



# UNHCR TERMS OF REFERENCE FOR JUNIOR PROFESSIONAL OFFICER (JPO) CATEGORY

(When finalised and approved by the Post Manager(s), e-mail to HQPC00)

**DATE SUBMITTED:** 05/12/2016

## PART 1A - CLASSIFICATION DATA

### **A.1 CURRENT / OFFICIAL POSITION DATA**

JPO Position No.: 10025930		
JPO Position Title: Associate Protection Officer		
JPO Position Grade: P2	Position Category: <b>JPO</b>	
JPO Position Location: San Jose, Costa Rica		
Supervisor Position No: xxxxxx	Supervisor Position Title: Senior Protection Officer	Supervisor Position Grade: P4

## - ACTION REQUESTED -

### **A.2 CREATION OF JPO POSITION**

☒ (Tick as appropriate)

### **A.3 REVISION OF EXISTING POSITION** (Tick as appropriate, and indicate the current, revised title)

☐ Change of Title    ☐ Update of Duties    ☐ Others (Specify):

	Title:	Grade	Category
From:			JPO
To:			JPO

## PART 1B - POSITION JUSTIFICATION

**JUSTIFICATION** ( ☒ Creation / ☐ Revision) – Explain below why the creation of position is needed. If the position is to be revised, explain any new contextual developments or changes in position requirements that justify the review.

As mentioned in greater detail herein, since the start of the socio-political crisis in Nicaragua in April 2018, the number of Nicaraguan asylum seekers in Costa Rica increased exponentially -- to over 74,000 at the end of 2019. This number is in addition to an ongoing increase in application from persons fleeing the three other situations in the Americas (Venezuela, NCA, and Colombia), plus Cubans and other persons who hail from outside the region. The increase in the numbers of asylum-seekers, whose vulnerabilities and needs are significant, has taxed the national authorities, UNHCR, and partners in their ability to respond.

This position is fundamental to support the coordination and implementation of the complex protection response to ensure protection and solutions for all persons in need of international protection in Costa Rica – and to ensure that the country can remain a champion of human rights and refugee protection in the region.



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*(When finalised and approved by the Post Manager(s), e-mail to HQPC00)*

Date of Classification <sup>(1)</sup>:

<b>PART 2A – IDENTIFICATION OF POSITION</b>	
Position No: 10025930	Job Code <sup>(1)</sup> :
Position Title: Associate Protection Officer	Job Profile <sup>(1)</sup> :
Position Location : San Jose, Costa Rica	Functional Group <sup>(1)</sup> :
Supervisor Position No., Title & Grade: Kelleen Corrigan, Senior Protection Officer, P4	CCOG Code <sup>(1)</sup> :
Position Grade: P2	Category: <sup>(1)</sup> : <b>JPO</b>
	<i>(1) To be completed by PCU</i>
<b>PART 2B – POSITION REQUIREMENTS</b>	

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**2.1 ORGANIZATIONAL CONTEXT.** *Define the role of the position within the team, it's external/internal work relationships or contacts, the contextual environment in which it operates and the scope of supervision received, and where applicable, exercised by the incumbent.*

The socio-political crisis and rise in violence in Nicaragua since mid-2018 have produced a sharp rise in the number of Nicaraguan asylum seekers in Costa Rica – adding to an already significant number of applicants from the three other situations in the Americas (Venezuela, NCA, and Colombia). The increase in Nicaraguan asylum seekers is illustrated by the fact that in 2017, only 78 asylum seekers were registered in the country. By the end of 2019, this number had grown to over 74,000 persons, and could reach over 100,000 in 2020. A significant proportion of the arrivals require life-saving humanitarian assistance, as well as legal counselling and representation, and other support

The response capacities of Costa Rica, a country of only 5 million people, and those of UNHCR and other partners, have been severely stretched, resulting in critically inadequate government reception facilities and significant delays in registering and processing asylum claims. The large backlogs inhibit asylum-seekers from accessing work authorization, health insurance and other rights, deepening their vulnerability and exposure to risks, and increasing their dependency on humanitarian aid. The RSD system itself requires a significant review to ensure that it becomes truly efficient and effective. UNHCR is engaging in an updated Quality Assurance Initiative (QAI) review of the asylum bodies, and the implementation of recommendations expected in early 2020 will be critical. Ensuring access to legal services and information is also important to allow PoC to understand their rights.

The Operation is also working to further implement its Community Based Protection (CBP) Strategy and has recently opened a Field Unit to provide direct registration, referral, and other community activities. UNHCR will continue working with the Civil Registry in assisting the GoCR efforts in addressing sub-birth registration, by expanding their joint work-plan of confirmation of nationality, late-birth registration and effective access to documentation to eradicate the risk of statelessness among indigenous and other cross-border populations and children born in CR to Panamanian and Nicaraguan parents who were not registered at birth. Finally, a Protection Transit Arrangement has been established as a strategic protection tool to ensure nationals from NCA countries with high protection risks have a safe transit location in Costa Rica while awaiting resettlement processes.

In sum, the multi-faceted nature of the Protection Unit and the Operation in general calls for an Associate Protection Officer with good knowledge of Protection matters, and with sufficient experience to manage the day-to-day operations of the Field Unit, as well as to assist in other activities to ensure a successful Protection response to growing needs of PoC in Costa Rica.

**SUPERVISION:** The JPO will be under the direct supervision of the manager indicated under ‘Supervisor title and position number’. The supervisor will be responsible for the performance evaluation of the JPO. The manager will also ensure that the JPO is provided a thorough induction and orientation briefing, followed by on-the-job training as well as continuous guidance for training/learning opportunities throughout the assignment. In support to the manager, the JPO Unit provides the Supervisory Guidelines upon recruitment/reassignment of the JPO.

**LIVING CONDITIONS AT THE DUTY STATION**

*Please indicate if the following is available at the Duty Station*

Housing/accommodation	Yes
Health care	Yes
Educational facilities	Yes
Security	Yes
Other (transports, banks, etc)	Yes

**2.2 FUNCTIONAL STATEMENT.** *Describe the accountabilities, responsibilities and authorities associated with the position.*

**Accountability** *(key results that will be achieved)*

The protection of population of concern is met through the application of International and National Law, relevant UN/UNHCR protection standards and principles.

Protection activities are guided by the protection strategy and respect the policy of UNHCR on age, gender and diversity (AGD).

The participation of persons of concern is assured through continuous assessment and evaluation using participatory-, rights- and community-based approaches.

All persons of concern have access to a fair and efficient asylum system, are knowledgeable about their rights, and can receive legal counseling and/or representation if needed.

Protection incidents are immediately identified and addressed.

**Responsibility** *(process and functions undertaken to achieve results)*

Through relationships with persons of concern, authorities and a network of partners and other stakeholders, stay abreast of political, social, economic and cultural developments that have an impact on the protection environment.

Ensure that the perspectives, capacities, needs and resources of the persons of concerns are reflected in the planning and implementation of protection interventions, and that they address the specific protection needs of women and men, children, youth and older persons, persons with disabilities, and other minority groups such as members of the LGBTQ+ community and persons living with HIV/AIDS.

Support the implementation and monitoring of programmes ensuring that identified protection needs, including an Age, Gender and Diversity (AGD) approach, are adequately addressed. This may include, inter alia, overseeing a pilot of the Protection Monitoring Tool (PMT) survey and subsequent analysis and reporting efforts.

Identify protection gaps and implement the appropriate UNHCR responses to protection concerns of asylum seekers and other persons of concerns. Provide policy guidance and operational support to UNHCR and partners on protection related issues.

Provide legal advice and guidance on protection issues to internal and external interlocutors; ensure legal assistance is accessible to persons of concern; liaise with competent authorities to ensure the issuance of personal and other relevant documents to persons of concern (including asylum documentation, as well as birth certificates and documentation within the statelessness determination procedure).

Monitor, and assist with the intervention in cases of refoulement, expulsion, detention, and other protection incidents, through working relations with relevant officials and other partners.

Assist in the coordinated implementation and oversight of Standard Operating Procedures (SOPs) for all protection/solutions activities. Suggest any areas where SOPs may be lacking and work to create/update them.

Research, collect, and disseminate relevant protection information and good practices to enhance protection delivery and provide technical advice if necessary. Ensure participatory, community-based protection and AGD approaches are included in strategies and plans in the country operation.

Ensure through direct action and advocacy with more senior protection staff that the necessary resources (human and financial) are allocated to enable protection activities to identify and address protection and assistance gaps.

Support a consultative process with government counterparts at local levels, partners and persons of concern to develop and implement integrated strategies that address the key protection priorities, including, for example, child protection, education and SGBV, and solutions approaches.

Supervise CBP staff. Oversee protection and assistance activities conducted by staff and partners at the new Field Unit, including community-based protection initiatives that take place in and out of the FU. This includes assessing the protection needs of populations of concern through individual interviews, participatory assessments, and/or the use of the Protection Monitoring Tool, as well as including confidence building and conflict resolution among populations of concern, authorities and host communities. Support persons of concern to develop structures that enhance their participation and protection.

Contribute to training and internal capacity building of UNHCR staff in protection, registration methodologies, technologies and standards by providing support, guidance and assistance to staff and partners on protection priorities, issues and concerns.

In cooperation with relevant Registration, Protection, and Information Management staff, as well as relevant Government counterparts, ensure the collection of disaggregated data on populations of concern and their needs, support analysis and ensure timely dissemination of reports and statistics on persons of concern.

Contribute to the Protection team's information management component, by liaising with the relevant IMO, Registration, and Government staff to ensure that.

Represent UNHCR at meetings with a wide range of stakeholders such as partners, government authorities, etc.

Perform other Protection-related duties as required.

**Authority** (*decisions made in executing responsibilities and to achieve results*)

Intervene directly with authorities and partners on critical protection cases.  
Enforce compliance with, and integrity of, all protection standard operating procedures.  
Supervise CBP and other staff as required.

**2.3 REQUIRED COMPETENCIES**, which illustrate behaviours that are essential to achieving deliverables described above, and that are critical to successful performance. All jobs require the staff to abide to the Values and Core competencies of UNHCR. Where applicable, select a maximum of six Managerial and three Cross-Functional Competencies. (Note that the Performance Appraisal and Management System (PAMS) allows for up to five Cross-Functional Competencies to be selected by the staff member and the supervisor.)

<u>Code</u>	<u>Managerial Competencies</u>	(Max. 4)
1. <input checked="" type="checkbox"/> M001	Empowering and Building Trust	
2. <input checked="" type="checkbox"/> M002	Managing Performance	
3. <input checked="" type="checkbox"/> M003	Judgement and Decision Making	
4. <input type="checkbox"/> (M004)	Strategic Planning and Vision	(Not applicable to JPOs)
5. <input type="checkbox"/> (M005)	Leadership	(Not applicable to JPOs)
6. <input checked="" type="checkbox"/> M006	Managing Resources	

<u>Code</u>	<u>Cross-Functional Competencies</u>	(Max. 3)
1. <input checked="" type="checkbox"/> X001	Analytical Thinking	
2. <input type="checkbox"/> X002	Innovation and Creativity	
3. <input type="checkbox"/> X003	Technological Awareness	
4. <input type="checkbox"/> X004	Negotiation and Conflict Resolution	
5. <input checked="" type="checkbox"/> X005	Planning and Organizing	
6. <input type="checkbox"/> X006	Policy Development and Research	
7. <input checked="" type="checkbox"/> X007	Political Awareness	
8. <input checked="" type="checkbox"/> X008	Stakeholder Management	
9. <input type="checkbox"/> X009	Change Capability and Adaptability	

**2.4 ESSENTIAL MINIMUM QUALIFICATIONS AND PROFESSIONAL EXPERIENCE REQUIRED.** Define the educational background, the relevant job experience and the language(s) that are essential to perform the work of the position.

**EDUCATION/QUALIFICATION:** University Degree in Law

**WORK EXPERIENCE:** Minimum of 2 years of relevant professional experience with Advanced University/Master's Degree (3 years with University/Bachelor's Degree) in the area of refugee law.

**SKILLS:** Excellent knowledge of English and Spanish, both written and oral. Ability to work in a multi-cultural environment. Ability to work as a part of a team and on own initiative. Ability to meet deadlines. Experience or demonstrated interest in refugee and/or statelessness related matters. Excellent interpersonal skills. Committed to the values and principles of the United Nations. Proficient computer skills.

#### **LANGUAGE KNOWLEDGE**

Please indicate languages required (Official UN Languages: English, French, Spanish, Chinese, Russian, Arabic)

- **Essential:** English, Spanish
- **Desirable:** Any other

**2.5 DESIRABLE QUALIFICATIONS & COMPETENCIES.** *Describe any experience or knowledge that would be an asset, such as: UNHCR Learning Programmes, other training, additional languages, Field/HQs experience, etc.*

Knowledge of UN Policies and procedures.

Field experience

Commitment to help persons of concern and willingness to cooperate with various stakeholders.

Strong analytical skills.

Strong interpersonal and communication skills in a multi-cultural setting

Experience of working with persons of concern desirable

Prior management and/or supervisory experience would be an asset.

## **2.6 TRAINING COMPONENTS AND LEARNING ELEMENTS**

### **TRAINING COMPONENTS:**

- **Mandatory training courses:**
  1. Basic Security in the Field (NB: needs to be retaken every 3 years)
  2. Advanced Security in the Field (NB: needs to be retaken every 3 years)
  3. Protection Induction Programme (PIP)
  4. UN Course on Harassment, Sexual Harassment and Abuse of Authority
  5. Orientation to IPSAS

- **Recommended training courses**

*Please indicate at least 1-2 training courses relevant to the particular JPO function, available through Learn & Connect platform.*

RSD

Best Interests of the Child - Basic Principles and Procedures

SGBV

Statelessness

## **LEARNING ELEMENTS**

*Please indicate what the incumbent will learn during the assignment, defined in measurable results through applied skills or demonstrated competencies and specified per year.*

The JPO will learn about planning, coordinating, and implementing a protection and solutions response for various groups of persons of concern in a complex and dynamic protection situation. S/he will also learn to improve supervisory and management skills, strategic analysis, and community-based protection responses, with an AGD focus.

### **3. HOW TO APPLY**

Note: This post is open in the context of the Junior Professional Officer (JPO) scheme sponsored by the Government of the Republic of Korea and is addressed exclusively to nationals of the Republic of Korea.

A) General requirements for candidates applying to the JPO vacancies funded by the Republic of Korea:

1. Korean citizenship
2. Fluency in Korean, Spanish and English languages
3. Completed advanced university degree (master's degree or equivalent), as per the vacancy announcement. A bachelor's degree and an additional year of work experience may be accepted in lieu of the advanced university degree.
4. Not older than 32 years of age as of 31st December of 2020 (Born after Jan. 1 1988) (The maximum age limit for those who served in the military will be extended accordingly)
5. Male applicants shall have completed the Korean military service or be exempted from it.

B) Application process

Applicants should submit their application electronically directly to the Organization. All documents should be in English.

Candidates who would like to apply should do so online via <https://www.unhcr.org/careers.html> (Access [www.UNHCR.org](https://www.unhcr.org) website and click on the "Career" link at the upper right corner, then on "International Vacancies". The vacancy can be searched with the "JPO" keyword.)

Please verify the closing date on the website of the Korean Ministry of Foreign Affairs <https://UNrecruit.mofa.go.kr>.

Applications received after this date will not be considered. Applicants will receive a confirmation of receipt.

Only short-listed candidates will be contacted thereafter.

Evaluation of qualified candidates may include a written assessment exercise followed by competency-based interviews.

C) Documents to be submitted to for the application (only complete applications will be considered)

1. A motivation letter and the United Nations Personal History Statement (PHP/P11) submitted through the online application system )

The following documents must be submitted to [HQAWFJPO@unhcr.org](mailto:HQAWFJPO@unhcr.org) with your name in the subject line

2. A scanned copy of applicant's Resident Register
3. A copy of the (advanced) university degree
4. A certificate of English language proficiency. Applicants should submit a minimum of iBT TOEFL score of 107 or NEW TEPS score of 452 or TEPS score of 800.
5. Only for male applicants: A certificate of Korean Military Service. The maximum age limit for those who served in the military will be extended\* in accordance with the Support for Discharged Soldiers Act and the military service law.
6. Only for low-income applicants: A scanned copy of applicant's certificate of National Basic Livelihood Security Recipients issued in Korean and its unofficial English translation

For general information on the Korean JPO Program and additional conditions see the following websites:

<https://UNrecruit.mofa.go.kr> and <http://www.unhcr.org/junior-professional-officer-programme.html>

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\* Age limit for male candidates who have completed military service:

- Less than one year will be extended for one year;
- one year above and two years under will be extended for two years;
- two years or more will be extended for three years.

[Please note that applicants can apply for a maximum of two JPO positions sponsored by the Ministry of Foreign Affairs of the Republic of Korea during the year of application.]