Annex M (version 2)

<u>ANNEX M</u>: TERMS OF REFERENCE & REQUEST TEMPLATE

The following format should be used as a minimum requirement to outline the Terms of Reference (TOR) for each deployment. The Terms of Reference are a key element in assisting the recruitment and contracting process as well as providing benchmarks for evaluation and reporting. Use additional space if necessary.

I have read and understood the obligation of the UNHCR office vis a vis the Deployee as per the Deployment Partnership Agreement, in particular with regards to security.

Place/ Date: …

Signature of direct supervisor

Signature of technical supervisor:...

Signature of Representative: (Required if supervisor is not an international staff)

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TO BE COMPLETED BY SUPERVISOWS

<u>PART A</u>

BASIC INFORMATION AND ACCOUNTABLE OFFICERS
UNHCR OFFICE:
NAME AND E-MAIL ADDRESS OF REPRESENTATIVE: NAME: E-MAIL:
NAME/TITLE AND E-MAIL ADDRESS OF DIRECT SUPERVISOR: NAME: E-MAIL:
NAME/TITLE AND E-MAIL ADDRESS OF TECHNICAL SUPERVISOR: NAME: E-MAIL:
NAME/ TITLE AND E-MAIL ADDRESS OF HR/ADMIN FOCAL POINT NAME: E-MAIL:
DATE submitted for review to the HQs / Regional UNHCR Office/ HUB:
DEPLOYMENT TO Place/ Country : Sub-Saharan Africa example
TYPE OF DUTY STATION : NON-FAMILY: D, Non-FAMILY
R & R CYCLE: 8 weeks

PROPOSED FUNCTIONAL TITLE: Associate Registration & Identity Management Officer
EXPECTED START DATE/ ENDING DATE:
FOCUS OF DEPLOYMENT: Registration, Data Management (i.e. Resettlement, Registration, Refugee Status Determination, Child Protection and so on, Level 1/ 2 where applicable
QUALIFICATIONS AND SKIL S REQUIRED

Technical expertise in registration, individual case management and identity management systems, including proGres, in refugee and internal displacement situations.
Knowledge of UNHCR and interagency policies, standards, programmes, and humanitarian operations in a variety of geographical locations and operational contexts.
Familiarity with planning, programming and implementation of registration operations at the field levels, including strategic planning, project development, budgeting and resource mobilization.
Concrete experience with using proGres V3 or V4.
✓ Computer skills: database administration, SQL and scripting and programming languages.
Advanced knowledge of Microsoft applications: Word, Excel, PowerPoint, Power Bl and ideally mapping and GIS software.
Knowledge of Kobo Toolbox for Humanitarian Response will be an asset.

Languages required, spoken and/or written, and level of fluency:

- o Fluent in French (Spoken and written)
- o Advanced in Written English.

RESOURCES AVAILABLE TO SUPPORT DELOYMENT

Office Space, including sufficient interviewing rooms

Computer/Laptop (including in the camps, if applicable); digital cameras, flash disks and other necessary computer equipment

☒ Access to proGres database system, internet, email, and other necessary software

☐ Interpreters

☒ Transportation from temporary housing to office, at start of deployment

☒ Transportation from office to interview site, where necessary

☒ Cell phone, radio, and/or any other necessary communications equipment

☐ Clerical support

☒ Direct Supervision

☒ Operational and administrative on-site briefing and orientation

☒ Briefing with relevant partners, where necessary

☒ Standard Operating Procedures and other guidelines

@Administrative support to obtain workpermit and, where applicable, resident visa

El UNHCR identification badge, UNHCR ID card
Transportation upon arrival in capital city to office/ duty station outside the capital

ACCOMMODATION

If the deployment is in a duty station where international staff customarily reside in UNHCR housing, will housing be provided to the Deployee?

Yes No n/a (n/a is for location: where international staff do not reside in UNHCR housing)

If the deployment is in a duty station where international staff customarily reside in independent housing, what support is UNHCR able to provide the Deployee in finding and obtaining housing?

The deployee can be assisted by UNDSS and the FSA to identify a house in a secure area.

If the Deployee is to reside in independent housing, are there any RSM or other restrictions on the type or location of housing?

Yes, the deployee will be briefed by the FSA and will have to adhere to these recommendations.

Is the Deployee expected to go on Mission? If so, where, how frequently? What accommodation is available at the mission location?

The Deployee may undertake regular field missions. There are United Nations guest houses and/or hotels.

SECURITY

Security level in country/ duty station/ at the mission location: D

Name and title of security officer and contact details (telephone, email address):
Name :

E-Mail:

Confirm that the UNHCR Security Officer or UNDSS provide a security briefing to the Deployee upon arrival.

Yes

Please indicate whether there are any specific security measures that need to be taken into consideration for this deployment (e.g., curfew, travel restrictions, recent security incidents).

It is recommended to avoid movements between 20h00 to 06H00 due to recent criminal incidents that occurred at night including in areas thought to be safe. This led the office to recommend staff to prevent from moving at night, unless it is well planned, with trustworthy vehicles/drivers (i.e. with colleagues). Movements within the day are cleared within the recommended area. When on Mission the deployee will be hosted in a Guesthouse. The Guesthouse closes its doors at 18H00. Consequently, all activities should be completed ahead of time to return to the guesthouse on time.

ACCOUNTABILITY AND SUPERVISION

Chain of authority of all staff to whom the Deployee is expected to report to in order of authority

Name, title and contact details of responsible person at HQ, the Regional office/ Hub level — where applicable

BACKGROUND (max. 1 page)

Present the overall operational and protection context for the deployment and identify the target population(s) involved

Despite the ongoing crisis in the north and in the center, the country has continued to provide a protective environment to refugees and asylum seekers. The country hosts approximately 27,000 refugees and 1,000 asylum seekers, living in urban and rural settings. The national Commission for Refugees (CNCR), placed under the supervision of the Ministry of Territorial Administration, is responsible for RSD, registration and documentation. The CNCR is supported by UNHCR to strengthen access to RSD procedures, registration and individual documentation.

Generally, for urban refugees, the economic context has proven to be challenging for the development of self reliance and their successful insertion into the host society. They are struggling to access formal employment and livelihoods. As for refugees in protracted situations, there has been strides in terms of durable solutions, respectively through local integration and voluntary repatriation. UNHCR supports livelihoods programs as well as the local integration process of the refugees and voluntary repatriation.

The country is also affected by internal displacements. 187,139 were displaced inside the country. UNHCR is conducting protection monitoring in the Northern and Central regions to collect

protection incidents, an activity which allows to analyse the protection environment and to promote an adequate response.

Include specific terms of the assignment. A menu of possible examples is provided below (select only as relevant, be realistic and revise appropriately)

Under the direct supervision of the Deputy Representative and the technical Supervision of the Senior Registration Officer, the Registration Officer and Identity Management Specialist will have the following responsibilities:

- Coordinating and supervising the registration team.
- Supervising the registration of new arrivals and unregistered individuals.
- Reviewing and improving the registration strategy and SOPs.
- Preparation and execution of registration and verification exercises.
- Planning of operations, statistical reports for registration and verification operations, adapting of existing SOP to V4, and drafting of new SOPs.
- Ensuring UNHCR staff use implemented proGres and PRIMES modules.
- Training of government users on registration procedures. Providing technical assistance to users.
- Preparation reports following standard forms and deadlines Statistical reports whenever required (weekly/monthly/Annual).
- Training material and agendas.
- Data quality reports as required.
- Implementation of strategies for good registration practices.

REPORTING REQUIREMENTS

The Deployee will be required to prepare reports following standard forms and deadlines:

- Monthly statistical reports
- MYR Statistical reports
- Data quality reports as required (weekly/monthly)
- Mission reports
- End of mission report

OTHER INFORMATION (optional)

The office will assist for the visa formalities; Yes
A bank account will be opened upon arrival (if desired by the Deployee); Yes
The Deployee will need to find a personal house in secure area upon arrival.