



**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:** 20/02/2023

**PART 1A - CLASSIFICATION DATA**

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

JPO Position No.:		
JPO Position Title: Associate Protection Officer		
JPO Position Grade: P2	Position Category: <b>JPO</b>	
JPO Position Location: Goma, DRC		
Supervisor Position No: 10013199	Supervisor Position Title: Senior Protection Officer	Supervisor Position Grade: P4

**- 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.

The JPO position filled the post of Associate Protection Officer within Sub-Office Goma from August 2020 in order to support the office’s objective of producing quality protection analysis for the use of UNHCR, the UN system, protection actors, donors and other stakeholders. The position will become vacant from August 2023 and UNHCR needs to ensure continuity in the work already having been undertaken on strengthening the protection analysis of the office. The position, in synergy with the reinforcement of UNHCR’s information management capacity and the protection cluster, will help give added value to UNHCR’s protection monitoring system, which remains one of the priority objectives of UNHCR in DRC. In addition, the incumbent will contribute to strengthen UNHCR’s advocacy, both within country and internationally, by providing quality analysis on thematic issues as defined by the operation. Furthermore, as a key member of the Protection Section in SO Goma, and given the dynamic nature of the workload, the incumbent will provide more general support to the Protection unit on a variety of issues related to the protection of refugees, IDPs, returnees and stateless people who are within the geographic area covered by the sub-office. The JPO post is of significant value given the structural underfunding of the UNHCR operation in the DRC.



# 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:	Job Code <sup>(1)</sup> :
Position Title: Associate Protection Officer	Job Profile <sup>(1)</sup> :
Position Location : Goma, Democratic Republic of Congo	Functional Group <sup>(1)</sup> :
Supervisor Position No., Title & Grade: 10013199 Snr Protection Officer P4	CCOG Code <sup>(1)</sup> :
Position Grade:	Category: <sup>(1)</sup> : <b>JPO</b>
	(1) To be completed by PCU
<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 recent deterioration of the humanitarian situation in the DRC is posing enormous challenges for collective response efforts, in one of the most complex and challenging operating environments globally. Of the nearly 6,5 million displaced persons in Congo, nearly 2 million are in the two eastern provinces of North and South Kivu. In North Kivu, UNHCR continues to play its leading protection role through the Provincial Protection Cluster and is co-leading the CCCM working group as well as the Shelter/NFI working group. In this context, UNHCR will strengthen its response across the displacement continuum from first response to solutions in line with UNHCR's strategic directions 2022-2026 and its DRC Protection Strategy, as well as reinforcing its coordination and information management capacity. UNHCR will reaffirm its engagement in direct response to IDPs needs, with a focus on emergency response, needs assessment and profiling, GBV prevention and solutions. Whenever possible, UNHCR will continue to seek a synergy between its refugee and IDP responses – for example, through the nexus approach.

The Protection Monitoring system which UNHCR has put in place and which is implemented with its partner, Intersos, is one of the key protection activities undertaken in the area of responsibility. The JPO will coordinate the protection monitoring system, collaborating closely with the implementing partner, to ensure that quality and timely protection analysis is undertaken and disseminated to internal and external stakeholders. This will include developing targeted reports and materials for targeted advocacy. The incumbent will represent UNHCR in fora such as protection monitoring working groups, the SMGP-P and other protection working groups as relevant. Collaboration with other actors (humanitarian, development, peacebuilding actors) will be expected in order to advocate for the necessary actions required to respond to issues raised in protection monitoring.

The position as protection monitoring focal point in a highly operational sub-office with activities in all 4 pillars of UNHCR's mandate will allow the JPO to support the office in a wide range of tasks as well as UNHCR and UN procedures and protocols, accompanied by experienced staff. In addition, the monitoring position will allow the JPO to quickly familiarize him/herself with the complex protection context of North and South Kivu and to attain local and international visibility.

**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
Health care	Yes
Educational facilities	Yes. However, this is a non-family duty-station.
Security	Yes. However, this is a D-class duty-station.
Other (transports, banks, etc)	Yes

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

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

- Quality protection analysis is provided for the use of UNHCR, the UN system, protection actors, donors and other stakeholders.
- Supervision and support is provided to those producing protection analysis within the area of responsibility of SO Goma - i.e. North Kivu and South Kivu.
- Support is provided to the other areas of work in the Protection Section in SO Goma as required to ensure continuity of activities in a dynamic context with shifting priorities and resource requirements that require constant revision.

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

- Monitor the quality of data provided through the protection monitoring system (SAR), evaluation reports and the protection monitoring partner, interpret data to identify key issues and provide analytical reports of trends on a monthly basis with a view to help inform the inter-agency response to put in place a protection-centered response (emergency and solutions)
- Work closely with the IMO and protection officers in SO Goma AoR to suggest, produce and disseminate analysis on thematic/regional issues which have an impact on the PoCs protection situation
- Work with the protection clusters in the three provinces to help strengthen their capacity to provide quality analytical reports
- Collect data from various sources – PMS, clusters, MONUSCO, media, etc.. – to constantly monitor protection trends and risks
- Revive and Lead the PM working group in North Kivu (under the Protection Cluster) with the participation of protection actors involved in monitoring and analysis
- Contribute to the production of advocacy material for use both in country and internationally
- Contribute to meet protection reporting requirements
- Design and implement a structured dissemination for all protection information and products (factsheets, reports, advocacy notes)
- Contribute to the office's risk analysis and management through continuous monitoring of sources
- Monitor the substantive content of protection monitoring tools with all stakeholders and make recommendations on adjustments
- Monitor the implementation of agreed protection monitoring strategy in the two provinces, adjust where needed
- Provide training to various stakeholders as needed.
- Provide more general support and back-up to the Protection unit on a variety of issues related to the protection of refugees, IDPs, returnees and stateless people who are within the geographic area covered by the sub-office (including supporting the protection units in the offices in Bunia, Beni, Baraka Bukavu and Uvira as necessary).

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

- Decision-making as to the content of the protection monitoring reports that will be disseminated.
- Decision-making as to internal and external stakeholders with whom protection analysis reports will be shared.
- Development of staff capacity of UNHCR and partner staff involved in protection monitoring.
- Position may involve direct supervision of UNHCR protection staff.
- Represent UNHCR in external fora, such as protection monitoring working groups, or other protection working groups.
- Decision-making as to other areas of protection covered by SO Goma, as agreed with the Supervisor.

**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 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 <i>(Not applicable to JPOs)</i>	
5. <input type="checkbox"/> (M005)	Leadership <i>(Not applicable to JPOs)</i>	
6. <input checked="" 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 type="checkbox"/> X006	Policy Development and Research	
7. <input checked="" 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 Law, International Law, Political Sciences or other relevant field

**WORK EXPERIENCE:** 3 years relevant experience with Undergraduate degree; or 2 years relevant experience with Graduate degree; or 1 year relevant experience with Doctorate degree.

Professional experience in the area of refugee protection, internal displacement, human rights or international humanitarian law. Good knowledge of International Refugee and Human Rights Law and ability to apply the relevant legal principles.

Proven experience of producing advocacy material

**SKILLS:** - Good analytical skills;  
- Strong interpersonal and communication skills in a multi-cultural setting.

**LANGUAGE KNOWLEDGE**

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

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

**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.*

- Experience of handling various sources of information and producing analytical reports (CoI, etc..)
- Knowledge and experience of working in Eastern DRC
- Field experience.
- Good IT skills, including database management skills.

## **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 Induction Programme
- Internally Displaced Persons (induction e-learning)
- Country of Origin Information (COI) e-learning

### **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.*

Year 1: Understanding of the elements of the protection monitoring system, contribution to and supervision of same  
Year 2: Deeper level of operational context and regional dynamics, allowing for development of expertise regarding protection issues in the Area of Responsibility, allowing for more effective and targeted advocacy and reporting.