiation and Conflict Resolution	
5. <input checked="" type="checkbox"/> X005	Planning and Organizing	
6. <input checked="" type="checkbox"/> X006	Policy Development and Research	
7. <input type="checkbox"/> X007	Political Awareness	
8. <input type="checkbox"/> X008	Stakeholder Management	
9. <input type="checkbox"/> X009	Change Capability and Adaptability	

## **2.4 ESSENTIAL MINIMUM QUALIFICATIONS AND PROFESSIONAL EXPERIENCE**

**REQUIRED.** Define the *educational background*, the *relevant job experience* and the *language(s)* that are essential to perform the work of the position.

### **EDUCATION/QUALIFICATION:**

- University degree in International Development, Cultural Studies, Human Rights, International Social Work, Social Science, Political Science, Anthropology, International Law or other clearly related disciplines

### **WORK EXPERIENCE:**

- Minimum 4 years (2 years with Advanced University degree) relevant professional experience, including in the areas of community based protection, community services, social work, and human rights.

**SKILLS:** Patience, tolerance, diplomacy, good communication skills, active listening ability.

### **LANGUAGE KNOWLEDGE**

Please indicate languages required (Official UN Languages: English, French, Spanish, Chinese, Russian, Arabic)

- **Essential:** English,
- **Desirable:** French, Kiswahili

**2.5 DESIRABLE QUALIFICATIONS & COMPETENCIES.** *Describe any experience or knowledge that would be an asset, such as: UNHCR Learning Programmes, other training, additional languages, Field/HQs experience, etc.*

- Diverse field operational experience.
- Good IT skills including database management skills.
- Proven communication skills, both oral and written.
- Demonstrated knowledge of community communication and engagement approaches.
- Understanding of and demonstrated competencies in forced displacement and protection, particularly SGBV prevention and response, child protection, education, gender equality, and the application of the Age, Gender and Diversity Policy

## **2.6 TRAINING COMPONENTS AND LEARNING ELEMENTS**

### **TRAINING COMPONENTS:**

- **Mandatory training courses:**
  1. Basic Security in the Field (NB: needs to be retaken every 3 years)
  2. Advanced Security in the Field (NB: needs to be retaken every 3 years)
  3. Protection Induction Programme (PIP)
  4. UN Course on Harassment, Sexual Harassment and Abuse of Authority
  5. Orientation to IPSAS
  
- **Recommended training courses**

*Please indicate at least 1-2 training courses relevant to the particular JPO function, available through Learn &Connect platform.*

  - 1) Community Based Learning Programme
  - 2) Gender Equality Learning Programme
  - 3) Sexual and Gender Based Violence ( SGBV)
  - 4) Prevention of Sexual Abuse and Exploitation

### **LEARNING ELEMENTS**

*Please indicate what the incumbent will learn during the assignment, defined in measurable results through applied skills or demonstrated competencies and specified per year.*

During the assignment , the incumbent will enhance his/her knowledge in community based Protection, improve his/her skills in capacity building and Cordination