

**TERMS OF REFERENCE  
(Individual Contractor Agreement)**

**Title:** Registration Protection Assistant  
**Project:** N/A  
**Duty station:** Upala, Costa Rica  
**Section/Unit:** Registration  
**Contract/Level:** Local - Support ICA, Level G4  
**Duration:** 02/01/2020 **through** 31/12/2020 (with possibilities of extention)  
**Supervisor:** Head of Field Office), Mr. Cesar Pineda

La Oficina en Costa Rica del Alto Comisionado de las Naciones Unidas para los Refugiados (ACNUR), informa y les invita a participar en el concurso "Asistente de Registro para Protección"

Los detalles generales de la vacante se describen a continuación:

- Nombre del puesto: Asistente de Registro para Protección
- Referencia del puesto: UNOPS-2019-11-07 – Asistencia de duración limitada.
- Nivel del puesto: Profesional IV (ICA-4)
- Sede de trabajo: Upala, Alajuela, Costa Rica
- Duración de contrato: 2 de enero al 31 diciembre 2020
- Fecha límite para aplicar: 13 de diciembre 2019
- Hora límite para aplicar: 12 horas (hora de Costa Rica)
  
- Requerimientos:
  - Las personas interesadas deben ser costarricenses, nacionalizadas costarricense, o extranjera con residencia permanente en Costa Rica y con permiso laboral.
  - Completar Formulario PHF
  - Carta de interés.
  
- Medio/forma de aplicar  
Favor enviar sus aplicaciones a la siguiente dirección:
  - correo electrónico: [cossarrhh@unhcr.org](mailto:cossarrhh@unhcr.org)

Indicar en el asunto: Referencia del Puesto + apellido + nombre
  
- Documentos adjuntos
  - Descripción de funciones
  - Formulario PHF
  - Formulario PHF Suplementario

Solo se contactarán a las personas que hayan sido preseleccionadas (lista corta).

## **1. General Background**

(Brief description of the national, sector-specific or other relevant context in which the individual contractor will operate)

**The socio-political crisis and rise in violence in Nicaragua since April 2018 have produced a sharp rise in the number of Nicaraguan asylum-seekers in Costa Rica. From only 78 registered in the country as of April 2018, by October 2019 the number had grown to over 70,000, and is anticipated to reach 100,000 by sometime in early 2020. At least one quarter of the arrivals require life-saving humanitarian assistance.**

**The response capacities of Costa Rica, a country of only 4.5 million people, and those of UNHCR and other partners, have been severely stretched, resulting in inadequate reception facilities and significant delays in registering and processing asylum claims. The large backlog inhibits asylum-seekers from timely access to documentation, work authorization, health insurance and other rights, increasing their vulnerability and exposure to protection risks, and increasing their dependency on humanitarian aid.**

**The socio-economic impact of the influx has been compounded by the impact of frequent natural disasters such as flooding, earthquakes and volcanic eruptions on refugee and host communities, particularly in the northern border region.**

**UNHCR carries out registration activities for Persons of Concern (POC) to ensure that they are identified and monitored for protection interventions and case management activities. Registration involves the recording, verifying and updating of information on POC to UNHCR with the aim of protecting, and of implementing durable solutions. Registration with UNHCR would result in identifying persons with specific needs and facilitate access to protection interventions.**

**According to Conclusion No. 91 (LII) of the Executive Committee (ExCom), registration is a protection tool and should be an ongoing process that records both essential information on initial displacement and changes in the refugee population. The continuous process of updating the information guarantees the integrity of the database so that quality protection, well-targeted assistance and durable solutions can be provided to the PoC.**

**While the Costa Rican government registers refugees for refugee status determination, UNHCR registers refugees and asylum-seekers to provide effective protection for people, manage individual cases, provide financial assistance, and for programmatic responses.**

**The Protection Assistant (Registration) is supervised by a more senior member of the team who normally reports directly to the Associate Protection Officer. The protection assistant is responsible for supporting all activities related to registration, as per below. The Registration Assistant also responds to queries from asylum-seekers and refugees regarding UNHCR's registration procedures and their rights and entitlements. The Registration Assistant liaises with protection staff and partners to ensure timely identification and referral of persons of concern for follow up on protection concerns.**

## **2. Purpose and Scope of Assignment**

(Concise and detailed description of activities, tasks and responsibilities to be undertaken, including expected travel, if applicable)

**Duties and responsibilities include but are not limited to:**

- **Conduct scheduling of Persons of Concern (PoC) for registration interview.**
- **Ensure orderly reception of both refugees and asylum-seekers in the office.**
- **Support other registration staff by conducting registration interviews and mobile registration in accordance with local SOPs and registration standards as needed.**
- **Provide counselling to, and respond to queries from, asylum-seekers and refugees regarding UNHCR's registration procedures and PoC's rights and entitlements.**
- **Maintain accurate and up-to date records and data related to all individual registration cases.**
- **Identify persons with particular vulnerabilities and specific needs, and ensure timely referral for follow up as required.**
- **Collaborate with protection staff and/or partners in the delivery of assistance and programming, including protection monitoring activities.**
- **Draft correspondence and reports relating to registration activities in the operation, when required.**
- **Act as interpreter and translator when needed.**
- **Perform other related duties as required.**

### **3. Monitoring and Progress Controls**

(Clear description of measurable outputs, milestones, key performance indicators and/or reporting requirements which will enable performance monitoring)

**Key Performance indicators includes but not limited to:**

- **Core Values and Corporate Commitment - Works to achieve the goals of UNOPS as a whole, and demonstrates commitment to the UN's core values; respects individual, gender and cultural differences in dealing with others.**
- **Teamwork - Works collaboratively with and supports colleagues to achieve organizational goals.**
- **Client Orientation - Establishes and maintains productive partnerships with clients by gaining their trust and respect, and by identifying clients' needs and matching them with appropriate solutions.**
- **Planning and Organization - Identifies priority activities and assignments; adjusts priorities as required. Allocates appropriate amount of time and resources for completing work. Foresees risks and allows for contingencies when planning. Uses time efficiently.**
- **Communication - Speaks and writes clearly and effectively; listens to others, correctly interprets messages and responds appropriately. Asks questions to clarify, and exhibits interest in having two-way communication. Demonstrates openness in sharing information and keeping people informed.**
- **Accountability - Takes ownership for all responsibilities and honours commitments. Delivers outputs for which he/she has responsibility within prescribed time, cost and quality standards. Takes personal responsibility for his/her own shortcomings and those of the work unit, where applicable.**
- **Building and Knowledge sharing - Contributes to own field of practice (e.g., documents and shares knowledge inside or outside own office/project, engages in practice discussions etc.).**
- **Commitment to Continuous Learning - Keeps abreast of new developments in own occupation/profession; actively seeks to develop him/herself professionally and personally; shows willingness to learn from others.**

#### **4. Qualifications and Experience**

(List the required education, work experience, expertise and competencies of the individual contractor. The listed education and experience should correspond with the level at which the contract is offered.)

##### **a. Education** (Level and area of required and/or preferred education)

- Completion of the secondary Education with post-secondary training/certificate in Social Science, Statistics, Law, International Relations, Social Work, Mathematics, Information Technology, or related fields is desirable. (Preferably those with University degree).
- Excellent knowledge of English and Spanish

##### **b. Work Experience**

(List number of years and area of required work experience. Clearly distinguish between required experience and experience which could be an asset.)

- Minimum 4 years of relevant job experience (2 years with post-secondary certificate/training)

##### **c. Key Competencies**

(Technical knowledge, skills, managerial competencies or other personal competencies relevant to the performance of the assignment. Clearly distinguish between required and desired competencies)

- Analytical Thinking
- Technological Awareness
- Planning and Organizing
- Prior knowledge and experience on refugee issues, proGres database and KOBO will be an asset

Project Authority (Name/Title): Cesar Pineda Head of Field Office	Contract holder (Name/Title):
Signature _____ Date _____	Signature _____ Date _____