

## **UNITED NATIONS HIGH COMMISSIONER FOR REFUGEES** **INTERNAL/EXTERNAL VACANCY NOTICE**

Title of Position:	Senior Protection Assistant
Position No.:	10038227
Category and Level:	General Service, GL-5
Location:	Kuala Lumpur, Malaysia
Effective date:	01 June 2022
Contract type:	Fixed-Term Appointment
Duration:	initially for a period of one year
Date of Issue:	26 May 2022
Closing Date:	08 June 2022

### **ORGANIZATIONAL SETTING AND WORK RELATIONSHIPS**

The Senior Protection Assistant normally reports to a more senior Protection colleague. The incumbent monitors protection standards, operational procedures and practices in protection delivery in line with international standards and provides functional protection support to information management and programme staff.

The Senior Protection Assistant provides quality, timely and effective protection support to persons of concern (PoC) and identifies opportunities to mainstream protection methodologies and safeguards in operational responses. S/he contributes to designing a comprehensive protection strategy and may liaise externally with local authorities and partners on protection issues as guided by the supervisor.

The Senior Protection Assistant also ensures that PoC are involved in making decisions that affect them, whether in accessing their rights or in identifying appropriate solutions to their problems. To achieve this, the incumbent will need to build and maintain effective interfaces with communities of concern, local authorities and protection and assistance partners.

All UNHCR staff members are accountable to perform their duties as reflected in their job description. They do so within their delegated authorities, in line with the regulatory framework of UNHCR which includes the UN Charter, UN Staff Regulations and Rules, UNHCR Policies and Administrative Instructions as well as relevant accountability frameworks. In addition, staff members are required to discharge their responsibilities in a manner consistent with the core, functional, cross-functional and managerial competencies and UNHCR's core values of professionalism, integrity and respect for diversity.

### **Operational Context**

The Senior Protection Assistant is a part of UNHCR Refugee Centre Coordination Team and reports to the Senior Protection Associate (Centre Coordinator).

Persons of Concern approach the UNHCR Refugee Centre to obtain information, seek asylum, renew documents, report on protection problems and request help in the form of assistance and solutions. The incumbent is expected to have experience in working as part of a multi-functional team and coordinating with different units within/outside organization for timely and appropriate actions, referrals, and interventions. The incumbent is required to have strong knowledge and experience with all the processes inside the organization (including reception, registration, refugee status determination, durable solutions, protection interventions and referral mechanisms for Gender Based Violence and Child Protection etc.) as well as referral pathways to relevant partners, in order to provide appropriate information counselling to Persons of Concern.

S/he must have proven communication skills (both oral and written) and demonstrated experience in Communication with Communities and ensuring Accountability to Affected Population as well as the ability to implement the Age, Gender and Diversity Policy. S/he must have demonstrated experience in coordination with various partners and stakeholder management and possess good skills in negotiation and conflict resolution. The incumbent is also expected to be able to handle/coordinate first line emergency situation, where s/he may have to deal with medical and/or security related issues, in coordination with concerned focal points in the organization. S/he should have good IT skills and data management skills.

To find out more information about UNHCR Malaysia, please visit our [website](#).

## **DUTIES**

- Consistently apply International and National Law and applicable UN/UNHCR and IASC policy, standards and codes of conduct.
- Provide counselling on protection issues to PoC; liaise with competent authorities to ensure the issuance of personal and other relevant documentation.
- Support activities in protection related AGD based programming with implementing and operational partners.
- Conduct preliminary information gathering and interviews in support of eligibility, status determination, durable solutions and social needs assessment.
- Contribute to measures to identify, prevent and reduce statelessness.
- Contribute to a country-level child protection plan as part of the protection strategy. - Contribute to a country-level education plan for PoC as part of the protection strategy.
- Monitor Standard Operating Procedures (SOPs) for all protection/solutions activities.
- Participate in individual protection case management including cases of SGBV and child protection. Monitor and report on cases of refoulement, expulsion and other protection incidents.
- Assist in identifying durable solutions for PoC in voluntary repatriation, local integration and where appropriate, resettlement.
- Contribute to the design, implementation and evaluation of protection related AGD based programming with implementing and operational partners.
- Draft reports, routine correspondence, update relevant databases and compiling statistics within the Area of Responsibility (AoR).
- Contribute to initiatives to enhance national and local protection capacities.
- Select PoC for preliminary interviews and decide which relevant information to share.
- Enforce integrity in the delivery of protection services by local implementing partners.
- Perform other related duties as required.

## **MINIMUM QUALIFICATIONS**

### **Education & Professional Work Experience**

#### **Years of Experience / Degree Level**

2 years relevant experience with High School Diploma; or 1 year relevant work experience with Bachelor or equivalent or higher

#### **Field(s) of Education**

Not applicable.

#### **Certificates and/or Licenses**

International Law; Political Science;

#### **Relevant Job Experience**

Essential

Not specified.

**Desirable**

Not specified.

**Functional Skills**

IT-Computer Literacy

CL-Protection & Solutions Awareness

PR-Protection-related guidelines, standards and indicators PR-Refugee Protection Principles and Framework

**Language Requirements**

Knowledge of English and/or UN working language of the duty station if not English.

**Competency Requirements****Core Competencies**

Accountability

Communication Organizational Awareness

Teamwork & Collaboration Commitment to Continuous Learning Client & Result Orientation

**Managerial Competencies**

Not specified

**Cross-Functional Competencies**

Analytical Thinking Political Awareness Stakeholder Management

**ELIGIBILITY**

This position is advertised internally and externally, however, **priority consideration will be given to Group 1 (internal) candidates.**

**Group 1 Candidates:** Current GS staff members holding indefinite or fixed-term appointments in the country and are at the grade, one grade below or above.

**Group 2 Candidates:** Staff members with Group 2 eligibility status confirmed by HR.

**External Candidates:** Other applicants not falling into Group 1 or Group 2 eligibility.

**Other Requirement**

Staff members must serve for a minimum of one year following assignment before being considered eligible to apply for another internally or externally advertised position within the same category. The minimum one-year requirement is waived in respect of staff members whose position is being discontinued/reclassified or whose assignment/appointment through the joint staff/management review body is in a Replacement capacity.

Owing to the large volume of applications, only shortlisted candidates will be contacted. No personal queries on the status of applications will be accommodated.

**ADDITIONAL INFORMATION**

All UNHCR workforce members must individually and collectively, contribute towards a working environment where each person feels safe, and empowered to perform their duties. This includes by demonstrating no tolerance for sexual exploitation and abuse, harassment including sexual harassment, sexism, gender inequality, discrimination, and abuse of power.

As individuals and as managers, all must be proactive in preventing and responding to inappropriate conduct, support ongoing dialogue on these matters and speaking up and seeking guidance and support from relevant UNHCR resources when these issues arise.

UNHCR seeks to ensure that male and female employees are given equal career opportunities. UNHCR is committed to achieving workforce diversity in terms of gender, nationality and culture. All applications will be treated with the strictest confidentiality.

Recruitment as a UNHCR staff member and engagement under a UNHCR affiliate scheme or as an intern is subject to proof of vaccination against Covid-19.

### **SUBMISSION OF APPLICATIONS**

If you wish to be considered for this vacancy, please submit your [Personal History Form \(P11\)](#) and its [supplementary pages](#) and motivation letter by e-mail with "Your LAST name – VN033/22 Senior Protection Assistant, G5, Kuala Lumpur (10038227)" in the subject line to: [misluvn@unhcr.org](mailto:misluvn@unhcr.org) by 08 June 2022.

UNHCR does not charge a fee at any stage of the recruitment process (application, interview meeting, processing, training or any other fees). Late applications will be accepted.

UNHCR does not sponsor work visa or work permit and applicant who is not a Malaysian national should already have their status confirmed that they are able to secure a work visa at the time of the application.

### **REMUNERATION**

A competitive compensation and benefits package is offered. The monthly net salary is between MYR 3,774 and MYR 4,780 depending on relevant experience. For information on UN salaries, allowances and benefits, please visit the portal of the [Office of HR Management of United Nations](#).