

UNITED NATIONS HIGH COMMISSIONER FOR REFUGEES **INTERNAL/EXTERNAL VACANCY NOTICE**

Title of Position:	Senior Protection Associate
Position No.:	10034307
Category and Level:	General Service, GL-7
Location:	Kuala Lumpur, Malaysia
Effective date:	As soon as possible
Contract type:	Fixed-Term Appointment
Duration:	initially for a period of one year
Date of Issue:	13 June 2022
Closing Date:	26 June 2022

ORGANIZATIONAL SETTING AND WORK RELATIONSHIPS

The Senior Protection Associate reports to the Protection Officer or the Senior Protection Officer. The position may entail supervisory responsibilities for protection staff including community services, registration, resettlement and education depending on the structure of the Office. The incumbent monitors protection standards, operational procedures and practices in protection delivery in line with international standards and provides functional protection support to information management and programme staff.

The Senior Protection Associate is expected to coordinate quality, timely and effective protection responses to the needs of populations of concern (PoC) and identify opportunities to mainstream protection methodologies and integrate protection safeguards in operational responses in all sectors. The incumbent contributes to designing a comprehensive protection strategy and represents the Office externally on protection doctrine and policy as guided by the supervisor.

S/he also ensures that PoC are involved in making decisions that affect them, whether in accessing their rights or in identifying appropriate solutions to their problems. To achieve this, the incumbent will need to build and maintain effective interfaces with communities of concern, local authorities and protection and assistance partners.

All UNHCR staff members are accountable to perform their duties as reflected in their job description. They do so within their delegated authorities, in line with the regulatory framework of UNHCR which includes the UN Charter, UN Staff Regulations and Rules, UNHCR Policies and Administrative Instructions as well as relevant accountability frameworks. In addition, staff members are required to discharge their responsibilities in a manner consistent with the core, functional, cross-functional and managerial competencies and UNHCR's core values of professionalism, integrity and respect for diversity.

Operational Context

The Senior Protection Associate manages the UNHCR Refugee Centre by serving as the Centre Coordinator and reports to the Senior Protection Officer. The incumbent supervises a team of staff members working in the Refugee Centre and the Interpreter Coordinator. Persons of concern approach the Refugee Centre to obtain information, seek asylum, renew documents, report on protection problems and request assistance and solutions. Hence the incumbent is expected to have experience in working as a part of a multi-functional team coordinating with different units within/outside organization for timely and appropriate actions, referrals and interventions. S/he is required to have strong knowledge and experience with all the processes inside the organization (including reception, registration, refugee status determination, durable solutions, protection interventions and referral mechanisms for Gender Based Violence and Child Protection, etc.) as well as referral

pathways to relevant operational and implementing partners. S/he must have proven communication skills (both oral and written) and demonstrated experience in communication with communities and ensuring Accountability to Affected Population as well as the ability to implement the Age, Gender and Diversity Policy. S/he must have demonstrated experience in coordination with various partners and stakeholder management and possess good skills in negotiation and conflict resolution.

The Centre Coordinator is required to have proven managerial experience to lead the Centre Coordination Team to ensure that the team members work towards the same goal to implement UNHCR Malaysia's Protection and Solutions Strategy and to create a welcoming, safe, secure, and operationally efficient environment in the Centre for persons of concern. S/he should have solid experience of good performance management and supervision of staff, effective team building, through management and leadership skills. S/he must have the ability to build capacity of the staff members working in the Centre. S/he should have good IT skills and database management skills (including desirable experience in using proGres v4 and Kobo tools). In addition, the individual is expected to handle/coordinate first line emergency situation where s/he may have to deal with medical, security, related issues in coordination with concerned focal points in the organization.

To find out more information about UNHCR Malaysia, please visit our [website](#).

DUTIES

- Stay abreast of political, social, economic and cultural developments that have an impact on the protection environment.
- Consistently apply International and National Law and applicable UN/UNHCR and IASC policy, standards and codes of conduct.
- Assist in providing comments on existing and draft legislation related to PoC.
- Provide advice and guidance on protection issues to PoC; liaise with competent authorities to ensure the issuance of personal and other relevant documentation.
- Assist in conducting eligibility and status determination for PoC in compliance with UNHCR procedural standards and international protection principles.
- Contribute to measures to identify, prevent and reduce statelessness.
- Contribute to a country-level child protection plan as part of the protection strategy.
- Contribute to a country-level education plan as part of the protection strategy.
- Assist the supervisor in implementing and monitoring Standard Operating Procedures (SOPs) for all protection/solutions activities.
- Manage individual protection cases including those on SGBV and child protection. Monitor, and assist the supervisor with intervening in cases of refoulement, expulsion and other protection incidents.
- Assist in identifying durable solutions for the largest possible number of PoC through voluntary repatriation, local integration and where appropriate, resettlement.
- Contribute to the design, implementation and evaluation of protection related AGD based programming with implementing and operational partners.
- Contribute to and facilitate a programme of results-based advocacy with sectorial and/or cluster partners.
- Facilitate effective information management through the provision of disaggregated data on PoC and their problems.
- Participate in initiatives to capacitate authorities, relevant institutions and NGOs to strengthen national protection related legislation and procedures.
- Assist the supervisor with intervening with authorities on protection issues.
- Provide assistance to the supervisor in deciding priorities for reception, interviewing and counselling for groups or individuals.
- Assist the supervisor with enforcing compliance of staff and implementing partners with global protection policies and standards of professional integrity in the delivery of protection services.
- Assist the supervisor with enforcing compliance with, and integrity of, all protection standard operating procedures.
- Recommend and prepare payments to individual cases.
- Perform other related duties as required.

MINIMUM QUALIFICATIONS

Education & Professional Work Experience

Years of Experience / Degree Level

4 years relevant experience with High School Diploma; or 2 years relevant work experience with Bachelor or equivalent or higher.

Field(s) of Education

Not applicable.

Certificates and/or Licenses

International Law; Political Science; or other relevant field.

Relevant Job Experience

Essential

Not specified.

Desirable

RSD-Resettlement LP and/or Protection Learning Programme

Functional Skills

IT-Computer literacy

CL-Protection & Solutions Awareness

PR-Protection-related guidelines, standards and indicators PR-Refugee Protection Principles and Framework

Language Requirements

Knowledge of English and/or UN working language of the duty station if not English.

Competency Requirements

Core Competencies: Accountability, Communication, Organizational Awareness, Teamwork & Collaboration, Commitment to Continuous Learning and Client & Result Orientation.

Managerial Competencies: Judgement and Decision Making, Empowering and Building Trust.

Cross-Functional Competencies: Negotiation and Conflict Resolution, Political Awareness and Stakeholder Management.

ELIGIBILITY

This position is advertised internally and externally, however, **priority consideration will be given to Group 1 (internal) candidates.**

Group 1 Candidates: Current GS staff members holding indefinite or fixed-term appointments in the country and are at the grade, one grade below or above.

Group 2 Candidates: Staff members with Group 2 eligibility status confirmed by HR.

External Candidates: Other applicants not falling into Group 1 or Group 2 eligibility.

Other Requirement

Staff members must serve for a minimum of one year following assignment before being considered eligible to apply for another internally or externally advertised position within the same category. The minimum one-year requirement is waived in respect of staff members whose position is being discontinued/reclassified or whose assignment/appointment through the joint staff/management review body is in a Replacement capacity.

Owing to the large volume of applications, only shortlisted candidates will be contacted. No personal queries on the status of applications will be accommodated.

ADDITIONAL INFORMATION

All UNHCR workforce members must individually and collectively, contribute towards a working environment where each person feels safe, and empowered to perform their duties. This includes by demonstrating no tolerance for sexual exploitation and abuse, harassment including sexual harassment, sexism, gender inequality, discrimination, and abuse of power.

As individuals and as managers, all must be proactive in preventing and responding to inappropriate conduct, support ongoing dialogue on these matters and speaking up and seeking guidance and support from relevant UNHCR resources when these issues arise.

UNHCR seeks to ensure that male and female employees are given equal career opportunities. UNHCR is committed to achieving workforce diversity in terms of gender, nationality and culture. All applications will be treated with the strictest confidentiality.

Recruitment as a UNHCR staff member and engagement under a UNHCR affiliate scheme or as an intern is subject to proof of vaccination against Covid-19.

SUBMISSION OF APPLICATIONS

If you wish to be considered for this vacancy, please submit your [Personal History Form \(P11\)](#) and its [supplementary pages](#) and motivation letter by e-mail with "Your LAST name – VN040/22 Senior Protection Associate, G7, Kuala Lumpur (10034307)" in the subject line to: mislun@unhcr.org by 26 June 2022.

Only short-listed candidates will be notified. The recruitment process might include written test and/or oral interview for this job opening. No late applications will be accepted.

UNHCR does not charge a fee at any stage of the recruitment process (application, interview meeting, processing, training or any other fees).

UNHCR does not sponsor work visa or work permit and applicant who is not a Malaysian national should already have their status confirmed that they are able to secure a work visa at the time of the application.

REMUNERATION

A competitive compensation and benefits package is offered. The monthly net salary is between MYR 6,183 and MYR 7,830 depending on relevant experience. For information on UN salaries, allowances and benefits, please visit the portal of the [Office of HR Management of United Nations](#).