ANNEX M: 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)

 …………………………………………………………………………………….

TO BE COMPLETED BY SUPERVISOR/S

PART A

BASIC INFORMATION AND ACCOUNTABLE OFFICERS
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:
DEPLOYMENT TO (Place/ Country): Latin America example
TYPE OF DUTY STATION (i.e. A, H, B, C, D, E)/ FAMILY/ NON-FAMILY: A
R & R CYCLE: N/A
PROPOSED FUNCTIONAL TITLE: Associate Operations Data Management Officer
EXPECTED START DATE/ ENDING DATE:
FOCUS OF DEPLOYMENT: (i.e. Resettlement, Registration, Refugee Status Determination, Child Protection and so on, Level 1/ 2 where applicable) **Registration and Identity Management**
QUALIFICATIONS AND SKILLS REQUIRED

Qualifications, skills, expertise in a particular field (education / knowledge/ experience, demonstrated skills)

- Education: Degree in Computer Science, Demography, Geography, Statistics, Economics or a related field.
- Job experience: Minimum 2 years of relevant experience with graduate degree (equivalent of a Master's), 3 years with undergraduate degree (equivalent of a BA/BS) in data management, statistics, analysis, information technology and administration
- Experience in managing monitoring and surveillance systems in humanitarian organizations or in large, complex organizations or familiarity with proGres and registration systems.
- Demonstrated skills in compiling and calculating statistics.
- Demonstrated training experience in data management best practices.

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

- Fluency in English is necessary
- Fluency in Spanish <u>preferred</u>

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 data base system, internet, email, and other necessary software*

☐ *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 work permit and, where applicable, resident visa*

☒ *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 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?

UNHCR will advise the Deployee in identifying suitable accommodation in locations acceptable and permissible the UN Department of Safety and Security (UNDSS) regulations.

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

Yes, there are restrictions. RSM assessment will be provided by UNDSS/ UNHCR Field Security Associate

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

There is a possibility of fields missions. Accommodation will be in hotels.

SECURITY

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

The security Level is Moderate. Common crime activities such as theft are frequent. UN personnel must complete the Personal Security Induction course and the security Clearance System must be in place for approving field missions with recording travel notifications and tracking personnel movements capabilities by SOC, UNDSS and UNHCR Security Officer.

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).

By Air: The current travel restrictions includes negative COVID test with a validity of no more than 96 hours upon arrival and checking in a CheckMig platform (Migration app)

By Land: all land borders were still closed at the time of writing / for official missions to rural zone it is necessary to be trained in SSAFE.

ACCOUNTABILITY AND SUPERVISION

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

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

Digital Identity and Registration Section (DIRS) HQ:

PART B:

BACKGROUND (max. 1 page)

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

The country continues to be impacted by the arrival of refugees. This poses an enormous challenge since the country not only needs to respond to massive influx of refugees, but also long-standing unmet needs and gaps within the national population, prompting national and local government with limited capacity, in the development of socio-economic integration policies for both populations. Due to the COVID context, border crossings have been closed, and there is limited access to territory for persons in need of international protection.

- *Describe the specific profile of the target population (e.g., nationality, ethnic group, urban-rural)*

UNHCR in this country is a mixed operation dealing with internal displaced population and persons in need of international protection. The registration activities are mostly focused

on the refugees; however, the internally displaced population is also registered in specific situations.

- *Set out what standards / procedures (e.g. SOPs) may be in place with respect to the sector of activity.*

The Registration Unit has produced several registration SOPs for the use of PRIMES that have been shared during trainings/webinars to UNHCR and partners staff.

- *Describe the need/ rationale for the Deployment. How does the work of the Deployee fit into the overall protection strategy?*

The registration activities of UNHCR increased during the year with the inclusion of several new partners countrywide (currently we have 27 partners). In this sense, the needs of statistics, reports, dashboards and data audit processes also increased.

- *How does the work of the Deployee fit into the overall staffing capacity and plans? Provide a brief overview/ number of other UNHCR staff and Deployees in the operation.*

Currently the Registration Unit is only composed of 1 UNHCR staff and 4 Affiliated Workforce staff (and only one of them is fully dedicated to data management, so the deployee will be of great support in this regard. We expect to have capacity to regularize a Data Management position in the future.

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

- *List the specific responsibilities of the Deployee (RRFs, BIAs/BIDs, registration, RSD, etc. as indicted above in the opening section), including intended outcomes such as specific numerical targets in the case of any individual case processing activities.*
    - o Ensure responses to report requests from Sub Offices, Field Offices, partners, donors and headquarters.
    - o Liaise with the Bureau on new reporting requirements and procedures.
    - o Conduct data collection audits in order to ensure that no unnecessary data collection is occurring and to ensure that all necessary data is being captured.
    - o Record explicit data audit trails when calculating statistics, such that data sources, data quality and the methods of calculation are systematically kept.

- Manage the registration database proGres v4; oversee data input and reporting in close collaboration with the Registration Officer.

- *Describe any additional responsibilities of the Deployee (e.g., training, supervision of casework, administration)*

  - Training the Registration UNHCR and partners focal points on Data Management

- *Describe any additional responsibilities of the Deployee (e.g., training, supervision of casework, administration)*

- Training on Data Management for UNHCR

  - Training of local Data Management staff

- *Describe the specific expectations for any capacity development activities (e.g., training, mentoring, drafting Standard Operating Procedures, building systems, file review and feedback)*

  - Support the Registration Unit in the development of reports, statistics and dashboards from proGres v4

  - Conduct Data quality procedures of the information registered in proGres v4 for UNHCR and partners

  - Support in the implementation of proGres v4

  - Coordination with the Information Management Unit

REPORTING REQUIREMENTS

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

Statistical reports and analysis whenever required
Data quality report as required.
Mission reports, as required.
Performance appraisal report as required.

OTHER INFORMATION (optional)

For example information about visa requirements, the banking facilities in-country, estimated monthly cost of living, including housing.