



United Nations High Commissioner for Refugees (UNHCR)

Internal / External Vacancy Announcement

Vacancy Notice No. 20/LIM/03

Title of Post	Protection Case Management Associate	Category/Grade	LICA – 6
Post Number	Not applicable	Reporting Date	2 March 2020
Type of Contract	UNOPS - Local Individual Contractor Agreement (Initial contract – 6 months)	Date of Issue	17 January 2020
Location	Lima, Peru	Closing Date	31 January 2020

Organizational Context

The Protection Case Management (PCM) Associate is typically located at Multi-Country Office, Branch Office or Field Office. S/he is a member of the Protection Section, but may be working under Registration, Refugee Status Determination, or the Resettlement units; and normally supervised on a rotational basis by the head of the functional units (Registration, RSD, or Resettlement) where s/he provides support at any given time. Depending on the operational priorities, s/he is responsible for supporting activities relating to registration, refugee status determination and resettlement; to ensure the implementation of the operational policies efficiently, and compliance to the comprehensive protection and solutions strategy applied.

The incumbent may provide day-to-day supervision to the UNHCR mandate registration process. S/he will be conducting registration, or RSD, or resettlement, or other protection interviews, and drafting different documents including assessments for refugee status determination, resettlement referrals, and other protection-related purposes. S/he may also be involved in communication with external partners regarding resettlement issues. Depending on the operational needs, s/he may be responsible for mentoring new caseworkers.

Duties

- Assist in the implementation of registration strategies and methodologies for populations of concern (PoC).
- Assist in the supervision and daily running of registration team activities, where required. Carry out interviews and assessments, as applicable, in line with the individual case-processing policies and standard operating procedures relating to registration, RSD, and resettlement.
- Provide counselling to, and respond to queries from asylum seekers and refugees, including in the context of the notification of decisions on individuals cases. Support timely identification and referral of persons with specific needs for protection intervention and follow-up as required. Collaborate with other units for the delivery of assistance.

- Assist in development of a protection strategy for registration, RSD, and/or resettlement for the Operation.
- Review special cases and following up on status of cases from resettlement submission to departure.
- Assist in monitoring individual case processing trends and in compiling and analysing statistics related to individual case processing. Maintain accurate and up-to-date records and statistics related to all work on individual cases, ensuring that proGres database is properly updated.
- Assist in developing and maintaining updated tools to ensure that PoC have access to accurate information on the UNHCR individual case-processing policies and procedures.
- Perform other related duties as required.

Minimum Qualifications

- Completion of the Secondary Education with post-secondary training Law, International law, Political Science, International relations and Social science.

Experience

- Minimum 6 years of previous relevant job experience.
- Essential: Ability to conduct interviews, to analyse and report on the situation of the beneficiaries. Research and analytical skills. Excellent oral and written communication skills.
- Desirable: Working experience with procedures and principles related to registration, resettlement, and RSD. Previous work experience in the field of International Refugee Law and Human Rights Law. Experience in counselling asylum seekers or refugees. Experience in working with vulnerable or traumatized individuals. Experience in working with UNHCR PRIMES proGres software.

Functional skills

- PR-RSD - Principles and Procedures, operational arrangements/assistance;
- PR-Resettlement Anti-Fraud Policy and Procedures;
- IT-Computer Literacy;
- MS-Reporting skills;
- MS-Drafting, Documentation, Data Presentation;
- PR-Experience in Registration;

Language Requirements

- Knowledge of English and/or UN working language of the duty station if not English.

Competency requirements

Core Competencies:

- Accountability
- Communication
- Organizational Awareness
- Teamwork & Collaboration
- Commitment to Continuous Learning
- Client & Result Orientation

Managerial Competencies:

- Empowering and Building Trust
- Judgement and Decision Making
- Managing Resources

Cross-Functional Competencies:

- Stakeholder Management
- Change Capability and Adaptability
- Planning and Organizing

Submission of Applications

This vacancy is open for qualified Peruvians only. Female candidates are encouraged to apply

IMPORTANT

Interested candidates for this vacancy must submit a Personal History Form (PHF) duly sign and its supplementary pages (if applicable), download by clicking on the followings links: <http://www.unhcr.org/recruit/p11new.doc> <https://www.unhcr.org/recruit/unhcr-phf-sup.docm>

All documents must be in PDF format.

File name should include the candidate's last name.

Written test may be administered.

All candidates should submit their application via e-mail to admin.peru@unhcr.org

Please quote the following Reference in the subject line and in your motivation letter: **Prot Case Mang Assc_LIMA2020**

Applications received after the closing date will not be considered.

- Only those candidates that are short-listed for interviews and tests will be contacted.
- Please no phone calls. All queries should be done by e-mail.

