

# JOB DESCRIPTION FOR PROTECTION OFFICER

## PART A – IDENTIFICATION OF POSITION

**Position Title:** Protection Officer

## PART B – POSITION REQUIREMENTS

### 1. ORGANISATIONAL CONTEXT

Social service is a set of professional activities which aims to help persons to cope up with the challenges facing them.

The protection officer working in the social services field helps individuals develop problem solving and coping skills and learn how to access resources by using various special techniques. Professional members who graduated from social services, child development, sociology, psychology, psychological counselling and guidance, teaching, and family and consumer sciences departments of universities, are responsible for carrying out the work and operations specified in the job statement during the project process under the title of Protection Officer.

UNFPA conducts activities in order to identify the needs of the most vulnerable refugees, provide services based on these needs and for them to effectively access service mechanisms within the protection sector.

Protection officer works at assigned service units under the project. S/he liaises closely with their manager, other professional staff at the service unit / project team (including mobile or remote settings) and other relevant bodies (public institutions, NGOs, etc.) to ensure timely identification, service planning and provision to affected persons, as well as their referral to relevant services.

### FUNCTIONAL STATEMENT

#### Accountability

- Under supervision of the project coordinator, s/he works on social support, training and service delivery in accordance with the standard operating procedures in place.

#### Responsibility

In order for the cases in need of social services to become self-sufficient, the protection officer:

- Conducts the first needs assessment interviews with beneficiaries.
- Conducts GBV case management processes in coordination with other service providers.
- Assesses cases and protection risks and draft case plans in coordination with the other service providers in the assigned service unit.
- Provides individual and group counselling to beneficiaries and refers them to the related institutions when needed.
- Works in coordination and collaboration with the protection officers at other service units and regularly participates in coordination meetings.
- Acts in line with professional and ethical principles and human rights, and away from any kind of discrimination and stigmatisation, and be respectful to the privacy of the beneficiaries during service provision.
- Provides basic legal information to beneficiaries.
- Provides psychological first aid in emergencies.
- Contacts public and private institutions to solve the legal, health, and educational issues of the beneficiaries, provides coordination, and follow up on the results.
- Regularly records the data regarding the cases reached within the scope of duties and responsibilities in the data recording system, which is created for reporting on the program.
- Identifies potential stakeholders to cooperate in the field and conduct mapping activities and update this mapping.
- Conducts awareness raising activities based on the needs of the beneficiaries in coordination with other service unit staff.
- Participates in outreach activities when necessary in coordination with other staff.
- Regularly informs the project staff regarding changes and regulations within the protection sector.
- Carries out all duties under the supervision of the project coordinator, in cooperation with the project coordinator and other professional staff.

## **2. ESSENTIAL MINIMUM QUALIFICATIONS AND PROFESSIONAL EXPERIENCE REQUIRED**

**Education:** To be graduated from a 4-year university degree in the field of social services, child development, sociology, psychology, psychological counselling and guidance, teaching and family and consumer sciences departments of universities.

Knowledge and awareness of existing support mechanisms for the prevention and empowerment of all forms of violence are assets.

**Experience:**

At least 2 years of relevant professional experience at national level; experience working with the most vulnerable groups/refugees is preferable, international experience is preferable.

**Languages:** Fluent in writing, speaking, and reading Turkish; command of Arabic, Farsi, and English is preferable.

**Computer Skills:** Microsoft Office, Windows-based programs.

**Communication and other skills:** Ability to use communication and counselling skills effectively. High level social and verbal skills. Awareness about human rights, non-discrimination and gender equality is expected. Teamwork skills are essential to this position. Additional requirements and skills may be sought in line with the relevant primary and secondary legislation and guidelines implemented in relevant service centres considered for assignment within the national social service system.

**Citizenship:** Citizens of the Republic of Türkiye.

# JOB DESCRIPTION FOR LEGAL COUNSELLOR

## PART A – IDENTIFICATION OF POSITION

**Position Title:** Legal Counsellor

## PART B – POSITION REQUIREMENTS

### 1. ORGANISATIONAL CONTEXT

Legal counsellor is responsible for legal counselling and support relating to the functions of the service unit / project. S/he works in line with the principles laid out in Attorneys Act No:1136. S/he liaises closely with their manager, other professional staff at the service unit / project team (including remote or mobile settings) and other relevant bodies to ensure timely and due legal support to refugees.

### FUNCTIONAL STATEMENT

#### Accountability

Under supervision of project coordinator, s/he works on individual legal counselling, institutional legal capacity development and service delivery in accordance with the standard operating procedures in place.

#### Responsibility

In order to support the most vulnerable refugees' access to legal services, legal and social protection mechanisms; the legal counsellor:

- Provides individual legal counselling and referral services to beneficiaries who apply to the service units, referred by the outreach staff or the refugee support line.
- Provides basic information on access to law, human rights, access to protection mechanisms following violence and discrimination.
- Conducts awareness raising activities within the scope of the project.
- Provides legal counselling to beneficiaries in urgent cases of repatriation and detention.
- Works under the supervision of the office representative of the assigned service unit and the project coordinator.
- Works in constant coordination and cooperation with other legal counsellors within the project and UNFPA. Participates in regular coordination meetings with other legal counsellors.
- Provides face-to-face or remote individual and group counselling within and outside the service unit for the most vulnerable refugees regarding rights and responsibilities and access to rights and services.
- Identifies potential stakeholders to cooperate in the field and conduct mapping activities and update this mapping.
- When necessary, supports the office representative in contacting local public institutions and service providers.
- Supports meeting and training activities within the scope of the project.
- Supports protection officers within the case management processes.
- Monitors the changes and revisions to the national and international asylum laws and regularly updates the project team.
- Contributes to the preparation of documents and materials within the scope of the project regarding human rights and access to law.
- Regularly records the data regarding the cases reached within the scope of duties and responsibilities in the data recording system, which is created for reporting on the program.
- Conducts other related tasks assigned by the supervisor.

### 2. ESSENTIAL MINIMUM QUALIFICATIONS AND PROFESSIONAL EXPERIENCE REQUIRED

**Education:** University degree in law. Knowledge and awareness on refugee law, human rights law, family law, legal framework on gender-based violence (GBV) and child protection are assets.

**Experience:** Admission before a bar association in the Republic of Türkiye is required. Experience on legal counselling to the most vulnerable groups/refugees and GBV survivors preferable. At least 2 years of professional experience at national level; international experience is preferable.

**Languages:** Fluent in writing, speaking, and reading Turkish; command of Arabic, Farsi, and English is preferable.

**Computer Skills:** Microsoft Office, Windows-based programs.

**Communication and other skills:** Ability to use communication, written and verbal counselling skills effectively. High level verbal and interpersonal skills.

**Citizenship:** Citizens of the Republic of Türkiye.

# JOB DESCRIPTION FOR PSYCHOSOCIAL COUNSELLOR

## PART A – IDENTIFICATION OF POSITION

**Position Title:** Psychosocial Counsellor

## PART B – POSITION REQUIREMENTS

### 1. ORGANISATIONAL CONTEXT

The psychosocial counsellor working helps individuals develop problem solving and coping skills and learn how to access resources by using various special techniques. Professional members who graduated from child development, sociology, psychology, psychological counselling and guidance, teaching, and family and consumer sciences departments of universities, are responsible for carrying out the work and operations specified in the job statement during the project process under the title of Psychosocial Counsellor.

UNFPA conducts activities in order to identify the needs of the most vulnerable refugees, provide services based on these needs and for them to effectively access service mechanisms within the protection sector.

Psychosocial counsellor works at assigned service units under the project. S/he liaises closely with their manager, other professional staff at the service unit / project team (including mobile or remote settings) and other relevant bodies (public institutions, NGOs, etc.) to ensure timely identification, service planning and provision to affected persons, as well as their referral to relevant services.

### FUNCTIONAL STATEMENT

#### Accountability

- Under supervision of the project coordinator, s/he works on psychosocial support, training and service delivery in accordance with the standard operating procedures in place.

#### Responsibility

In order for the cases in need of psychosocial services to become self-sufficient, the psychosocial counsellor:

- Provides individual psychological counselling and referral services to beneficiaries who apply to the service units, referred by the outreach staff or the refugee support line.
- Conducts awareness raising and psychoeducation activities at the service units for beneficiaries.
- Stays in contact with protection officers and other psychological counsellors regarding all GBV case management processes. Conducts the necessary psychological intervention in collaboration with the protection officer in GBV cases.
- Works under the supervision of the project coordinator. Works in constant cooperation and collaboration with other psychological counsellors within the project. Participates in regular coordination meetings with the other psychological counsellors.
- Provides individual and group psychological services to beneficiaries who apply to the service unit or the refugee support line.
- Identifies the psychosocial issues and needs of the beneficiaries and conducts the required activity and monitoring in this regard.
- In cases where a certain specialty and psychiatric referral is needed, manages the referral process and monitors the outcomes.
- Provides emergency first aid when necessary.
- Identifies potential stakeholders to cooperate in the field and conduct mapping activities and update this mapping.
- Contributes to the preparation of documents and materials within the scope of the project regarding human rights and access to law.
- Regularly records the data regarding the cases reached within the scope of duties and responsibilities in the data recording system, which is created for reporting on the program.
- Conducts other related tasks assigned by the supervisor.

## **2. ESSENTIAL MINIMUM QUALIFICATIONS AND PROFESSIONAL EXPERIENCE REQUIRED**

**Education:** To be graduated from a 4-year university degree in the field of psychology, psychological counselling and guidance, teaching and family departments of universities.

Knowledge and awareness of existing support mechanisms for the prevention and empowerment of all forms of violence are assets.

**Experience:**

At least 2 years of relevant professional experience at national level; experience working with the most vulnerable groups/refugees is preferable, international experience is preferable.

**Languages:** Fluent in writing, speaking, and reading Turkish; command of Arabic, Farsi, and English is preferable.

**Computer Skills:** Microsoft Office, Windows-based programs.

**Communication and other skills:** Ability to use communication and counselling skills effectively. High level social and verbal skills. Awareness about human rights, non-discrimination and gender equality is expected. Teamwork skills are essential to this position. Additional requirements and skills may be sought in line with the relevant primary and secondary legislation and guidelines implemented in relevant service centres considered for assignment within the national social service system.

**Citizenship:** Citizens of the Republic of Türkiye.

# JOB DESCRIPTION FOR DOCTOR

## PART A – IDENTIFICATION OF POSITION

**Position Title:** Doctor

## PART B – POSITION REQUIREMENTS

### 1. ORGANISATIONAL CONTEXT

The doctor provides health counselling for beneficiaries at all service units within the project.

### FUNCTIONAL STATEMENT

#### Accountability

- Under supervision of the project coordinator, s/he works on providing health counselling and conducting awareness raising activities regarding sexual and reproductive health.

#### Responsibility

The doctor:

- Provides health-related information and counselling regarding sexual and reproductive health, sexually transmitted infections, and family planning.
- Identifies cases at risk or cases with side effects, refers to the nearest relevant health facilities, monitors the results of the case and informs the project coordinators and project associates about the case.
- Takes necessary actions for the medical assessment of the beneficiary, counselling, and referral when necessary.
- Organises SRH, family planning, STI and gender-based violence awareness trainings.
- Contributes to the solutions developed and introduced together with the stakeholders in order to determine the referral systems at the and identify existing barriers.
- Provides support in data collection.
- Attends regular coordination meetings regarding health counselling.
- Works in coordination with protection officers as part of the clinical management of rape cases.
- Provides support in mapping healthcare referral mechanisms in collaboration with protection officers.
- Provides support in drafting materials and documents regarding access to healthcare, family planning, SRH, STIs, and other related subjects.
- Conducts reporting in line with the project's standard operating procedures.
- Carries out other relevant tasks assigned by the supervisor.

### 2. ESSENTIAL MINIMUM QUALIFICATIONS AND PROFESSIONAL EXPERIENCE REQUIRED

**Education:** Medical degree.

**Experience:** At least 2 years of clinical experience at national level; international experience is preferable. Knowledge and experience on gender-based violence, family planning, and sexual and reproductive health. Prior experience in working with the most vulnerable groups/refugees is preferable.

**Languages:** Fluent in writing, speaking, and reading Turkish; command of Arabic, Farsi, and English is preferable.

**Computer Skills:** Microsoft Office, Windows-based programs.

**Communication and other skills:** Ability to use communication and counselling skills effectively. High level social and verbal skills. Awareness about human rights, non-discrimination and gender equality is expected. Teamwork skills are essential to this position.

**Citizenship:** Citizens of the Republic of Türkiye.



# JOB DESCRIPTION FOR MIDWIFE / NURSE

## PART A – IDENTIFICATION OF POSITION

**Position Title:** Midwife/Nurse

## PART B – POSITION REQUIREMENTS

### 1. ORGANISATIONAL CONTEXT

The midwife/nurse provides health counselling for beneficiaries at their assigned service unit.

### FUNCTIONAL STATEMENT

#### Accountability

- Under supervision of the project coordinator, s/he works on providing health counselling and conducting awareness raising activities regarding sexual and reproductive health.

#### Responsibility

The midwife/nurse:

- Provides health-related information and counselling regarding sexual and reproductive health, sexually transmitted infections, and family planning.
- Identifies cases at risk or cases with side effects, refers to the nearest relevant health facilities, monitors the results of the case and informs the project coordinators and project associates about the case.
- Takes necessary actions for the medical assessment of the beneficiary, counselling, and referral when necessary.
- Organises SRH, family planning, STI and gender-based violence awareness trainings.
- Contributes to the solutions developed and introduced together with the stakeholders in order to determine the referral systems at the and identify existing barriers.
- Provides support in data collection.
- Attends regular coordination meetings regarding health counselling.
- Works in coordination with protection officers as part of the clinical management of rape cases.
- Provides support in mapping healthcare referral mechanisms in collaboration with protection officers.
- Provides support in drafting materials and documents regarding access to healthcare, SRH, STIs, and other related subjects.
- Conducts reporting in line with the project's standard operating procedures.
- Carries out other relevant tasks assigned by the supervisor.

### 2. ESSENTIAL MINIMUM QUALIFICATIONS AND PROFESSIONAL EXPERIENCE REQUIRED

**Education:** Undergraduate diploma for clinical nursing or obstetrics.

**Experience:** At least 2 years of clinical experience at national level; international experience is preferable. Knowledge and experience on gender-based violence, family planning, and sexual and reproductive health. Prior experience in working with the most vulnerable groups/refugees is preferable.

**Languages:** Fluent in writing, speaking, and reading Turkish; command of Arabic, Farsi, and English is preferable.

**Computer Skills:** Microsoft Office, Windows-based programs.

**Communication and other skills:** Ability to use communication and counselling skills effectively. High level social and verbal skills. Awareness about human rights, non-discrimination and gender equality is expected. Teamwork skills are essential to this position.

**Citizenship:** Citizens of the Republic of Türkiye.





# JOB DESCRIPTION FOR TRANSLATOR / HEALTH MEDIATOR / OUTREACH WORKER

## PART A – IDENTIFICATION OF POSITION

**Position Title:** Translator / Health Mediator / Outreach Worker

## PART B – POSITION REQUIREMENTS

### 1. ORGANISATIONAL CONTEXT

UNFPA conducts activities in order to identify the needs of the most vulnerable refugees, provide services based on these needs and for them to effectively access service mechanisms within the protection sector.

Translator / Health Mediator / Outreach Worker is responsible for conducting interpretation and translation tasks based on their expertise of language, physical and social media outreach work, and tasks related to the refugee support line. Ideally, s/he comes from the same community as the target group and has advanced leadership skills.

### FUNCTIONAL STATEMENT

#### Accountability

Under supervision of the project associate, s/he works on supporting the most vulnerable groups in accessing information and referral to services in accordance with the standard operating procedures in place.

#### Responsibility

In order to support the most vulnerable refugees' access to information and services, the translator / health mediator / outreach worker:

- Conducts mapping regarding the target groups in collaboration with other project staff and reaches the target groups in the field.
- Regularly informs the beneficiaries regarding the services provided at the service units, refers them to the service units and accompanies them, when necessary, during the process of external referrals to institutions.
- Provides interpretation and translation services as needed by the service providers and beneficiaries at the service units.
- Identifies individuals in need among the target population and facilitates access to services.
- Provides support to the refugee support line in shifts based on the previously drafted schedules.
- Works in coordination and collaboration with other project staff and interpreters/outreach staff.
- Conducts any other related tasks within the project assigned by the supervisor.
- Provides individual legal counselling and referral services to beneficiaries who apply to the service units, referred by the interpreters/outreach staff or the refugee support line.
- Provides basic information on access to law, human rights, access to protection mechanisms following violence and discrimination.
- Conducts awareness raising activities within the scope of the project.
- Provides legal counselling to beneficiaries in urgent cases of repatriation and detention.
- Works under the supervision of the office representative of the assigned service unit and the project coordinator.
- Works in constant coordination and cooperation with other legal counsellors within the project and UNFPA. Participates in regular coordination meetings with other legal counsellors.
- Provides face-to-face or remote individual and group counselling within and outside the service unit for the most vulnerable refugees regarding rights and responsibilities and access to rights and services.
- Identifies potential stakeholders to cooperate in the field and conduct mapping activities and update this mapping.
- When necessary, supports the office representative in contacting local public institutions and service providers.
- Supports meeting and training activities within the scope of the project.
- Supports protection officers within the case management processes.
- Monitors the changes and revisions to the national and international asylum laws and regularly updates the project team.
- Contributes to the preparation of documents and materials within the scope of the project regarding human rights and access to law.
- Regularly records the data regarding the cases reached within the scope of duties and responsibilities in the data recording system, which is created for reporting on the program.
- Regularly conducts community-building activities for the beneficiaries.
- Conducts other related tasks assigned by the supervisor.

## **2. ESSENTIAL MINIMUM QUALIFICATIONS AND PROFESSIONAL EXPERIENCE REQUIRED**

**Education:** At least graduation from high school.

**Experience:** Field experience and volunteering is preferable; experience working with the most vulnerable groups/refugees is preferable, international experience is preferable.

**Languages:** Fluent in writing, speaking, and reading either Turkish-Arabic or Turkish-Farsi.

**Computer Skills:** Microsoft Office, Windows-based programs.

**Communication and other skills:** Ability to use communication, written and verbal counselling skills effectively. High level verbal and interpersonal skills.

**Citizenship:** Citizens of the Republic of Türkiye or persons with a temporary or international protection status or residence permit in Türkiye.

# JOB DESCRIPTION FOR SENIOR CASE SUPERVISOR

## PART A – IDENTIFICATION OF POSITION

**Position Title:** Senior Case Supervisor

## PART B – POSITION REQUIREMENTS

### 1. ORGANISATIONAL CONTEXT

UNFPA conducts activities in order to identify the needs of the most vulnerable refugees, provide services based on these needs and for them to effectively access service mechanisms within the protection sector.

Senior case supervisor is responsible for case supervision for all service units within the project. S/he liaises closely with their manager, other professional staff at the service unit / project team (including mobile or remote settings) and other relevant bodies (public institutions, NGOs, etc.)

### FUNCTIONAL STATEMENT

#### Accountability

- Under supervision of the project coordinator, s/he works on the supervision of case management and the approval of cash and in-kind assistance provided in the project in accordance with the standard operating procedures in place.

#### Responsibility

The senior case supervisor:

- Supports protection officers in identifying the protection risks and levels of the beneficiaries and establishing case action plans.
- Provides supervision to protection officers and other service providers running case management processes.
- Provides supervision and monitors protection officers in the process of case closing and service termination.
- Monitors case referrals and transfers between service units.
- Informs and updates the protection officers regarding external referral mechanisms and monitors the referrals.
- Travels to other service units and work in coordination with other protection officers and service providers.
- Provides support in updating the service mapping.
- Identifies the needs for capacity building and refers the service providers to related training programs.
- Provides support to the office representatives in establishing and improving coordination with external organisations.
- Monitors the cash and voucher assistance.
- Reports to the project coordinators regarding administrative processes and all other related issues.
- Participates in case meetings, monitors them and makes suggestions.
- Participates in coordination meetings with external organisations on behalf of the project.
- Supports the preparation of documents and materials regarding access to education, shelter, health, social support, protection mechanisms, and other services.
- Reviews and approves or disapproves the requests for cash assistance and other in-kind assistance provided within the project.
- Reviews the supporting documents provided for cash and in-kind assistance requests.

## **2. ESSENTIAL MINIMUM QUALIFICATIONS AND PROFESSIONAL EXPERIENCE REQUIRED**

**Education:** To be graduated from a 4-year university degree in the field of social services, child development, sociology, psychology, psychological counselling and guidance, teaching and family and consumer sciences departments of universities.

Knowledge and awareness of existing support mechanisms for the prevention and empowerment of all forms of violence are assets.

**Experience:** At least 3 years of relevant professional experience and GBV case management at national level; experience working with the most vulnerable groups/refugees is preferable, international experience is preferable.

**Languages:** Fluent in writing, speaking, and reading Turkish; command of Arabic, Farsi, and English is preferable.

**Computer Skills:** Microsoft Office, Windows-based programs.

**Communication and other skills:** Ability to use communication and counselling skills effectively. High level social and verbal skills. Awareness about human rights, non-discrimination and gender equality is expected. Teamwork skills are essential to this position. Additional requirements and skills may be sought in line with the relevant primary and secondary legislation and guidelines implemented in relevant service centres considered for assignment within the national social service system.

**Citizenship:** Citizens of the Republic of Türkiye.

# JOB DESCRIPTION FOR PROJECT COORDINATOR

## PART A – IDENTIFICATION OF POSITION

**Position Title:** Project Coordinator

## PART B – POSITION REQUIREMENTS

### 1. ORGANISATIONAL CONTEXT

The Project Coordinator normally receives guidance from more senior programme staff in the operation. S/he may receive indirect guidance from other sections and units relevant to the country programme(s).

The Project Coordinator is expected to ensure the overall coordination of the project, the efficient delivery of the expected results including reporting requirements. The incumbent will also monitor progress, identify operational problems, and assist in resolving them by taking appropriate actions.

### FUNCTIONAL STATEMENT

#### Responsibility

The project coordinator:

- Facilitates coordination between service units regarding services and provides standardised information between service units.
- Represents the project and regularly reports to UNFPA and other project stakeholders regarding service provision.
- Monitors the staff and service provision in related service units.
- Conducts institutional and professional monitoring and assessment on the services provided by the staff based on their roles and responsibilities.
- Works in coordination with other project coordinators, case supervisors, and project associates in order to ensure that services provided are in line with the standard operating procedures.
- Leads the mapping process regarding the needs of the most vulnerable refugees and related partner organisations.
- Contacts local public institutions and organisations as well as other stakeholders in related provinces. Regularly visits provinces in order to have meetings with public institutions, NGOs, and bar associations.
- In collaboration with project associates, monitors outreach activities and identifies capacity building needs and conducts trainings.
- Provides support in organising meetings and training activities.
- Works in collaboration with UNFPA in providing solutions to arising challenges.
- Provides support to solving the challenges faced during the case management processes.
- Encourages the use of complaint and feedback mechanisms within the scope of accountability to affected populations.

### 2. ESSENTIAL MINIMUM QUALIFICATIONS AND PROFESSIONAL EXPERIENCE REQUIRED

**Education:** Bachelor's degree in business administration, Social Science, International Law, Social Services or related field

**Experience:** At least 4 years of relevant professional experience at national level relevant to the function, specifically in the field of social services; experience working with the most vulnerable groups/refugees is preferable, international experience is preferable.

**Languages:** Fluent in writing, speaking, and reading Turkish and English; command of Arabic and Farsi is preferable.

**Computer Skills:** Microsoft Office, Windows-based programs.

**Communication and other skills:** High communication skills, ability to use communication skills effectively. High level social and verbal skills. Awareness about human rights, non-discrimination and gender equality is expected. Teamwork skills are essential to this position.

**Citizenship:** Citizens of the Republic of Türkiye.

### **3. DESIRABLE QUALIFICATIONS & COMPETENCIES**

- Prior exposure to UNFPA refugee operations and functions relating to office administration and programme activities.
- Managerial competencies such as empowering, building trust, and managing resources.
- Governance, coordination, and organisational skills
- Planning and organising skills
- Able to work under stress
- Able to complete assigned tasks on time
- No travel restrictions
- Adaptable to flexible working hours
- (for male candidates) not having any relation with military service (deferred or completed military service)
- At least 2 years of work experience in the working areas of social services is preferable
- 2 years of project experience (writing, implementing, taking part in a project) is preferable

# JOB DESCRIPTION FOR SENIOR PROJECT ASSOCIATE (Legal Case Supervisor, Orientation Associate, Capacity Building Associate)

## PART A – IDENTIFICATION OF POSITION

**Position Title:** Senior Project Associate (Legal Case Supervisor, Orientation Associate, Capacity Building Associate)

## PART B – POSITION REQUIREMENTS

### 1. ORGANISATIONAL CONTEXT

The Senior Project Associate (Legal Case Supervisor, Orientation Associate, Capacity Building Associate) is expected to ensure the overall coordination of the project, the efficient delivery of the expected results including reporting requirements. The incumbent will also monitor progress, identify operational problems, and assist in resolving them by taking appropriate actions.

### FUNCTIONAL STATEMENT

#### Responsibility

Working under the supervision of the project coordinator, the senior project associate (Legal Case Supervisor, Orientation Associate, Capacity Building Associate):

- Plans and monitors outreach work and conducts capacity building in order to improve outreach.
- Works on improving outreach activities in collaboration with office representatives and the project coordinator.
- Prepares the refugee support line schedule and oversees its activities.
- Identifies the qualities and needs of the project personnel.
- Visits the service units in order to monitor service provision, awareness raising activities, and outreach activities.
- Monitors the monthly activity targets of the service units, provides support in organising activities and oversees them in collaboration with the project coordinator.
- Supports service providers regarding service provision.
- Provides supervision to service providers within case management processes when needed.
- Provides supervision and monitors service providers in the process of case closing and service termination.
- Informs and updates the service providers regarding external referral mechanisms and monitors the referrals.
- Travels to other service units and work in coordination with other service providers, project associates, and the senior case supervisor.
- Identifies the needs for capacity building and refers the project staff to related training programs.
- Provides support in identifying key performance indicators for service units, office representatives, service providers, and outreach staff and monitors and reports them regularly.
- Conducts periodical meetings with the project staff, provides feedback, and reports to the project coordinator.
- Participates in administrative, case, and outreach meetings and monitors them.
- Monitors orientation processes of the project staff regarding coherence to the standard operating procedures.
- Monitors the complaint and feedback mechanism in collaboration with the project coordinator.
- Identifies and reports discrepancies within the project and suggests preventive and corrective actions.
- Encourages the use of complaint and feedback mechanisms within the scope of accountability to affected populations.legal an
- Supports the preparation of documents and materials regarding project activities and other related services.

### 2. ESSENTIAL MINIMUM QUALIFICATIONS AND PROFESSIONAL EXPERIENCE REQUIRED

**Education:** Bachelor's degree in business administration, social sciences, law, international law, social services or related field

**Experience:** At least 4 years of relevant professional experience at national level relevant to the function, experience working with the most vulnerable groups/refugees is preferable, international experience is preferable.

**Languages:** Fluent in writing, speaking, and reading Turkish and English; command of Arabic and Farsi is preferable.

**Computer Skills:** Microsoft Office, Windows-based programs.



**Communication and other skills:** High communication skills, ability to use communication skills effectively. High level social and verbal skills. Awareness about human rights, non-discrimination and gender equality is expected. Teamwork skills are essential to this position.

**Citizenship:** Citizens of the Republic of Türkiye.

### **3. DESIRABLE QUALIFICATIONS & COMPETENCIES.**

- Prior exposure to UNFPA refugee operations and functions relating to office administration and programme activities.
- Managerial competencies such as empowering, building trust, and managing resources.
- Governance, coordination, and organisational skills
- Planning and organising skills
- Able to work under stress
- Able to complete assigned tasks on time
- No travel restrictions
- Adaptable to flexible working hours
- (for male candidates) not having any relation with military service (deferred or completed military service)
- At least 2 years of work experience in the working areas of social services is preferable
- 2 years of project experience (writing, implementing, taking part in a project) is preferable

# JOB DESCRIPTION FOR PROJECT ASSOCIATE (M&E Associate, Cash/Case Supervisor, Office Representative, Operations Associate)

## PART A – IDENTIFICATION OF POSITION

**Position Title:** Project Associate (M&E Associate, Cash/Case Supervisor, Office Representative, Operations Associate)

## PART B – POSITION REQUIREMENTS

### FUNCTIONAL STATEMENT

#### Responsibility

Under the supervision of the project coordinator, the Project Associate (M&E Associate, Cash/Case Supervisor, Office Representative, Operations Associate):

- Works in coordination with project coordinators and project associates.
- Assists in supporting the development of monitoring and evaluation plans and monitors compliance with such plans, in the framework of established policies and procedures.
- Collects and analyses data and information on a regular basis as per the monitoring framework to ensure that the project is progressing as planned.
- Collects monitoring evidence that the outputs are being produced as intended and are efficient.
- Drafts regular reports and assists the project’s reviews and evaluations.
- Supports the regular sharing of the M&E findings with project staff.
- Supports data entry tasks within the scope of duties and responsibilities in the data recording system, which is created for reporting on the program.
- Assists in post-distribution monitoring activities.
- Reviews the supporting documents provided for cash and in-kind assistance requests.
- Supports the protection officers in data entry tasks related to the CVA provided within the project.
- Reports to the project coordinator regarding all issues related to the project.
- Carries out all duties under the supervision of the project coordinator, in cooperation with the project coordinator and other professional staff.
- Contributes to reporting regarding M&E related issues within the project.
- Supports the preparation of documents and materials regarding monitoring.
- Contributes to outreach planning and implementation.
- Monitors the work plans in cooperation with the project coordinator.
- Prepares weekly and monthly work plans for the assigned service unit, monitors them and reports to the project coordinator.
- Stays in contact with local public institutions and organisations and other stakeholders and represents the project.
- Provides support to the organisation of required meetings and training activities within the project.
- Participates in regular coordination meetings.
- Oversees activities and contributes to planning within service unit.
- Conducts other related tasks assigned by the supervisor.

### 1. ESSENTIAL MINIMUM QUALIFICATIONS AND PROFESSIONAL EXPERIENCE REQUIRED

**Education:** Bachelor’s degree in related departments of universities.  
**Experience:** At least 2 years of relevant working experience in humanitarian projects, reporting and research or related areas, coordination and supervision activities at national level; experience working with the most vulnerable groups/refugees is preferable, international experience is preferable.  
**Languages:** Fluent in writing, speaking, and reading Turkish and English. Arabic or Farsi is preferable.  
**Computer Skills:** Microsoft Office, Windows-based programs.  
**Communication and other skills:** Ability to use communication, written and verbal counselling skills effectively. High level verbal and interpersonal skills.  
**Citizenship:** Citizens of the Republic of Türkiye.

# JOB DESCRIPTION FOR PROJECT ASSISTANT

## PART A – IDENTIFICATION OF POSITION

**Position Title:** Project Assistant

## PART B – POSITION REQUIREMENTS

### FUNCTIONAL STATEMENT

#### Responsibility

Under the supervision of the project coordinator, the project assistant:

- Works in coordination with project coordinators and project associates.
- Supports the logistics in trainings, meetings, and events organised as part of the project.
- Works in collaboration with office assistants regarding procurement processes.
- Provides support in physical stock inventory.
- Prepares the service units for monitoring visits and financial audits.
- Takes meeting minutes in project-related meetings and prepares reports.
- Supports data entry tasks within the scope of duties and responsibilities in the data recording system, which is created for reporting on the program.
- Carries out all duties under the supervision of the project coordinator, in cooperation with the project coordinator and other professional staff.
- Contributes to reporting regarding all issues related to the project.
- Supports the preparation of documents and materials regarding access to education, shelter, health, social support, protection mechanisms, and other services.
- Conducts other related tasks assigned by the supervisor.

### 1. ESSENTIAL MINIMUM QUALIFICATIONS AND PROFESSIONAL EXPERIENCE REQUIRED

**Education:** Graduation from the related departments of universities.

**Experience:** At least 2 years of relevant professional experience in administrative and clerical work at national level; experience working with the most vulnerable groups/refugees is preferable, international experience is preferable.

**Languages:** Fluent in writing, speaking, and reading Turkish. Arabic, Farsi, or English is preferable.

**Computer Skills:** Microsoft Office, Windows-based programs.

**Communication and other skills:** Ability to use communication, written and verbal counselling skills effectively. High level verbal and interpersonal skills.

**Citizenship:** Citizens of the Republic of Türkiye.

# JOB DESCRIPTION FOR OFFICE ASSISTANT

## PART A – IDENTIFICATION OF POSITION

**Position Title:** Office Assistant

## PART B – POSITION REQUIREMENTS

### 1. ORGANISATIONAL CONTEXT

Office assistant is responsible for assisting daily activities and service provision at service units.

### FUNCTIONAL STATEMENT

#### Responsibility

The office assistant:

- Tracks the inventory of office equipment and materials.
- Responsible for the tidiness and order of service units as well as the safe storage of materials and clerical work at service units.
- Ensures the payments related to the service unit are made regularly.
- Tracks all the financial and structural work at service units and reports to the office representative and the project coordinator regarding related activities.
- Monitors the logistics for the service unit personnel and ensures that their needs are met.
- Archives documentation regularly.
- Conducts transactions with local vendors and organisations.
- Works in coordination with project coordinators and office representatives.
- Responsible for taking minutes for administrative meetings and reporting to the supervisors.
- Conducts other related tasks assigned by the supervisor.

### 2. ESSENTIAL MINIMUM QUALIFICATIONS AND PROFESSIONAL EXPERIENCE REQUIRED

**Education:** Graduation from the related departments of universities.

**Experience:** At least 2 years of relevant professional experience in administrative and clerical work at national level; experience working with the most vulnerable groups/refugees is preferable, international experience is preferable.

**Languages:** Fluent in writing, speaking, and reading Turkish. Arabic, Farsi, or English is preferable.

**Computer Skills:** Microsoft Office, Windows-based programs.

**Communication and other skills:** Ability to use communication, written and verbal counselling skills effectively. High level verbal and interpersonal skills.

**Citizenship:** Citizens of the Republic of Türkiye.