

TERMS OF REFERENCE

EVALUATION OFFICER – COMPREHENSIVE REFUGEE RESPONSE FRAMEWORK (CRRF)

JOB TITLE	Evaluation Officer - CRRF
DUTY STATION	Geneva, Switzerland
START DATE	ASAP
CONTRACT LENGTH	12 months (with possibility of extension)
CONTRACT TYPE	Temporary Assignment (TA)

BACKGROUND

The “Comprehensive Refugee Response Framework”, outlined in an annex to the [New York Declaration](#), is to form the basis for a global compact on refugees due to be adopted by Member States in 2018. This framework envisions a world where refugees have access to countries where they are safe, where they are better included in national systems, where they have greater freedom of movement and are not solely dependent on humanitarian assistance. The Declaration recognizes that when refugees are given the chance, and can gain access to education and labour markets, they can support themselves and their families, and make contributions to the communities hosting them.

To better support refugees and the communities hosting them, the New York Declaration calls on UNHCR, the UN Refugee Agency, to work with a wide range of partners. These include not just governments, NGOs, refugees and other UN agencies, but also the private sector, international financial institutions and civil society, including think tanks, academia and faith leaders. Together, the aim is to:

1. Ease pressure on countries that welcome and host refugees;
2. Build self-reliance of refugees;
3. Expand access to resettlement in third countries and other complementary pathways; and,
4. Foster conditions that enable refugees voluntarily to return to their home countries.

To date, States have agreed to apply the CRRF in eleven countries and situations in both the East and Horn of Africa as well as the Americas, namely, Costa Rica, Djibouti, El Salvador, Ethiopia, Guatemala, Honduras, Mexico, Panama, the Somalia situation, Uganda and Tanzania. The lessons we learn will inform the preparation of the [Global Compact on Refugees](#), which the High Commissioner for Refugees will include in his report to the UN General Assembly in 2018.

The CRRF proposes some shifts in the way UNHCR and partners have approached refugee response, protection and solutions. First, it implies that governments hosting refugees and donors funding refugee programs would ensure that refugee issues and refugee responses are not isolated from the contexts of national development, but integrated into national development programming, including in development plans, policies, programs and partnerships. Second, it indicates that the diversity of funding that is attracted to refugee programs increases. Third, it implies that different types of programming responses are designed and new partnerships with development actors are initiated and realized, in a

predictable manner. Where relevant, host communities and the interactions between host communities and refugees need to be at the core of interventions. The CRRF also indicates the global community would renew commitment to burden and responsibility sharing. These shifts will require agencies working on refugee programs in host countries to form new partnerships and participate in advocacy, national policy formulation, sustainable development planning and programming and governance efforts in addition to humanitarian response.

A CRRF Task Team, based at the UNHCR Headquarters in Geneva, has been established to facilitate the roll out and operationalization of the CRRF. UNHCR is developing a global M&E framework for the CRRF. At country level, CRRF implementation is managed and monitored by government led CRRF Secretariats and other forms of coordination *fora*, which also include UNHCR, sister UN agencies, international financial institutions, NGOs, the private sector and other key stakeholders.

UNHCR is committed to the importance of evaluation and its role in supporting organisational accountability, learning and the continual improvement of UNHCR's performance in addressing the protection, assistance and solutions needs of refugees, stateless persons, IDPs and other persons of concern. The UNHCR Evaluation Service, also based at Headquarters in Geneva, is responsible for the implementation of the organisational [2016 Evaluation Policy](#), which provides for a strengthened evaluation function.

PURPOSE AND OBJECTIVES

Both the process of the CRRF - as it is actually operationalized in different countries - and, the effects of the CRRF - on refugees and host communities - need to be carefully monitored and evaluated. This M&E effort will feed into a larger body of knowledge on how to apply the CRRF in different countries. The CRRF M&E framework includes both annual global outcome dashboard reporting and more in-depth analytical and evaluative reflection to feed into global level CRRF outcome narrative reporting, comparative case studies and the wider CRRF-related evidence base.

Working closely with the UNHCR Evaluation Service, the Evaluation Officer will work as part of the CRRF Task Team to plan and deliver the evaluative components of the CRRF M&E framework to help:

- Analyse and assess both progress in implementation, and results achieved against CRRF objectives;
- Establish whether there are any implementation conditions or contextual factors which contribute to, or constrain, the achievement of CRRF objectives; and,
- Identify and disseminate examples of good practice, including innovation and adaptation, and lessons learnt to inform ongoing CRRF implementation.

KEY RESPONSIBILITIES

The Evaluation Officer will primarily be working with the CRRF Task Team to:

1. Conduct in-depth analysis of CRRF related data (primary and secondary sources).
2. Support the roll out of qualitative and quantitative CRRF data collection tools and processes.
3. Provide evaluation-related technical support to CRRF Secretariats in pilot countries as required.
4. Liaise and coordinate with CRRF Real-Time Learner(s) and CRRF Information Managers to support timely delivery of the overall CRRF M&E approach.
5. Support planning, preparation and coordination of evaluation-related activities and processes at both the global and CRRF pilot country levels.
6. Support the planning and facilitation of country level strategic reflection workshops as required.

7. Lead on CRRF annual outcome level reflection and reporting, including compiling dashboard reporting against CRRF outcome indicators.
8. Draft other key evaluative reports as required (e.g. comparative case studies), and support the production of related information products, for a range of high-level audiences.

The Evaluation Officer will also be working closely with the UNHCR Evaluation Service to plan, design and manage relevant evaluation, or evaluative processes, in line with the CRRF M&E approach and UNHCR Evaluation Policy. This will include:

1. Developing and/or designing qualitative and quantitative CRRF data collection tools and processes.
2. Developing 'Terms of Reference' (ToR) for CRRF-related evaluation and evaluative processes in line with the UNHCR Evaluation Policy as required.
3. Developing and/or designing relevant analytical tools and frameworks (e.g. contribution analysis to support outcome-level reporting; comparative case study approach).
4. Providing quality assurance for CRRF-related evaluation and evaluative processes and deliverables by external service providers.
5. Conducting or managing CRRF-related evidence mapping and/or synthesis processes as required.

ESSENTIAL SKILLS & EXPERIENCE

- Relevant post-graduate degree (equivalent of a Master's) in Social Science, International Development, Economics, International Business Administration, or Public Policy, and a minimum of 5 years professional experience in applied research or evaluation.
- Demonstrable institutional knowledge of the UN, and in particular of UNHCR's protection mandate
- Experience and/or demonstrable knowledge of humanitarian response and coordination, ideally specifically related to refugee response.
- Proven experience with qualitative and quantitative research methods and data collection tools.
- Demonstrable experience with, or knowledge of, a range of evaluation methods and approaches.
- Applied research or M&E related experience in field contexts, ideally including in one or more of the CRRF pilot countries.
- Proven experience in the design and application of mixed methods analytical tools and frameworks.
- Fluency in English is essential. Proficiency in Spanish is highly desirable.
- Excellent English-language drafting and report-writing skills (to publication standard).
- Demonstrable experience conveying complex information clearly and compellingly through the use of visual media for a range of audiences (i.e. using data visualisation tools).

APPLICATION

Interested applicants should submit their application and letter of interest to the Non-Specific Profile 13233 [here](#).

Closing date for receipt of applications: Sunday, 15 October 2017

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.