

## UN VOLUNTEER DESCRIPTION OF ASSIGNMENT

**Preamble:**

The United Nations Volunteers (UNV) programme is the UN organization that promotes volunteerism to support peace and development worldwide. Volunteerism can transform the pace and nature of development and it benefits both society at large and the individual volunteer. UNV contributes to peace and development by advocating for volunteerism globally, encouraging partners to integrate volunteerism into development programming, and mobilizing volunteers.

In most cultures, volunteerism is deeply embedded in long-established, ancient traditions of sharing and support within the communities. In this context, UN Volunteers take part in various forms of volunteerism and play a role in development and peace together with co-workers, host agencies and local communities.

In all assignments, UN Volunteers promote volunteerism through their action and conduct. Engaging in volunteer activity can effectively and positively enrich their understanding of local and social realities, as well as create a bridge between themselves and the people in their host community. This will make the time they spend as UN Volunteers even more rewarding and productive.

1. **Assignment title:** HCT Project Assistant for Accountability to Affected Populations
2. **Host entity:** United Nations Children's Fund (UNICEF)
3. **Volunteer category:** UNV Youth
4. **Duty station, country:** Colombo, Sri Lanka
5. **Number of UN Volunteers:** 01
6. **Duration (in months):** 5 months
7. **Possibility of extension\*:** No

\*Dependent on continuation of mandate, availability of funding, operational necessity and satisfactory performance; there is no guarantee of assignment extension.

8. **Assignment family status:** Non-family assignment
9. **Expected starting date:** Immediate

**10. Organizational context and brief project description:**

UNICEF works to protect the rights of every child in Sri Lanka. Our goal is to ensure that all of our children survive, thrive and fulfil their vast potential. In a world that is rapidly changing, children are faced with complex challenges and unprecedented opportunities. UNICEF's programs are designed to reach and benefit all children so that they can withstand these challenges, leverage these opportunities and be the drivers of their own destiny.

In the context of soaring inflation, heightened income insecurity and scarce availability of essential products, such as food, fuel, fertilizers and medicines, more and more families are unable to meet their basic needs.

The current crisis, coming on the heels of the COVID-19 pandemic, is likely to be borne by the most vulnerable population groups and disproportionately affects children, with the severe risk of long-term scarring due to heightened levels of malnutrition, long periods of school closures, and serious child protection concerns.

In line with previous government commitments and in alignment with other development partners, UNICEF aims to provide nutrition-sensitive cash transfers to women with young children.

UNICEF is providing nutrition-sensitive cash transfers to more 110,000 women/caretakers that have infants and young children in the most vulnerable districts, defined in terms of the prevalence of severe wasting among children aged 0 to 5.

Selected districts are Puttalam, Anuradhapura, Monaragala, Kegalle, Kilinochchi, Mullaitivu, Ratnapura, Vavuniya and Nuwara Eliya.

## **11. Sustainable Development Goals: 1. No Poverty**

### **Supervision, induction and duty of care of UN Volunteers**

UN Volunteers should be provided the equal duty of care as extended to all host entity personnel. Host entity support to the UN Volunteer includes, but is not limited to:

- Introductory briefings about the organization and office-related context including security, emergency procedures, good cultural practice and orientation to the local environment;
- Support with arrival administration and official processes as required;
- Structured guidance, mentoring and coaching by a supervisor including a clear workplan and performance appraisal;
- Access to office space, equipment, IT support and any other systems and tools required to complete the objectives of the assignment including a host entity email address;
- Access to shared host entity corporate knowledge, training and learning;
- Ensure that UN Volunteers are provided all necessary security measures as per the United Nations Security Management System (UNSMS);
- Leave management;
- DSA for official travel, when applicable;
- All changes in the Description of Assignment occurring between recruitment and arrival or during the assignment need to be formalized with the United Nations Volunteer Programme.

## **12. Description of tasks:**

Within the delegated authority and under the supervision of the Accountability and Grievances Officer or his/her designated mandated representative(s), the HCT Project Assistant for Accountability to Affected Populations :

- Attend grievance redressal work to guarantee that all cases are dealt with shortest time frame possible
- Support the management of the complaints and feedback email and mail-inbox of UNICEF's Short-Term Nutrition-Sensitive Cash Transfer.
- Support late registration or mothers/ caretakers who have not been registered yet by district authorities to obtain necessary requested documentation to be included in the program and receive cash transfers.
- Support the development of communication to affected people
- Any other related tasks as may be required or assigned by the supervisor.

Furthermore, UN Volunteers are encouraged to integrate the UN Volunteers programme mandate within their assignment and promote voluntary action through engagement with communities in the course of their work. As such, UN Volunteers should dedicate a part of their working time to some of the following suggested activities:

- Strengthen their knowledge and understanding of the concept of volunteerism by reading relevant UNV and external publications and take an active part in UNV activities (for instance in events that mark International Volunteer Day);
- Be acquainted with and build on traditional and/or local forms of volunteerism in the host country;
- Provide annual and end-of-assignment self-reports on UN Volunteer actions, results and opportunities.
- Contribute articles/write-ups on field experiences and submit them for UNV publications/websites, newsletters, press releases, etc.;
- Assist with the UNV Buddy Programme for newly-arrived UN Volunteers;
- Promote or advise local groups in the use of online volunteering or encourage relevant local individuals and organizations to use the UNV Online Volunteering service whenever technically possible.

### 13. Results/expected outputs:

- As a UN Youth Volunteer and an active UNICEF team member, efficient, timely, responsive, client-friendly and high-quality support rendered to UNICEF and its beneficiaries in the accomplishment of her/his functions, including:
  - Proper management of the complaints and feedback.
  - Proper report and management of the grievances into Kobo and the HOPE system.
  - Inquiries and telephone calls related to the project are answered and beneficiaries redirected.
  - Beneficiaries not registered yet are supported to be registered.
- Age, Gender and Diversity (AGD) perspective is systematically applied, integrated and documented in all activities throughout the assignment
- A final statement of achievements towards volunteerism for peace and development during the assignment, such as reporting on the number of volunteers mobilized, activities participated in and capacities developed

### 14. Qualifications/requirements:

Required Education Level: Bachelor's degree

Required Experience: 1 years

a) Education, qualifications, skills, experience, and areas of expertise:

- Bachelor's Degree in Social Science or in any other related field.
- Previous experience in community engagement or working in humanitarian responses.
- Experience in liaising and coordinating multiple stakeholders and activities
- Experience in working in diverse teams
- Previous working experience in the UN is desirable

b) Competencies and values:

- [UNICEF Values Charter](#)
- [UNICEF Competency Framework](#)
- Professionalism: demonstrated understanding of operations relevant to UNICEF; technical capabilities or knowledge relevant or transferrable to UNICEF procedures and rules; discretion, political sensitivity, diplomacy and tact to deal with clients; ability to apply good judgement; ability to liaise and coordinate with a range of different actors, especially in senior positions; where appropriate, high degree of autonomy, personal initiative and ability to take ownership; resourcefulness and willingness to accept wide responsibilities and ability to work independently under established procedures; ability to manage information objectively, accurately and confidentially; responsive and client-oriented;

- **Integrity:** demonstrate the values and ethical standards of the UN and UNICEF in daily activities and behaviours while acting without consideration of personal gains; resist undue political pressure in decision-making; stand by decisions that are in the organization's interest even if they are unpopular; take prompt action in cases of unprofessional or unethical behaviour; does not abuse power or authority;
- **Teamwork and respect for diversity:** ability to operate effectively across organizational boundaries; excellent interpersonal skills; ability to establish and maintain effective partnerships and harmonious working relations in a multi-cultural, multi-ethnic, mixed-gender environment with sensitivity and respect for diversity; sensitivity and adaptability to culture, gender, religion, nationality and age; commitment to implementing the goal of gender equality by ensuring the equal participation and full involvement of women and men in all aspects of UN operations; ability to achieve common goals and provide guidance or training to colleagues;
- **Commitment to continuous learning:** initiative and willingness to learn new skills and stay abreast of new developments in area of expertise; ability to adapt to changes in work environment.
- **Planning and organizing:** effective organizational and problem-solving skills and ability to manage a large volume of work in an efficient and timely manner; ability to establish priorities and to plan, coordinate and monitor (own) work; ability to work under pressure, with conflicting deadlines, and to handle multiple concurrent projects/activities;
- **Communication:** proven interpersonal skills; good spoken and written communication skills, including ability to prepare clear and concise reports; ability to conduct presentations, articulate options and positions concisely; ability to make and defend recommendations; ability to communicate and empathize with staff (including national staff), volunteers, counterparts and local interlocutors coming from very diverse backgrounds; capacity to transfer information and knowledge to a wide range of different target groups;
- **Flexibility:** adaptability and ability to live and work in potentially hazardous and remote conditions, involving physical hardship and little comfort; to operate independently in austere environments for protracted periods; willingness to travel within the area of operations and to transfer to other duty stations within the area of operations as necessary;
- **Genuine commitment towards the principles of voluntary engagement, which includes solidarity, compassion, reciprocity and self-reliance; and commitment towards UNICEF mission and vision, as well as to the UN Core Values.**

c) **Language skills**

Fluency in spoken and written English is required.

Fluency in spoken and written local languages (Sinhala and Tamil) is an advantage.

## 15. Living Conditions:

As this is a national UN Volunteer assignment, the UN Volunteer will be responsible for arranging his/her own housing and other living essentials.

## 16. Conditions of Service for national UN Volunteers

The contract lasts for the period indicated above with possibility of extensions subject to availability of funding, operational necessity and satisfactory performance. However, there is no expectation of renewal of the assignment.

Travel to duty station (if applicable) and a Settling-In-Grant will be provided in the event the duty station is not within commuting distance from the place of recruitment. The applicable Volunteer Living Allowance of LKR 80, 335 is provided monthly to cover housing, utilities and normal cost of living expenses. Life, health and permanent disability insurance are included (health insurance for up to 3 dependents), as well as final repatriation (if applicable) and resettlement allowance for satisfactory service.



Furthermore, in non-family duty stations that belong to hardship categories D or E, as classified by the [ICSC](#), a Well-Being Differential (WBD) will be provided monthly.

*United Nations Volunteers is an equal opportunity programme which welcomes applications from qualified professionals. We are committed to achieving diversity in terms of gender, nationality, age and culture.*

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*We are inspiration in action*