



## TERMS OF REFERENCE (Individual Contractor Agreement)

**Title:** Registration Associate  
**Project:**  
**Duty station:** Washington, D.C, USA  
**Section/Unit:** Caribbean Protection Unit  
**Contract/Level:** Local - Support ICA, Level [6]  
**Duration:** 1/07/2018 **through** 31/12/2018  
**Supervisor:** Senior Regional Protection Officer, Ms. Simone Schwartz-Delgado

### 1. General Background

(Brief description of the national, sector-specific or other relevant context in which the individual contractor will operate)

**The Office of the United Nations High Commissioner for Refugees (UNHCR) has an international mandate to protect persons in need of international protection, including asylum-seekers, refugees and stateless persons. The Caribbean Protection Unit (CPU) of UNHCR's Regional Office in Washington, D.C., covers 23 Caribbean countries and territories. The region is characterized by an increasingly complex phenomenon of mixed migration involving individuals who may be in need of international protection, including asylum-seekers, refugees, victims of human trafficking and stateless persons, along with other categories of migrants. The States and territories in the Caribbean are source, destination and transit countries for thousands of migrants, including persons in need of international protection, each year. The region also produces refugees and is a transit gateway for refugees and asylum-seekers trying to reach North America within larger groups of migrants by land, air and sea. In many countries in the Caribbean, persons in need of international protection are not systematically given access to RSD procedures and, therefore, respect of the non-refoulement principle is not always ensured. The registration of asylum-seekers by UNHCR is a critical protection intervention, which is linked to the protection from forced return. Due to a variety of factors, the number of new asylum-seekers in the Caribbean has risen considerably over the past two years, motivating the need for increased protection and programmatic support.**

### 2. Purpose and Scope of Assignment

(Concise and detailed description of activities, tasks and responsibilities to be undertaken, including expected travel, if applicable)

**Against this backdrop, under the supervision of the Senior Regional Protection Officer, the**



Registration Associate will coordinate registration activities throughout the region and monitors the efficiency and quality of registration processes, which may include functions related to reception, filing and data management. S/he will liaise closely with protection staff and partners to ensure timely identification and referral of persons of concern for follow-up. The Registration Associate may assist in compiling and analysing information related to registration activities in the operation and collaborates closely with Government authorities and partners.

The position is expected to cover the period of 1 July 2018 to 1 July 2019.

**Responsibility (process and functions undertaken to achieve results):**

Assist in the implementation of registration strategies and methodologies for populations of concern.  
Assist in the supervision and daily running of registration team activities, where required.  
Conduct registration interviews in accordance with registration standards and guidance.  
Provide counselling to, and responds to queries from, asylum seekers and refugees regarding UNHCR's registration procedures and their rights and entitlements.  
Maintain accurate and up-to date records and data related to all individual registration cases in proGres and in electronic and physical files.  
Identify persons with specific needs and ensure timely referral to protection follow-up as required.  
Collaborate with protection staff and partners in the delivery of assistance and programming, including provision of identity and entitlement documentation.  
Draft correspondence and reports when required.  
Provide statistics and draft reports related to registration data, as requested, updating relevant databases and compiling statistics.  
Perform other related duties as required.

**Authority (decisions made in executing responsibilities and to achieve results):**

In consultation with the supervisor, make decisions related to the day-to-day operations of the registration unit and devise registration procedures which are efficient and effective.  
Draft and submit reports and statistics related to registration.  
Refer cases to other units within the office and to implementing partners as necessary.

### **3. Monitoring and Progress Controls**

(Clear description of measurable outputs, milestones, key performance indicators and/or reporting requirements which will enable performance monitoring)

#### **Accountability (key results that will be achieved)**

**UNHCR's Registration Standard Operating Procedures (SOPs) are implemented in accordance with relevant UNHCR standards and policies;**

**Persons of concern have fair and transparent access to registration procedures.**

### **4. Qualifications and Experience**

(List the required education, work experience, expertise and competencies of the individual contractor. The listed education and experience should correspond with the level at which the contract is offered.)

#### **a. Education** (Level and area of required and/or preferred education)

Completion of Secondary School with post-secondary training/certificate in social sciences, statistics, mathematics, information technology, or related fields.

#### **b. Work Experience**

(List number of years and area of required work experience. Clearly distinguish between required experience and experience which could be an asset.)

Minimum 6 years of relevant professional job experience.

**c. Key Competencies**

(Technical knowledge, skills, managerial competencies or other personal competencies relevant to the performance of the assignment. Clearly distinguish between required and desired competencies)

Good computer skills, particularly in data management.

Excellent knowledge of English and Spanish.

Computer skills (in MS office).

Training in basic principles of international protection.

Completion of the UNHCR Learning programmes or specific training relevant to functions of the position desired.

Knowledge of UNHCR specific programmes (proGres) desired.

Prior exposure to UNHCR refugee operations preferred.

Project Authority (Name/Title):		Contract holder (Name/Title):	
Signature	Date	Signature	Date