



# UNHCR

United Nations High Commissioner for Refugees  
Haut Commissariat des Nations Unies pour les réfugiés

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## **Vacancy Announcement**

**Position title:** Protection Assistant (community-based)

**Position Level:** 4

**Vacancy Number:** SC-17-13

**Duty Station:** Tehran

**Type of Contract:** Service Contract under United Nations Office for Project Services (UNOPS)

Interested applicants should directly send their applications/ P11 forms to email address: [irnrevac@unhcr.org](mailto:irnrevac@unhcr.org) or refer to below websites:

UN website: [www.un.org.ir](http://www.un.org.ir)

UNHCR website: <http://unhcr.org.ir/fa/job>

**Closing date:** 20 September 2017

**Please make sure you will mention the Vacancy Number (SC-17-13) in the subject line of your email.**

Short-listed candidates will be invited for **Interview**.

## **Position Requirements:**

**1- ORGANIZATIONAL CONTEXT.** *Define the role of the position within the team, describing its leadership role, if any, its 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 Protection Assistant (Community-Based) is a member of the Protection Unit in a Country Operation and may report to the Protection Officer, Protection Officer (Community-Based), or another more senior staff member in the Protection Unit. Under the overall direction of the Protection Unit, and in coordination with other UNHCR staff, government, NGO partners and other stakeholders, the Protection Assistant (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 and/or support staff and supports the application of community-based protection standards, operational procedures and practices in community-based protection delivery at the field level. To fulfil this role the Protection Assistant (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 Protection Assistant (Community-Based). The incumbent also supports the designing of a community-based protection strategy by ensuring that it is based on consultation with persons of concern.

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

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

- Effective support is provided to promote AGD sensitive analysis of community risks and capacities as the essential basis for all of UNHCR's work.
- 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.

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

- 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 the protection team. Understand the perspectives, capacities, needs and resources of the persons of concern and advise the protection team accordingly, highlighting the specific protection needs of women and men, children, youth and older persons, persons with disabilities, marginalized groups.
- Support implementing and operational partners as well as displaced and local communities to develop community-owned activities to address, where applicable, the social, educational, psycho-social, cultural, health, organisational and livelihood concerns as well as child protection and prevention and response to SGBV.
- Assist in working with host communities to involve national civil society groups in improving the protection of persons of concern. Assist in the analysis that identifies the capacities of communities of concern and risks they face.
- Support participatory assessments and ongoing consultation with persons of concern.
- Support communities in establishing representation and coordination structures.

- Ensure community understanding of UNHCR's commitment to deliver on accountability and quality assurance in its response.
- Collect data for monitoring of programmes and budgets from an AGD perspective.
- Draft and type routine correspondence, documents and reports using word processing equipment and maintain up-to-date filing systems.
- Act as interpreter in exchange of routine information, contribute to related liaison activities and respond directly to routine queries.
- Perform other relevant duties as required.

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

- Assist in the enforcement of participatory AGD sensitive analysis as an essential basis for all of UNHCR's work.
- Identify which individuals or groups to prioritize for counselling and field visits based on agreed criteria.
- Enforce compliance of implementing partners with global protection policies and standards of professional integrity in the delivery of protection services.

**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.*

**Accountability**

Assumes responsibility for the delivery of high quality outcomes, in both good and bad times, upholding the values and principles of UNHCR; demonstrates the ability and drive to maintain focus on positive outcomes for persons of concern despite difficulties this may pose for self and team. Demonstrates security awareness.

**Client and Results Orientation**

Understands and exceeds client needs. Ensures overall provision of quality service to internal and external clients, including persons of concern to UNHCR, through the effective management of internal and external resources to achieve results.

**Communication**

Is sensitive, compelling and clear in formal and informal communication, which encourage engagement and contribution to improved outcomes for all the involved stakeholders. Demonstrates behavioural flexibility in engaging colleagues, partners and persons of concern of different cultural backgrounds, gender, or with different objectives; has well developed listening skills; explains complex matters in an informative, inspiring and motivational way.

**Change capability and adaptability**

Demonstrates flexibility, both intellectually and behaviourally, to adapt to and work effectively in a variety of situations, often under demanding conditions, and to cope with the unforeseen or unexpected. Looks for opportunities presented by change and is not "paralysed" by new and unusual scenarios; creates opportunities to improve the way in which they work.

**Teamwork & Collaboration**

Demonstrates the ability to work effectively with colleagues and partners from different backgrounds, cultures and functions, to achieve shared goals and optimize results.

## **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.*

- Completion of the Secondary education; Training in International Development, Cultural Studies, Human Rights, International Social Work, Social Science, Political Science, Anthropology, International Law or other clearly related disciplines .
- Minimum of 3 years previous relevant job experience.
- Computer skills (MS Office, including Excel, Word, PowerPoint, Access)
- Fluency in English and working knowledge of another relevant UN language or local language.

(In offices where the working language is not English, excellent knowledge of working language of duty station and working knowledge of English.)

**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.*

- Knowledge of Administrative/financial rules, procedures, processes in the context of UNHCR offices and Field operations.
- UNHCR learning programmes (PLP).
- Knowledge of MSRP.