

**UNHCR**United Nations High Commissioner for Refugees  
Haut Commissariat des Nations Unies pour les réfugiés

**UNITED NATIONS HIGH COMMISSIONER FOR REFUGEES (UNHCR)  
INTERNAL/EXTERNAL VACANCY ANNOUNCEMENT  
Vacancy Notice No. VA/BGDCO/UNOPS/2022/013**

<b>Title of Post</b>	<b>Senior Protection Assistant (Refugee Hotline Operator)</b>	<b>Category/grade</b>	<b>LICA-5</b>
<b>Post Number</b>	<b>Three Positions</b>	<b>Type of contract</b>	<b>UNOPS Local Individual Contractor Agreement</b>
<b>Location</b>	<b>Cox's Bazar, Bangladesh</b>	<b>Date of Issue</b>	<b>14 August 2022</b>
<b>The effective date of the assignment</b>	<b>As soon as possible</b>	<b>Closing Date</b>	<b>27 August 2022</b>

**Operational Context:**

As of July 2022, 936,733 Rohingya refugees are living in 32 camps in Cox's Bazar, Bangladesh. Most refugees arrived in 2017, fleeing persecution, large-scale violence and human rights violations. Rohingya refugees rely entirely on humanitarian assistance for protection, food, water, shelter and health. They live in shelters in highly congested camp setting under very compelling human and protection conditions.

UNHCR Office in Bangladesh supports the Government in identifying the needs and protection concerns of the refugees. Rohingya refugee's lack of formal legal status renders refugees vulnerable to arbitrary arrest and detention, mistreatment, and exploitation, and hinders their ability to access justice. UNHCR conducts protection monitoring and directly or through its partners provides a range of protection services, including legal assistance. In the congested camps, refugees are exposed to a range of protection and safety threats. Reports of serious protection incidents continue and inconsistent levels of assistance and gaps in services exacerbate potentially harmful coping mechanisms and present heightened protection risks for refugees. In addition, refugees are exposed to the risk of cyclones, landslides and other natural disasters during the monsoon season.

Effective and accountable humanitarian responses require continuous and meaningful engagement with refugees, understanding their needs and protection risks, and pursuing protection, assistance and solutions that take into account their perspectives and priorities. As part of the Accountability to Affected Populations (AAP) framework, the Cox's Bazar refugee response needs to ensure that all communications from persons of concern, both positive and negative, inform protection, assistance and solutions programming, and that corrective action is taken as appropriate by all partners concerned. An effective and accountable response requires continuous and meaningful inclusion of persons of concern, understanding their needs and protection risks, and pursuing protection, assistance and solutions that take into account their perspectives and priorities.

UNHCR Refugee Hotline in Cox's Bazar was established to allow refugees to call and receive information, provide their feedback or report issues to UNHCR. The aim of the Hotline is:

- To provide a reliable, accessible and affordable means of communication with refugees
- To enable UNHCR and partners to effectively manage feedback, queries and complaints from refugees in Cox's Bazar and to provide timely responses to their concerns
- To provide a safe, confidential system for reporting sensitive complaints

The Senior Protection Assistant (Refugee Hotline Operator) is responsible for:

- Answering incoming calls in a timely, respectful, and professional manner, respecting the principles of protection and confidentiality.
- Providing immediate response to information inquiries and questions where possible ensuring that adequate information is provided to the caller and/or ensuring appropriate follow-up/action.
- Providing basic counselling to refugees based on the updated counselling lines/FAQs.
- Referring immediately emergency calls received on the Refugee Hotline, including collecting relevant information and forwarding to the appropriate colleague/Unit for appropriate assistance.
- Ensuring clear understanding and adherence to all relevant guidance while managing incoming and outgoing calls, in close coordination with the Refugee Hotline supervisor.
- Remaining abreast of all relevant information in hand for refugees to receive necessary information through the Refugee Hotline without delay.
- Referring individual cases to camp Protection Focal Points (PFPs) for follow-up, as needed.
- Referring individual cases to other relevant units (registration, community-based protection, field, and other technical units) and ensure information provided by the Refugee Hotline is accurate and up to date.
- Referring cases directly in UNHCR proGres database to the registration unit as per the office guidelines (i.e., registration of newborn babies).
- Making calls to refugees as needed to provide feed-back, scheduling appointments, collecting information, etc.
- Ensuring adequate and clear information is collected from the caller and systematically record the queries received in the Refugee Hotline log sheet and share it with the Information Management Focal Point each month for the update of the Refugee Hotline Dashboard.
- Perform other related duties as required.

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

- Number of calls received and managed by hotline operator
- Number of referrals made by hotline operator
- Number of referrals in proGres by hotline operator
- Refugee Hotline monthly log-sheet regularly updated and submitted

## Qualifications and Experience

### **Education**

Completion of secondary education is required. Post-secondary and/or any additional certificate/training in International Law, Political Science or related field is desired.

### **Work Experience**

2 years relevant experience with High School Diploma, or 1-year relevant work experience with Bachelor or equivalent or higher

## Functional Skills

IT-Computer Literacy

CL-Protection & Solutions Awareness

PR-Protection-related guidelines, standards and indicators

PR-Refugee Protection Principles and Framework

### **Additional Relevant Skills:**

- Good command of English and knowledge of Chittagonian and/or Rohingya language
- Good computer skills, including the use of email, web browser and data entry techniques.
- Ability to think quickly and communicate clearly with a variety of callers and handle a high volume of calls.
- Good reporting/drafting skills

## Core Competencies

- Accountability
- Communication
- Organizational Awareness
- Teamwork & Collaboration
- Commitment to Continuous Learning
- Client & Result Orientation

## Cross-Functional Competencies

- Analytical Thinking
- Political Awareness
- Stakeholder Management

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

## Eligibility:

Candidates must meet the essential minimum requirements of the position and candidates not citizens of the country must comply with all eligibility requirements for employment in line with the prevailing legislative prerequisites in the country.

### Remuneration:

A competitive compensation and benefits package is offered.

### Submission of Applications:

Interested candidates meeting the above requirements are requested to submit their applications online via UNHCR Bangladesh Job Portal <https://bgdco.unhcr.org/Apps/jobportal/jobs>. Candidates must comply with the below mandatory requirements. Non-compliance with any of the below points will immediately disqualify the candidacy of the applicant:

- Submit **fully updated, completed, and signed** Personal History Form (PHF/P11) and Supplementary forms in **PDF format**. P11 (PHF) should always be in **PDF format, and in UNHCR template**. Any other formats will not be accepted
- Submit your updated Fact Sheet with P-11 (applicable for internal applicants)
- When applying, interested candidates must clearly indicate the **Position Title, Position Number and Vacancy Notice number** in their application.

**Only Shortlisted candidates will be contacted for the Assessment Exercises for the recruitment of the position, which may include Written/Technical tests and/or Interviews, as applicable for the recruitment of the position.**

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

The evaluation of applicants will be conducted based on the information submitted during the application. Applicants must provide complete and accurate information pertaining to their personal profile and qualifications. No amendment, addition, deletion, revision or modification shall be made to applications that have been submitted. Candidates under serious consideration for selection will be subject to reference checks to verify the information provided in the application.

**Recruitment as a UNHCR staff member and engagement under a UNHCR affiliate scheme or as an intern is subject to proof of full vaccination, independently of contract type and duration, unless the candidate is based in a location with documented lack of access to COVID-19 vaccines or as applicable.**

UNHCR strongly encourages qualified female applicants for this position. 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.

UNHCR has a zero-tolerance policy against Sexual Exploitation and Abuse (SEA). SEA is unacceptable behaviour and prohibited conduct for UNHCR personnel. It constitutes acts of serious misconduct and is therefore grounds for disciplinary measures, including dismissal. Any concerns or suspicions about a possible case of SEA should be reported immediately to the Inspector General's Office (IGO) at [inspector@unhcr.org](mailto:inspector@unhcr.org) or through the online complain form at <https://www.unhcr.org/php/complaints.php> or by confidential fax: +41 22 739 73 80.