

TERMS OF REFERENCE

UNFPA Turkey Key Refugees Associate

Type of Contract	: Service Contract
Level	: SB3 (SC6)
Duration	: Up to 31 December 2018, with possibility of extension
Duty Station	: Ankara

Background:

Since 2011 UNFPA Turkey has been actively involved in the humanitarian response to the Syrian crisis within the framework of the government endorsed UN Regional Refugee and Resilience Plan (3RP) to refugees in Turkey and displaced people inside Northern Syria within the framework of the Whole of Syria.

In line with its mandate, UNFPA will work on protection needs of under risk/underserved refugees enabling them to meet their vital protection needs and contribute to strengthening protection service mechanisms. Programme will aim to increase access of key refugee groups to protection services including other basic services through reducing barriers in service provision. Outreach and individual protection assistance including psychosocial support to refugee key groups will be provided through 5 service units targeting Istanbul, Ankara, Eskisehir, Mersin, Izmir, Adana, Denizli, Yalova and Hatay. During the period synergies and linkages will be established between the SRH component of the Country Programme and Humanitarian Programme in terms of existing programmatic experience, capacity, tools, networks and supported NGOs under the regarding key population groups.

To strengthen and support its field operations UNFPA will be hiring a Key Refugees Associate to support programme implementation and monitoring in target provinces.

Major Activities/Expected Results:

Under the overall management of the Humanitarian Programme Coordinator, with technical guidance of SRH Programme Analyst and under direct supervision of the relevant Regional Programme Manager, the Key Refugee Associate will contribute to the implementation of UNFPA programme in the assigned provinces according to the approved work plans and UNFPA programme procedures. The Key Refugees Associate will also assist in the creation of substantive knowledge by compiling, synthesizing and analyzing information relevant to population and development, reproductive health and gender issues with regards to key groups.

Expected Results/Description of Responsibilities:

- **Mapping** of local services for key refugee groups provided by government and national/international NGOs.
- **Visiting UNFPA supported key refugee service units** in the provinces regularly (at least once a month). **Monitoring units** via use of standardized tools and checklist.

- **Identifying issues** regarding location, physical conditions, staffing, service provision etc. and troubleshooting when necessary with regards to key refugee service units.
- Meeting with beneficiaries for **service verification/satisfaction**, identification of needs.
- **Supporting implementing partners in data collection** and operationalization of online platform.
- **Coordinating** with implementing partners and local partners to facilitate implementation of programme activities and to **organize** joint activities including awareness raising - empowerment activities targeting beneficiaries of UNFPA service units.
- **Monitoring referral system** of UNFPA supported service units, identifying bottlenecks, producing and implementing solutions together with the UNFPA partner.
- Supporting the resilience/development related programme activities targeting key groups, as approved by the Humanitarian Programme Coordinator and SRH Programme Coordinator.
- **Monitoring of outreach workers** (including those who were already trained by UNFPA before), identifying bottlenecks and deviation from standards.
- Attending **programme related meetings at local level**, reporting on developments to Ankara, delivering presentations on UNFPA Country Programme as requested.
- **Networking with NGOs** in the field. **Liaising with local authorities**.
- Supporting **advocacy** work and **capacity development** of service providers on key population groups.
- Drafting **technical documents, training materials, tools** to be used within the Programme.
- **Facilitating referrals** and **collaboration** between health and protection actors at the provincial level.
- **Organizing local project events** (meetings, workshops, events, seminars, training) in the covered province(s). Conducting trainings if requested by team.
- **Weekly reporting** on activities including visits to local authorities, service units and partners.
- **Drafting reports/notes** about programme achievements and lessons learnt based on programme activities.
- Performing any other duties, as may be required by UNFPA.

Work Relations:

Under the supervision of the Regional Programme Manager, works closely and amicably with UNFPA local partners. Networks with other NGOs in the province. Liaises with local authorities including branches of Ministry of Health, Ministry of Family and Social Policies, AFAD and DGMM, Governorates and municipalities (as agreed with UNFPA). Collaborates with other UN agencies, particularly UNHCR, IOM, WHO and UNICEF. Works closely with the rest of the UNFPA/Humanitarian Team.

Minimum Qualifications and Experience:

- Education** : Bachelor’s degree in social sciences, political sciences, economics and administrative sciences or related field.
- Experience** : 6 years of progressively responsible programme/project experience at national or international level, out of which at least 1 year in the field of health, gender, protection or humanitarian.
- Language** : Fluency in written and spoken English and Turkish
- Computer Skills** : Microsoft Office, Windows-based applications, integrated web-based management systems, spreadsheets and databases
- Nationality** : Turkish

Skills and Competencies:

- Experience in monitoring service provision and reporting is an asset.
- Additional working experience in the field of health, gender, protection and/or humanitarian programmes specifically targeting key refugee groups is an asset.
- Working experience with an international organization is an asset.
- Experience in coordinating project related meeting/workshop/event is an asset.
- Working experience with local NGOs/authorities is an asset.

Core Competencies:

- Values
- Achieving Results
- Being Accountable
- Developing & Applying Professional Expertise
- Thinking Analytically & Strategically
- Working in Teams/Managing our-selves and relationships
- Communicating for Impact

Functional competencies:

- Leveraging the resources of national governments and partners/building strategic alliances and partnerships
- Delivering results-based programmes
- Providing conceptual innovation to enhance/strengthen programme effectiveness
- Managing data, documents, correspondence and reports
- Managing information and workflow
- Providing logistical support