



# 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:**

## PART 1A - CLASSIFICATION DATA

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

JPO Position No.:		
JPO Position Title: Associate Protection Officer		
JPO Position Grade: P-2	Position Category: <b>JPO</b>	
JPO Position Location: Jakarta, Indonesia		
Supervisor Position No: 12786	Supervisor Position Title: Refugee Status Determination Officer	Supervisor Position Grade: P-3

## - 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:			JPO
To:			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.

Registration and Refugee Status Determination play an integral part in UNHCR's efforts to implement its Urban Refugee Policy in Indonesia, particularly considering the lack of options for more traditional durable solutions in light of the global refugee crisis, expected reductions in the number of resettlement places offered by states, and ongoing conflict in many refugee-producing countries that limit prospects for voluntary return.

UNHCR's operation in Indonesia, like many others globally and within the region, has been affected by reduced budget allocations despite a growing population of concern, and the proposed JPO position would provide much needed capacity to ensure the Office is able to effectively communicate its strategy to persons of concern and Government authorities, and strengthen its capacity to efficiently prioritize access to the available services for the most vulnerable individuals.



## 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: 10022488	Job Code <sup>(1)</sup> :
Position Title: Associate Protection Officer	Job Profile <sup>(1)</sup> :
Position Location : Jakarta, Indonesia	Functional Group <sup>(1)</sup> :
Supervisor Position No., Title & Grade: 12786, Refugee Status Determination Officer, P-3	CCOG Code <sup>(1)</sup> :
Position Grade: P-2	Category: <sup>(1)</sup> : <b>JPO</b>
	<i>(1) To be completed by PCU</i>
<b>PART 2B – POSITION REQUIREMENTS</b>	

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**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.*

**General Overview and Legal Framework**

Indonesia has not yet acceded to either the 1951 Refugee Convention or its 1967 Protocol, nor to the 1954 or 1961 Statelessness Conventions. The country has yet to develop asylum legislation, though the recently-enacted Presidential Regulation on the Handling of Foreign Refugees provides guidance for the Government's response to refugee issues with the support of international organizations, primarily UNHCR and IOM. Implementing instructions to facilitate putting the Regulation into practice are currently being developed. UNHCR undertakes RSD under its mandate and ensures access to fair and efficient asylum procedures for those arriving in Indonesia and seeking asylum. Recognized refugees lack legal status and are often subject to prolonged detention, but they are allowed to remain temporarily in Indonesia pending status determination and durable solutions. Refugees and asylum-seekers are assisted by UNHCR and IOM to the extent possible, and some have access to community housing.

In 2017 and 2018, RSD procedures have been realigned to improve efficiency, reduce timeframes, and more quickly resolve unfounded claims, and in 2019 the operation will move towards a system in which RSD is used more strategically for vulnerable persons identified for priority resettlement.

UNHCR remains concerned that finding long-term solutions for refugees in the country is impeded by the global refugee crisis and the overall reduction in resettlement by States. The operation pursues resettlement only for the most vulnerable while advocating for a range of comprehensive solutions that ensure effective protection and promoting temporary stay measures that permit access to income generation to allow persons of concern to become self-sufficient.

**Population Profile**

As of 31 July 2018, UNHCR had 13,911 active individuals under its protection in Indonesia, comprising 2,869 asylum-seekers and 11,042 refugees. The operation has seen a reduction in registration figures since 2015; some 4,426 new applicants were registered in 2015, while 3,112 and 2,044 were registered in 2016 and 2017, respectively. Roughly 55 percent of the population originates from Afghanistan, while the remaining 45 percent is made up of refugees and asylum-seekers from some 49 different countries.

The population is dispersed in various locations across the country, including 13 immigration detention facilities. The majority of persons of concern are located in Jakarta and the suburb of Bogor located 40 km south of the capital; persons of concern are also residing in community housing projects in several other cities throughout the country. The population is entirely urban. The majority of assistance programs are coordinated by IOM with only a small portion of the population being assisted by UNHCR through its implementing partners.

**Office Structure**

UNHCR Indonesia currently has a staff of 59, including 6 international professional staff, 2, 31 national staff, and 22 affiliate workforce staff. Most are based in Jakarta, though the operation has 14 protection staff out-posted in locations where large numbers of refugees and asylum-seekers reside, including Medan, Pekanbaru, Tanjung Pinang, Kupang, and Makassar.

**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	Quality accommodation is available in various price ranges depending on the needs of the JPO. UNHCR will provide the JPO with a full list of available options, including cost, prior to arrival, and will assist in making contacts with potential providers of accommodation.
Health care	Indonesia is a category A duty station, therefore adequate healthcare facilities are available.
Educational facilities	Indonesia is a category A duty station, therefore educational facilities are available (including international schools).
Security	Indonesia has no security phase and all locations where staff are posted are Category A. A detailed security briefing will be provided to the JPO upon arrival.
Other (transports, banks, etc)	Indonesia is a category A duty station, therefore all services that UN staff might be need are available. Jakarta has a well-developed banking system providing a full range of international services. Major credit cards are widely accepted.

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

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

The Office's protection strategy comprises a wide range of programs and activities that are implemented in a manner that ensures that all available solutions are complimentary and reinforce one another. Within this framework, the Associate Protection Officer will ensure that:

- The Registration, Refugee Status Determination and Documentation strategy and the comprehensive solutions strategy are strengthened and implemented through a multi-functional approach that ensures expansion of relevant partnerships.
- Appropriate solutions are identified and offered to a maximum number of persons of concern.

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

Under the direct supervision of the Refugee Status Determination Officer and the overall supervision of the Senior Protection Officer, the Associate Protection Officer will:

1. Manage the UNHCR reception facility in Jakarta and coordinate the identification and referral mechanisms for vulnerable individuals who may be in need of immediate protection interventions, including comprehensive solutions;
2. Support Registration and Refugee Status Determination activities in Jakarta and out-posted locations where needed, and maintain the oversight of the web application for verification of UNHCR ID cards;
3. Assist in the development of Standard Operating Procedures for counseling on the available services and the appropriate referral pathways, and ensuring feedback mechanisms to asylum-seekers and refugees are in place;
4. Coordinate the daily counseling activities and the operability of a UNHCR emergency hotline;
5. Assist in developing and maintaining processes to ensure that persons of concern, Government authorities and partners have accurate information on the Registration and RSD procedures, including UNHCR standards, policy and practice;
6. Assist in the implementation of the Office's strategy for addressing concerns raised by communities hosting refugees and asylum-seekers to improve integration and expand protection space;
7. Facilitate outreach activities and provide general counselling, advice, information and guidance to refugees and asylum-seekers, in particular focusing on community-based protection, socioeconomic issues, education, and medical and psychosocial support;
8. Undertake missions as needed to locations where refugees and asylum-seekers are accommodated, to support the operation in identifying particularly vulnerable individuals and develop interventions to address their needs, and to assist in sensitization activities with hosting communities;
9. Organize the process of conducting vulnerability assessments for individuals at risk, as well as to conduct such assessments as needed;
10. As the Office's focal point for counselling and vulnerability assessments, engage in the regular participatory assessments as part of a multifunctional team using an age, gender, and diversity perspective to fully understand the refugee population, their protection concerns and priorities, and the resources available to them;
10. Organize and facilitate anti-fraud awareness raising, and fraud prevention activities
11. Assist in implementation of UNHCR's Policy on Addressing Fraud Committed by Persons of Concern;
12. Support the strengthening of case management systems, standard operating procedures, and the improvement of UNHCR outreach activities;
13. Perform other duties as required.

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

- Identifying appropriate solutions to address the protection needs of persons of concern.
- Implementing and contributing to the design of national and regional protection strategies.

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

<u>Code</u>	<u>Cross-Functional Competencies</u>	(Max. 3)
1. <input type="checkbox"/> X001	Analytical Thinking	
2. <input checked="" type="checkbox"/> X002	Innovation and Creativity	
3. <input type="checkbox"/> X003	Technological Awareness	
4. <input checked="" type="checkbox"/> X004	Negotiation and Conflict Resolution	
5. <input type="checkbox"/> X005	Planning and Organizing	
6. <input type="checkbox"/> X006	Policy Development and Research	
7. <input type="checkbox"/> X007	Political Awareness	
8. <input checked="" 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 Law, Political Science, Social Work, or International Relations

**WORK EXPERIENCE:** Minimum of 2 years of relevant professional experience, if possible in an international or field context, preferably in the area of refugee protection.

### SKILLS:

- Basic knowledge of refugee issues and human rights doctrine
- Legal knowledge and the ability to apply legal principles
- Experience in counselling and/or individual case management
- Knowledge of computer applications such as MS Word, Excel, Access
- Good analytical skills and strong oral and written communication skills
- Strong interpersonal skills
- Cultural and gender awareness
- The ability to work effectively under stress and in crisis situations

### LANGUAGE KNOWLEDGE

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

- **Essential:** English,
- **Desirable:** Bahasa Indonesia, and any of the languages spoken by the refugee population (e.g., Farsi, Arabic, Somali, Rohingya, French, Tamil, Amharic, Oromo)

**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.*

It would be desirable if the incumbent would have undertaken the Protection Learning Programme, the Resettlement Learning Programme, the RSD Learning Programme, the Country of Origin e-Learning Programme, or the Interviewing Applicants for Refugee Status video series. Any training in social work or child protection would be an advantage.

## **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.*

Protection Learning Programme  
Resettlement Learning Programme  
RSD Learning Programme

### **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.*

- Coordination with various colleagues within the Country Office, Regional Office, and Headquarters, as well as persons of concern to the Office and various UNHCR counterparts
- On the job direct supervision, coaching, and mentoring by the RSD Officer, Community Based Protection Officer, Associate Durable Solutions Officer, and Senior Protection Officer
- Participation in online courses and other learning activities relevant for the position
- Participation in the multifunctional team exercise towards the establishment of the annual Country Operations Plan (COP)
- Participation in regular management meetings and meetings of the Protection Unit
- Providing protection advice to persons of concern and other counterparts
- Preparing programmatic assessment reports and drafting input for the COP
- Assessing implementation and drafting project budget proposals in the context of the UNHCR's fundraising activities with donors
- Contributing for the harmonization of UNHCR protection programs in Indonesia and within the South East Asia region