



# UNHCR

United Nations High Commissioner for Refugees  
Haut Commissariat des Nations Unies pour les réfugiés

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## Protection Assistant, UNOPS LICA-4

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**Title: Protection Assistant**

**Contract type: Local UNOPS Individual Contractor**

**Contract level: LICA-4 (equivalent to GS4 level)**

**Department/office: Oranjestad, Aruba**

**Contract Duration: 12 months**

**Application period: 2 weeks from *January 8, 2021 to January 22, 2021.***

### General Background

The United Nations High Commissioner for Refugees is a global organization dedicated to saving lives, protecting rights and building a better future for refugees, forcibly displaced communities and stateless people. UNHCR was created in 1950, during the aftermath of the Second World War, to help millions of Europeans who had fled or lost their homes. UNHCR had three years to complete its work and then disband. Today, over 68 years later, the organization is still hard at work, protecting and assisting refugees around the world.

UNHCR workforce is its backbone. The agency is present in 135 countries and as of 31 May 2020, UNHCR employs 17,324 people, of whom around nearly 90 per cent are based in the field to help the displaced, specializing in a wide range of disciplines, including legal protection, administration, community services, public affairs and health.

UNHCR in Aruba supports the regional response to outflows of Venezuelans in Aruba and Curaçao. UNHCR works with governments in Caribbean countries to develop and strengthen their protections for asylum-seekers, refugees, and stateless persons, and monitors and reports on the treatment of refugees and stateless persons throughout the Caribbean region, and supports the humanitarian response to Venezuelan refugees and migrants.

### Purpose and Scope of Assignment

The Protection Assistant is a member of the Protection Unit, he/she reports to the Associate Protection Officer in Aruba. The incumbent provides functional and administrative support to the protection unit on protection related liaison, correspondence, monitoring, case management and reporting activities.

The Protection Assistant also supports the protection unit in providing quality, timely and effective protection responses to persons of concern. He/she may liaise externally with local authorities and partners on correspondence and/or protection issues as guided by the supervisor.

The Protection Assistant also facilitates the involvement of persons of concern with the Office in making decisions that affect them, whether in accessing their rights or in identifying appropriate solutions to their problems. To achieve this, the incumbent will need to build and maintain effective interfaces with communities of concern, local authorities and protection and assistance partners.

### Duties and Responsibilities:

General:

- Consistently apply International and National Law and applicable UN/UNHCR and IASC policy, standards and codes of conduct;
- Observe and respect protection related Standard Operating Procedures (SOPs);
- Prepare status and progress reports, prepare tables and draft routine correspondence.
- Prepare background material for use in discussions and briefing sessions.
- Perform other duties as required.

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### Protection operations field: Support the protection unit with regular activities including:

- Facilitating participatory assessments to ensure open dialogue with communities are promoted throughout the year; with a calendar of consultations promoted to cover different topics of interest. Ensure that information collected feeds into the protection strategy and programming as well as that feedback is provided to the community;
- Monitoring the Complaint and Feedback Mechanism (CFM) and ensuring compliance with the SOPs for CFM and with the Accountability to Affected Populations strategy
- Assist in facilitation of UNHCR Aruba's helpline and protection counselling
- Support the individual case management with a specific focus on persons with specific needs
- Liaise and coordinate with local counterparts, partners and POCs on community-based protection-related activities;

### Specific support for community-based protection:

- Serve as the focal point within the protection team for interventions, projects and initiatives relating to child protection, education, GBV prevention and response, and community outreach/community engagement.
- Assist in establishing coordination, monitoring and reporting tools where necessary related to these areas;
- Serve as focal point for outreach, communication with communities, community engagement and mobilization activities of UNHCR and the partners. Support establishment of community support and coordination structures;
- Act as the focal person for the implementation of projects aiming at peaceful coexistence and livelihoods programming;
- Support with the planning, development, implementation and monitoring of UNHCR's programmes on Child Protection and Education, GBV Prevention and Response, including case management;
- Contribute to the design of the community-based protection strategy, project submissions and budgets for endorsement by the supervisor;
- Contribute to the Protection team's information management component which: provide disaggregated data on populations of concern and their problems; researches, collects and disseminates relevant protection information and good practices to enhance protection delivery and provide technical advice if necessary.

### **Monitoring and Progress Controls**

- The protection of populations of concern is met through the application of International and National Law, relevant UN/UNHCR protection standards and IASC principles.
- Protection activities are guided by the UNHCR country protection strategy.
- The participation of persons of concern is facilitated through supporting participatory, rights and community-based approaches.

### **Authority**

- Select persons of concern for preliminary interviews and decide which relevant information to share
- Enforce integrity in the delivery of protection services by local implementing partners.

### **Education:**

- Completion of Bachelor degree in Law, Social Science, Political Science, International Affairs, Social Work or related fields. Advanced postgraduate degrees considered an asset.

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### Work Experience:

- Minimum 2 years of previous job experience relevant to the function and international work experience considered an asset.

### Legal Status

Applicant must have legal residence with valid work permit in Aruba.

### Key Competencies:

- Cross-functional Competencies
- Technological Awareness
- Policy Development and Research
- Political Awareness

### Desirable competencies:

- Good computer skills
- Fluency in English and Spanish required. Good command of Dutch is desirable.
- Excellent oral and written communication skills
- Strong research, analytical and drafting skills
- Excellent oral communication skills
- Ability to work independently with minimal supervision, as well as within a team
- Good time management skills
- A high level of computer proficiency, with familiarity with electronic databases preferred and proficiency with Microsoft Word and Microsoft Excel required

### Application deadline:

Please submit your application to the following email: [panpava1@unhcr.org](mailto:panpava1@unhcr.org), before **January 22, 2021** by close of business, 4 p.m. (Aruba time).

**Late or incomplete application will not be accepted. Only shortlisted candidates will be contacted. Shortlisted candidates may be required to sit for a written test and/or oral interview. UNHCR does not charge a fee at any stage of the recruitment process (application, interview, processing or any other fees).**

**UNHCR strongly encourages qualified female applicants for this position. UNHCR seeks to ensure that male and female employees are given equal career opportunities. UNHCR is committed to achieving workforce diversity in terms of gender, nationality and culture. All applications will be treated with the strictest confidentiality.**