

**ANNEX M: TERMS OF REFERENCE & REQUEST TEMPLATE**

The following format should be used as a minimum requirement to outline the Terms of Reference (TORs) 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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<b>BASIC INFORMATION AND ACCOUNTABLE OFFICERS</b>
UNHCR OFFICE:
NAME AND E-MAIL ADDRESS OF REPRESENTATIVE:
NAME/TITLE AND E-MAIL ADDRESS OF DIRECT SUPERVISOR:
NAME/TITLE AND E-MAIL ADDRESS OF TECHNICAL SUPERVISOR:
NAME/ TITLE AND E-MAIL ADDRESS OF HR/ADMIN FOCAL POINT:
DATE submitted for review to the HQs / Regional UNHCR Office/ HUB: (if applicable; indicate names and signatures if cleared / where clearance required)
DEPLOYMENT TO (Place/ Country): Middle East
TYPE OF DUTY STATION (i.e., A, H, B, C, D, E)/ FAMILY/ NON-FAMILY:
R & R CYCLE: (Subject to change following UNHCR review of entitlements)
PROPOSED FUNCTIONAL TITLE: <b>Regional Resettlement Expert, Level 2</b>
EXPECTED START DATE/ ENDING DATE:
FOCUS OF DEPLOYMENT: <b>Resettlement Reviews – Level 2</b> (i.e., Resettlement, Registration, Refugee Status Determination, Child Protection and so on, Level 1/ 2 where applicable)

## QUALIFICATIONS AND SKILLS REQUIRED

- University degree in relevant area (e.g., law, political science, social sciences – preferably in social work etc.)
- In addition to proficiency in English language, it is required to be able to review French documents including RSD assessments and other supporting documents. RRFs are all written in English but **proficiency in French language is required** to be able to conduct 1<sup>st</sup> reviews for cases from North Africa where some of the documents are drafted in French.
- Knowledge of and/or preparedness to become familiar with and abide by UNHCR’s principles, code of conduct and humanitarian goals
- Knowledge of the international legal framework governing refugees, asylum seekers, internally displaced and statelessness persons
- Strong understanding of international refugee law, international human rights law, international humanitarian law, and international criminal law are a must.
- Working experience in international refugee law, in counseling refugees/asylum-seekers, and in individual case management are required.
- Knowledge of UNHCR guidelines on refugee status determination, resettlement, and child protection.
- Awareness of issues related to vulnerable refugee categories and how to apply rights and community-based approach to identify and respond to specific needs
- Cross-cultural interviewing experience and ability to work well in a multicultural team
- Awareness of the importance of preventing fraud and ways to mitigate risks
- Experience in resettlement management capacity building and resettlement training
- Previous working experience with Middle Eastern and African refugee population, would be an asset
- Working experience in the Middle East would be an asset
- Ability to work with databases (or rapidly learn it) and other computer and technological equipment

## RESOURCES AVAILABLE TO SUPPORT DEPLOYMENT

**(X)** Office Space, including sufficient interviewing rooms

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

**(X)** Access to proGres data base system, internet, email, and other necessary software Interpreters

(Not available) Transportation from temporary housing to office, at start of deployment

(Not available) Transportation from office to interview site, where necessary

**(X)** Cell phone, radio, and/or any other necessary communications equipment

Clerical support

**(X)** Direct Supervision

**(X)** Operational and administrative on-site briefing and orientation

**(X)** Briefing with relevant partners, where necessary

**(X)** Standard Operating Procedures and other guidelines

**(X)** Administrative support to obtain work permit and, where applicable, resident visa UNHCR identification badge, UNHCR ID card

**(Not available)** 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 locations, 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?*  
**Admin Unit assists with a list of recommended agents.**

*If the Deployee is to reside in independent housing, are there any MORSS or other restrictions on the type or location of housing?* **None**

*Is the Deployee expected to go on Mission? If so, where, how frequently? What accommodation is available at the mission location?*  
**It is subject to the operational needs and depends on the location of the mission.**

**SECURITY**

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

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

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

**Yes**  
No

*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).*  
**Should the need arise / or mission to the region occur, the security unit will arrange for a regional security briefing upon the arrival of deployee.**

**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 AND OPERATIONAL CONTEXT

The Bureau provides **oversight, guidance, coordination, and support** on protection and durable solutions for various operations in the Middle East and North Africa. The region is multi-faceted, and the support required by operations is similarly diverse. The region is composed of several very different protection and durable solutions environments with distinct characteristics that require contextual attention. Depending on the needs of operations, support may include an array of tailored activities with the overall goal to ensure resettlement is **efficient, sustainable, and predictable**, without compromising the **quality and integrity** of case processing.

The region is characterised by emergencies and protracted situations, with continued and compounding needs and limited solutions. Resettlement in this context is not only the most viable solution for many refugees but it remains also a vital protection tool for those with specific protection needs and vulnerabilities, as well as a means of maintaining the current protection space for refugees.

Some 881,130 refugees are projected to be in need of resettlement in 2023 in the region, which represents an increase compared to 2021 and 2022.

With a protracted crisis in the region entering its twelfth year, continued strong commitment and support from resettlement States and partners is critical, to ensure safety for refugees with compelling protection needs and who have no immediate intention to return to their home country. Women, girls and boys, and those with diverse sexual orientations and gender identities with protection needs will be prioritized, due to their experiences of gender-based violence (GBV), violence or harassment, marginalization or outright hostility within host communities. As the security situation continues to deteriorate and with services decreasing, those at risk of arrest, detention and deportation and those with medical or complex needs are particularly in need of resettlement opportunities.

In other parts of the region, resettlement will target those with compelling protection needs, including those stemming from their gender identity or sexual orientation as same-sex conduct is criminalized. Victims of trafficking remain extremely vulnerable to further exploitation or retaliation. With a surge of people making dangerous journeys across the Central Mediterranean, resettlement remains an important protection tool to save lives and mitigate the risks of dangerous journeys.

Resettlement will address serious protection risks in other countries' complex environments. Refugees with diverse sexual orientations and gender identities, those living with HIV and those with illegal status are at imminent risk of arrest and/or refoulement, and resettlement remains their only available solution. Due to displacement and destruction, women and children are at heightened GBV risks, lack effective community support and are increasingly at risk of violence. For the most vulnerable, resettlement remains the only durable solution and a much-needed protection tool in the absence of opportunities for local integration or self-reliance.

## DESCRIPTION OF TASKS, RESPONSIBILITIES AND DELIVERABLES WITHIN THE OVERALL PROTECTION STRATEGY

- The deployee is encouraged to contribute to the team with **innovative** ideas and have confidence to show **initiative**.
- In light of the aforementioned background and operational context, the deployee is expected to perform **substantive 1<sup>st</sup> Review, 2<sup>nd</sup> Review and Screening** (a form of expedited review) of the resettlement cases in accordance with the guidelines and provide guidance and feedback to the caseworkers and reviewers in the operations. The deployee is expected to work on an average of 5 – 6 cases for substantive 2<sup>nd</sup> Review per day, average of 100 - 120 RRFs a month, to meet the benchmark quota of **finalizing for submission an average of 4 cases per day**. This equates to the submission of 20 cases per week, or 80 cases per month.
- The deployee will **undertake forms of expedited review (screening)** in addition to the above targets, on an as-needed basis and subject to submissions from larger operations. This will equate to the assignment of around 40 cases a month subject to submissions from operations.
- Due to the sharp decrease of the resettlement affiliate workforce in the region, regional reviewers may be required to additionally support country operations with virtual or in-person missions to **conduct casework to increase submissions**. Further, when needed, the missions might include capacity development, technical support and RRF review.
- Through case review and regular contact with the operations in the region, the deployee is expected to **monitor, report** and **analyze** any wider issues relevant to the resettlement processing and protection context which are affecting the operation, or any other contextual information.
- The deployee is required to provide assistance with specific **complex individual cases** and maintain expertise on specific country context and operational challenges, provide capacity-building and harmonization of standards, monitor post-submission activities, including withdrawals, updated RRFs and decisions and manage the pipeline of the unallocated quota.
- The deployee should keep abreast with the **latest guidance** in relation to resettlement and Refugee Status Determination and the latest country of origin information and protection updates.

- **The deployee will take part in data collection and analysis on resettlement to best informed policy and decision making.**

**If it is for RESETTLEMENT, please provide also the following information:**

- *List resettlement submission targets for number or refugees/ cases to be processed for resettlement.*
- *Name the three resettlement countries to which the country operation submits the largest number of refugees for resettlement.*
- *Please state how many refugees/cases have already been identified for resettlement processing so that the Deployee can commence drafting RRFs upon arrival.*

**The Bureau receives approximately 1000 to 1500 RRFs a month. The deployee is part of the team to conduct Full 1st Review and 2nd Review and Strategic Screening of these cases for submission to resettlement countries.**

- *Please describe the mechanisms in place in your operation for identifying the cases the Deployee will be expected to complete (i.e., are cases identified through Community Services or the Protection Unit; does the office receive external referrals through a partner, or are cases identified through the ProGres software only?).*

**Not Applicable.**

- *Please indicate whether the Resettlement Deployee will participate in the identification of cases for resettlement.*

**Not Applicable.**

- *Please indicate whether the Resettlement Deployee will need to conduct Best Interest Determination/Best Interest Assessment interviews. What is the name of your child protection focal point or partner responsible for BIDS/BIAs activities in your operation?*

**The deployee will review the Best Interests Determination and Assessment reports and provide feedback to the operations. The deployee is expected to have a good knowledge of the child protection principles and to keep abreast of the updated guidance and guidelines on Child Protection.**

## REPORTING REQUIREMENTS

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

- An Initial Report within the first 6 weeks of assignment - optional
- Quarterly or Semi-annual statistical and narrative reports (Individual reports)
- A Final Report (at the end of the assignment or end of the year)
- A Performance Appraisal Report (PAR) as per **Annex N**
- The Quarterly and Semi-annual reports and the Performance Appraisal Report (PAR) must be signed by the direct UNHCR supervisor, the technical supervisor and by the regional entity, where applicable and sent to the deployment partner.

**OTHER INFORMATION (optional)**

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