



UNHCR

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

Memorandum

UNHCR Representation in Malaysia

570 Jalan Bukit Petaling
P.O. Box 10185,
50706 Kuala Lumpur, Malaysia

RE-ADVERTISE

To/A: All Staff
UNHCR and UN Agencies in Kuala Lumpur

From/De: Thomas Albrecht, Representative, UNHCR Kuala Lumpur, Malaysia

File Code/Dossier: 19/KL/6312

Subject/Objet: **INTERNAL/EXTERNAL VACANCY NOTICE (VN/012/19)
VOLUNTEER AND INTERN COORDINATOR (UNOPS POST)**

Date: 15 October 2019

Title : VOLUNTEER AND INTERN COORDINATOR

Grade : GL.6 (UNOPS Post) – 1 post

Post No. : VOL/001/19

Language : Fluency in English and Bahasa Malaysia

Effective Date : As soon as possible

Duration : Until 31 December 2019 (with possibility of extension)

Location : UNHCR Office in Kuala Lumpur

General Background:

The Volunteer Programme Unit has been in operation since 2009, when it was concluded that a coordination function within UNHCR Malaysia would greatly enhance the possibility to use volunteers to assist refugee communities. Volunteers carry out a range of assignments at the UNHCR office, Partner organizations, and Community-Based organizations. The Volunteer Unit recruits and assigns volunteers, while monitoring and supporting the work undertaken from the start until the end of each assignment.

The objectives of the Volunteer Unit is to support UNHCR Units in the delivery of their Programmes, enhance volunteer support and expertise provided to UNHCR units, draw on Volunteer experience and skills to build capacity of partner and community based organizations, and to continuously improve volunteer management, support and communication.

Duties and Responsibilities:

In the short-term, the incumbent will be under the direct supervision of the Representative, until the final placement in the new organizational structure is confirmed. In future the position might fall under the Administrative services unit. The Volunteer Coordinator will perform the following duties:

Execute Core Tasks of the Volunteer Programme throughout the Volunteer Management Cycle

- Conduct applicant interviews and pre-assignment briefings.
- Process Terms of References received from Units and Partners, ensuring the assignment falls within the standard assignment guidelines.
- Successfully match applicants to requested assignments.
- Provide support to volunteers in initial stages of volunteering, such as mentoring, accompanying new volunteers to the place of assignment and providing necessary resources.
- Give timely response to queries from volunteers and escalate to respective Units when required.
- Carry out compulsory training sessions for new volunteers.
- Assess volunteers' needs for further training, devise and implement regular briefings in order to raise the quality of services delivered.
- Accurately record volunteer contributions in the online volunteer management system.
- Provide attestation letters and certificates upon request.
- Gather feedback through standardised feedback mechanisms such as the Annual Volunteer Survey and end of assignment reports as well as through informal contacts.
- Provide formal recognition to volunteers for services rendered by arranging the annual volunteer appreciation event and sending end of year tokens of appreciation.
- Liaise with UNHCR Units to assess their volunteering needs and absorption capacity.
- When required, provide support related to volunteer administration tasks, these involve volunteer registration within the management system, screening, interview scheduling, maintaining shifts and placement details within the system.

Collaborate with Units on New Projects

- Based on identified needs, assist UNHCR Units to find ways to integrate volunteers into Units' work in a practical way.
- Work with Units to effectively plan volunteer projects that would assist them in their work. Project teams such as United Artisans and the Partner Capacity Development Team requires effective planning and oversight.
- Assist with the Implementation of the UNHCR Partner Capacity Development team which involves building the capacities of UNHCR Partner NGO's in areas such as operational and financial management and provide annual trainings to UNHCR Partners and Community Based Organizations.

Integrity and Security

- Help solve issues related to volunteers' assignments and ensure adherence to Volunteer Terms and Code of Conduct.
- Ensure volunteers and assignments adhere to UNHCR security and data integrity guidelines.
- With support from the UNHCR Security Focal Point, conduct the annual security briefing and ensure important security instructions and considerations are addressed during volunteer on-boarding.
- Ensure the Volunteer SOP is well maintained and adhered to.

Develop Innovative Volunteering Modalities

- Develop innovative volunteer opportunities based on needs identified by UNHCR units and /or refugee communities and lessons learnt from the ongoing volunteer programme. This includes exploring new ways to recruit Malaysian and specialized volunteers.
- When gaps are identified in the volunteer base, approach universities and organisations who could provide such volunteers.

Maintain Good Visibility and Positive Image among Key Stakeholders and General public

- Building strategic partnerships with refugee communities, implementing partners, Malaysian and expat organisations, universities, schools, NGOs as well as individual volunteers.
- Internal communication: Raise staff awareness of the role and function of volunteers, and staff responsibilities with regards to oversight.
- Interact with a wide range of groups and individuals daily, and as such, requires excellent communication skills as well as the ability to keep up-to-date on the work of UNHCR Malaysia and abroad, and to be able to communicate this to a variety of different audiences.

Monitoring and Evaluation

- Implement monitoring of the volunteer programme through on site visits.
- Carry out an annual volunteer survey and analyse as well as report results.

Communication and Resources for Volunteers

- Design and maintain a Volunteer Info Pack for all new joiners.
- Compile and distribute quarterly newsletters.
- Oversee the design and implementation of a Volunteer resource platform in terms of functionality and content.

Reporting and Planning

- Ensure the annual work plan is executed and performance adequately measured.
- Submit monthly inputs to Office situation report and Annual Volunteer Programme Report.

Internships: Public Engagement and Recruitment

- Develop and implement a public engagement and recruitment strategy for interns.
- Incorporate new processes in the Standard Operating Procedures with regards to intern recruitment and oversight, while ensuring these are adhered to.
- Put in place processes for identifying, screening and recruiting suitable candidates based on the office strategy and subsequent unit requirements.
- Ensure interns are onboarded efficiently and receive the required induction and functional training.
- Provide support to units with regards to intern policies and working guidelines.
- Ensure intern procedures comply with the UNHCR's risk, integrity and oversight policies.

ESSENTIAL MINIMUM QUALIFICATIONS AND PROFESSIONAL EXPERIENCE REQUIRED

- Preferably University Degree in Communications, Human Resources, Social Sciences, International relations, Public or Business administration
- Two (2) or Four (4) years' experience in related field with experience in volunteer, human resource management or resource coordination.
- Experience within the humanitarian and/or development context.
- Demonstrate interest in human rights and refugee protection.
- Must have valid permit to work in Malaysia

DESIRABLE QUALIFICATIONS & COMPETENCIES

- Strong, proven coordination skills
- Exceptional speaking and writing skills both in English and Bahasa Malaysia.
- Articulate and good communicator with strong interpersonal, diplomacy, and negotiation skills to deal with persons of different cultural and educational backgrounds.
- Proven ability to foster and maintain relationships within a diverse environment, especially with the expat community who forms the largest part of the current volunteer base.
- Proven ability to adhere to strict timelines, successfully executing delegated activities and strictly observing operating procedures.
- Good networks with academic institutions, civil society groups and expatriate groups in Malaysia.
- Ability to work independently and exercise good judgement, as well as possessing a high level of maturity, sensitivity, and professionalism.
- Good research, analysis and problem-solving skills.

**THIS POST IS OPEN TO EXTERNAL CANDIDATES HOWEVER, PRIORITY
CONSIDERATION WILL BE GIVEN TO INTERNAL CANDIDATES**

Applications

- i. All candidates must have substantial relevant knowledge of the local conditions. Proficiency in English and Bahasa Malaysia. **There will be a written test for this job opening.**
- ii. Candidates **MUST** include a recent curriculum vitae or UN Personnel History Form (P.11) with their application, without which their candidature will not be reviewed.
- iii. Applications in writing are to indicate the VN number and the post title on the envelope and to be addressed to the Administration/Finance Officer, UNHCR Kuala Lumpur, P. O. Box 10185, 50706 Kuala Lumpur. Applications by email are to be addressed to mlsluadm@unhcr.org. Any decision to withdraw an application must be submitted in the same manner.

IMPORTANT: CLOSING DATE FOR RECEIPT OF APPLICATIONS: 29 October 2019

Applications reaching the UNHCR Kuala Lumpur after the closing date will not be accepted.