

## **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 Head of Office (Required if supervisor is not an international staff)

### **TO BE COMPLETED BY SUPERVISOR/S**

#### **PART A**

<b>BASIC INFORMATION AND ACCOUNTABLE OFFICERS</b>
<b>UNHCR OFFICE:</b>
<b>NAME AND E-MAIL ADDRESS OF REPRESENTATIVE:</b>
<b>NAME/TITLE AND E-MAIL ADDRESS OF DIRECT SUPERVISOR:</b>
<b>NAME/TITLE AND E-MAIL ADDRESS OF TECHNICAL SUPERVISOR:</b> (if different from the above)
<b>NAME/ TITLE AND E-MAIL ADDRESS OF HR/ADMIN FOCAL POINT:</b>
<b>DATE submitted for review to the HQs / Regional UNHCR Office/ HUB:</b> (if applicable; indicate names and signatures if cleared / where clearance required)
<b>DEPLOYMENT TO (Place/ Country):</b> the North of Central America
<b>TYPE OF DUTY STATION (i.e. A, H, B, C, D, E)/ FAMILY/ NON-FAMILY:</b>
<b>R &amp; R CYCLE:</b> (Subject to change following UNHCR review of entitlements) A-FAMILY DUTY STATION
<b>PROPOSED FUNCTIONAL TITLE:</b> Resettlement Expert Level 1
<b>EXPECTED START DATE/ ENDING DATE:</b>
<b>FOCUS OF DEPLOYMENT:</b> Resettlement casework. Level 1. (i.e. Resettlement, Registration, Refugee Status Determination, Child Protection and so on, Level 1/ 2 where applicable)

<b>QUALIFICATIONS AND SKILLS REQUIRED</b>
<i>Qualifications, skills, expertise in a particular field (education / knowledge/ experience, demonstrated skills)</i>

**Education:**

- University degree in international law, international relations, political science, social sciences or related fields of discipline
- Advanced University Degree in Law/International Law, Political Science, Social Science, and Development, International Relations or related field

**Experience:**

- Minimum of 2 years of relevant professional experience in refugee protection / resettlement
- Demonstrated experience in case work, preferably in a resettlement (RST) or RSD context
- Solid understanding of international refugee protection principles
- Strong knowledge of RSD and RST principles
- Excellent oral and drafting English language skills required
- Spanish language skills desirable
- Strong communication and interpersonal skills
- Ability to meet tight deadlines and to work under pressure-with little supervision

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

- Excellent English and Spanish language skills, oral and drafting skills, required

**RESOURCES AVAILABLE TO SUPPORT DEPLOYMENT**

- 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*
- Interpreters*
- 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*

<p><i>housing, what support is UNHCR able to provide the Deployee in finding and obtaining housing?</i></p> <p>N/A</p>
<p><i>If the Deployee is to reside in independent housing, are there any MORSS or other restrictions on the type or location of housing?</i></p> <p>Yes</p>
<p><i>Is the Deployee expected to go on <b>Mission</b>? If so, where, how frequently? What accommodation is available at the mission location?</i></p> <p>The Deployee may need to go on mission to other parts of the country as required by operational needs in order to interview cases. When on mission, the accommodation will only be in security-approved hotels.</p>

<p><b>SECURITY</b></p>
<p><i>Security level in country/ duty station/ at the mission location: Level 3</i></p>
<p><i>Name and title of security officer and contact details (telephone, email address):</i></p>
<p><i>Confirm that the UNHCR Security Officer or UNDSS provide a security briefing to the Deployee upon arrival.</i></p> <p><input checked="" type="checkbox"/> <i>Yes</i></p> <p><input type="checkbox"/> <i>No</i></p>
<p><i>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).</i></p> <p>The country is classified as category "A" family duty station by the International Civil Service Commission. Security training is provided by UNDSS. The position is based in the capital, a modern city with provision of all basic services. All UN affiliate work force must comply with UNDSS security standard, regulations and policies as well as those of their host Agency.</p>

<p><b>ACCOUNTABILITY AND SUPERVISION</b></p>
<p><i>Chain of authority of all staff to whom the Deployee is expected to report to in order of authority</i></p>
<p><i>Name, title and contact details of responsible person at HQ, the Regional office/ Hub level – where applicable</i></p>

**PART B:**

<p><b>BACKGROUND (max. 1 page)</b></p> <p>In recent years, the North of Central America (NCA) — El Salvador, Honduras and Guatemala — has seen a dramatic escalation in the acute violence of street gangs and organized criminal groups that is driving increased forced displacement both within and from these countries. The NCA countries are experiencing some of the highest homicide rates ever recorded, and sexual violence, forced disappearances, forced recruitment into gangs, forced prostitution and trafficking of girls and women for sexual exploitation have also been reported as part of the violence pattern.</p>
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UNHCR has developed a comprehensive protection strategy for the NCA countries within the framework of the 2014 Brazil Declaration and Plan of Action and the 2016 San José Statement with the aim to provide protection to the persons UNHCR serves. In this context, UNHCR is building its response capacity to offer durable solutions, including third country solutions, to the persons UNHCR serves in the country.

The persons UNHCR serves in the NCA countries are both people at risk still in their countries of origin, as well as refugees and asylum seekers from neighbouring countries. UNHCR in the country in fact identifies and processes cases of refugees and asylum seekers with the 'traditional resettlement' scheme as well as thanks to an innovative protection mechanism known as the Protection Transfer Agreement (PTA) – a resettlement programme for individuals at risk still living in their country of origin.

The ongoing scale-up of the operation saw a sharp increase in terms of annual quota for PTA and resettlement. Specifically, in 2022 the PTA-Resettlement quota stood at 3,020 submissions, meanwhile for 2023 a total of more than 5,000 individuals are expected to be submitted.

Thanks to the resettlement and PTA programmes, individuals with specific profiles facing severe protection risks in the country can have legal and safe access to another country where they can enjoy effective protection. The programs are coordinated by UNHCR, IOM, local NGOs, and with the Governments of the countries of asylum/origin and participating resettlement countries.

UNHCR in the country works with civil society partners to identify cases at high risk in the country of origin, who also provide humanitarian assistance to identified cases and, where needed, provisional protection in safe houses. UNHCR interviews eligible cases and refers them with an assessment of the individuals' protection needs. Upon desk review by the receiving country, the case may be accepted for further consideration and UNHCR liaises with the transit country to ensure a smooth transfer. UNHCR partners in the transit country receive the individuals and ensure access to protection and assistance until finalization of case processing by the receiving country. IOM is currently supporting the transfers with logistical and administrative arrangements.

The incumbent's primary role is to support resettlement activities through identification and follow up of protection needs, conducting regular interviews and submission of PTA and RST cases to ensure that the yearly RST and PTA quota is met, as well as provision of capacity building to local stakeholders, while enhancing communication with relevant field actors. S/he contributes to comprehensive protection and solutions strategies and needs to make resettlement both strategic as well as responsive to the needs of people UNHCR's serves.

## **DESCRIPTION OF TASKS, RESPONSIBILITIES AND DELIVERABLES WITHIN THE OVERALL PROTECTION STRATEGY**

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

**The incumbent will work under the overall supervision of the Resettlement Officer and Associate Resettlement Officer(s). Tasks will include:**

- Conduct 4-5 interviews per week, with the aim of drafting a total of 16 PTA-RST cases per month (45 pax) and make all necessary changes requested by case reviewers on referred cases
- Support with Registration of PoC in ProGres and with BIMs when required
- Collect, scan and send all necessary documentation linked to the RST/PTA cases
- Participate in relevant meetings concerning RST/PTA and protection issues
- Conduct missions to field offices as requested by RST needs
- Other duties as assigned, etc.

## REPORTING REQUIREMENTS

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

- *An Initial Report within the first 6 weeks of assignment - optional*
- *Quarterly statistical and narrative reports for resettlement*
- *A Final Report (at the end of the assignment or end of the year)*
- *A Performance Appraisal Report (PAR) as per **Annex N***
- *The quarterly reports and the Performance Appraisal Report (PAR) must be signed by the direct UNHCR supervisor, the technical supervisor and by the regional entity, where applicable and sent to the NGO employer.*

## OTHER INFORMATION (optional)

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

The following nationalities do NOT need a visa to enter the country: Andorra, Antigua and Barbuda, Argentina, Australia, Austria, Bahamas, Bahrain, Barbados, Belgium, Belize, Brazil, Brunei, Bulgaria, Canada, Chile, Costa Rica, Croatia, Denmark, El Salvador, Vatican, Spain, United Finland, France, Gibraltar, Greece, Honduras, Hungary, Iceland, Ireland, Marshall Islands, Solomon Islands, British Virgin Islands, Israel, Italy, Japan, Kuwait, Liechtenstein, Luxembourg, Macedonia, Madagascar, Malaysia, Malta, Mexico, Monaco, Nicaragua, Norway, New Zealand, Netherlands, Panama, Paraguay, Qatar, United Kingdom, Romania; Romania, Saint Kitts and Nevis, San Marino, Saint Lucia, Sao Tome and Principe, Singapore, South Africa, Sweden, Switzerland, Trinidad and Tobago, Turkey, Tuvalu, Uruguay, Vanuatu.

Vaccinations: it is strongly recommended to check with a travel doctor and/or CDC regarding vaccinations. Yellow Fever is required upon entry for countries that have been determined to have Yellow Fever.