



## Terms of Reference

Ref. No. LICA/02/2021 -Local Individual Contractor Agreement

### Field Assistant

UNHCR Representation in Serbia

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<b>Duty Station:</b>	Belgrade, Serbia
<b>Duration:</b>	One year
<b>Contract Type:</b>	Local Individual Contractor Agreement
<b>ICA Level:</b>	ICA level LICA 4
<b>Closing date:</b>	07 December 2021
<b>Start date:</b>	10 January 2022

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### 1. General Background

Since 2015, over one million refugees and migrants have arrived in Serbia, of whom the majority has continued their journey towards the European Union. While for many Serbia is a country of transit, it is also becoming a country of asylum and international protection.

The number of recognized refugees in Serbia, even if still small, is gradually increasing, and UNHCR along to the Serbian Commissioner for Refugees and Migration (KIRS) develop individual plans to support their integration. Enhancing integration prospects will also enable more refugees to stay and establish themselves in Serbia, thus reducing their vulnerability and contributing to a durable solution.

Engaging with asylum seekers, refugee and other persons of concern remains a key to build grounds and orient solutions towards their needs while they explore their resources and capacities. Facilitating links with local communities is a solid strategic move for the way forward, to facilitate social inclusion and optimize the human capital that every refugee brings.

As part of its core actions UNHCR Serbia include: Advance the early identification and referral of persons with specific needs and for data disaggregated by age, sex, legal status, and other diversity considerations; Enhance data collection and active participation and inclusiveness of persons of concern through contextualized and adapted means; by promoting participatory approaches to government counterparts and all stakeholders. UNHCR seeks to strengthen its strategic engagement with refugees and asylum seekers by providing visibility, networking, and capacity building, where appropriate; continue to strengthen communication and transparency through the expansion of good practices and the use of digital/online tools. Moreover, through its presence and work in the field, UNHCR continues boosting and adapting better the access of survivors of sexual and gender-based violence, children, older persons and persons with disabilities and review and improve existing feedback and response mechanisms.

### 2. Purpose and Scope of Assignment

- Perform regular field visits and support community-based protection activities.
- Disseminate information on available services and access to relevant institutions in charge of persons of concern.



- Collect data and contribute to the weekly and monthly field reports, as well as produce monitoring reports, protection interviews and individual assessments.
- Identification of Extremely Vulnerable Individuals (especially SGBV, LGBTI, Disability, Elderly at risk) for referral to partners and additional support for their referral and follow up while in case management.
- Record and provide input into i.e. proGresV4, Regional Protection Monitoring (BPM) tools.
- Support in cross-border coordination and liaison with local authority counterparts, partners and populations of concern.
- Support to implementation of effective AGDM and PSEA activities
- Realization of UNHCR planned activities assisting PoCs, as well as maintaining and establishing alliances (as required) and building positive networking of interest to UNHCR.
- Maintain close co-operation with NGOs and UN Agencies;
- Act as interpreter in the exchange of routine information, contribute to related liaison activities and respond directly to routine queries.
- Perform other duties as required

### 3. Monitoring and Progress Controls

The Field Assistant is normally supervised by the Protection Associate/Field Associate and performs a variety of functions related to field activities within the office. The supervisor exercises close control and regular review of the work processes and provides regular advice and guidance.

The incumbent keeps frequent internal contacts with staff members in the same duty station to exchange information and with the external contacts generally with officials of national and international institutions, leaders of the refugee community, local population and/or Implementing Partners (IPs) on routine subject matters under the direction of the supervisor.

### 4. Qualifications and Experience

- a. Education (Level and area of required and/or preferred education)
- b. Work Experience

#### Essential

For corresponding level G4 – LICA 4

- *For G4 - 1 year relevant experience with High School Diploma; or Bachelor or equivalent or higher*
- Certificates in Business Administration, Law, Political, Social Sciences an asset.

#### Desirable

Previous experience in UN/UNHCR or in a humanitarian context.

### c. Key Competencies

#### Functional Skills

\*IT-Computer Literacy

\*MS-Drafting, Documentation, Data Presentation

CL-Multi-stakeholder Communications with Partners

(Functional Skills marked with an asterisk\* are essential)



### Knowledge of English and working language of the duty station:

- Be fluent in English, with good writing skills
- Be fluent in Serbian, with good writing skills
- Good communication and networking skills
- Knowledge of Arabic, Pashtu, Russian, Hindu or Farsi for outreach and counselling of persons of concern desirable/an asset

### Core Competencies

(All jobs at UNHCR require six core competencies and may also require managerial competencies and/or cross-functional competencies. The six core competencies are listed below).

Accountability /Communication/ Organizational Awareness

Teamwork & Collaboration/ Commitment to Continuous Learning/ Client & Result Orientation

### Cross-Functional Competencies

- Stakeholder Management
- Planning and Organizing
- Technological Awareness

### To apply

The UNHCR workforce consists of many diverse nationalities, cultures, languages and opinions. UNHCR seeks to sustain and strengthen this diversity to ensure equal opportunities as well as an inclusive working environment for its entire workforce. Applications are encouraged from all qualified candidates without distinction on grounds of race, colour, sex, national origin, age, religion, disability, sexual orientation and gender identity.

To apply, please send a **motivation letter** and **up to date UNHCR Personal History Form** (available on website) to [srbbehr@unhcr.org](mailto:srbbehr@unhcr.org) by midnight 07 December 2021 (CEST, Central European Summer Time).

**Please quote the Ref. No. LICA/02/2021 in your application**

Only the shortlisted candidates will be contacted for test and/or interview.  
Belated and incomplete applications will not be accepted.

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UNHCR Serbia

