

Terms of Reference for Temporary Appointment¹

Programme Specialist (Accountability to Affected Populations), TA, P-3, 364 days, Sana'a, Yemen

Background:

UNICEF works in some of the world's toughest places, to reach the world's most disadvantaged children. To save their lives. To defend their rights. To help them fulfill their potential. Across 190 countries and territories, we work for every child, everywhere, every day, to build a better world for everyone. And we never give up.

In the 1970s UNICEF established presence in Yemen to respond to the urgent needs of children in the poorest country in the Middle East. In 1991, Yemen ratified the Convention on the Rights of the Child and it was enacted immediately. Since then, the country has been making steady progress for children until it plunged into a brutal conflict in 2015. But even before that, Yemen needed large amounts of humanitarian assistance.

In collaboration with local authorities, non-governmental organizations and community partners, UNICEF is working in all the governorates in Yemen to respond to the needs of children throughout the country with a continuum of services to help children survive and grow to their full potential through the following programmes: [Health](#), [Nutrition](#), [Water, Sanitation and Hygiene](#), [Basic Education](#), and [Child protection](#).

For more on our work in Yemen, please visit our website: <https://www.unicef.org/yemen/>

UNICEF aims to put affected families, children and adolescents at the centre of its work, as reflected in UNICEF Core Commitments for Children. This requires all UNICEF programmes, systems and procedures to systematically include participation of and accountability to affected people across all elements of the response, including through a common feedback mechanism ensuring that feedback from affected boys, girls, men and women informs decision-making and that UNICEF staff and partners understand, respect and systematically take the view of community to account. This will create an environment of greater trust, transparency, and accountability and ensures that the humanitarian response is relevant, timely, effective and efficient.

Purpose:

Under the direct supervision of the Chief Social Behaviour Change; in collaboration with the Deputy Representative and Section Chiefs, the Programme Specialist (Accountability to Affected Populations) is responsible for providing technical and operational support in the management, coordination and implementation of Accountability to Affected Populations (AAP) interventions ensuring views and priorities of affected people are incorporated into all stages of Country Offices programme cycle and effectively inform all response plans.

Responsibilities and Tasks:

1. Support the development and implementation of strategies and action plans to scale up community engagement (CE) and accountability to affected population (AAP) interventions across the YCO

- Develop a new AAP/CE strategic framework for the YCO for 2023-2024 based on results achieved to date
- Facilitate the AAP Committee and overall mainstreaming efforts
- Support the integration of AAP in CO annual work plans and processes ensuring each programme (and Operations) section have specific AAP outputs, activity and budgets for effective implementation
- Support coherence and articulation of AAP and community engagement agendas at country level in collaboration with other YCO crosscutting areas like PSEA and gender.

¹ AI2016-005 notes that for TA Job descriptions / terms of reference, existing Generic Job Profile (GJP) shall be used as a basis for determining the level and requirements of the function. Where no GJP applies, detailed terms of reference describing the work to be performed shall be written. This template serves for that purpose.

- Ensure accountability and community feedback, concerns and priorities are consistently and systematically well highlighted during internal meetings and planning processes especially but not limited to AMP, CMT, MYR/EYR, etc.
- Facilitate development and use of harmonized tools and standards for staff and third-party monitoring and reporting of AAP/CE activities in accordance with agreed work plans ensuring corrective actions are taken as required

2. Facilitate evidence generation, innovation and knowledge management

- Support sections in ensuring systematic collection and analysis of key community feedback data through expansion of existing complaints and feedback mechanisms, integration of core AAP questions in cluster assessments, surveys and other data collection tools and activities.
- Support the analysis and dissemination of regular community perception surveys of UNICEF and partners' supported programmes especially in the context of the humanitarian response
- Facilitate the implementation and documentation of innovative practices, approaches and latest technology on multiple media and social/digital platforms and networks that are appropriate/available for the humanitarian context and audience.
- Gather best practices and knowledge to build capacity of partners and disseminate these products to key audiences including donors and partners.

3. Participation in interagency collaboration on AAP

- Participate and represent UNICEF in the CE-AAP interagency Working Group and related Working Groups (PSEA, Protection etc.) providing regular updates and reports, and effectively positioning and leveraging UNICEF's commitments to AAP
- Support establishment and operations of collective AAP initiatives among participating agencies including common feedback mechanisms (hotlines, call-centers, digital platforms etc.), resource mobilization, surveys, monitoring and reporting
- Ensure AAP initiatives in YCO are effectively linked with regional and global level initiatives and standards
- Liaise with other relevant colleagues in the Yemen Country Office to ensure coherence and consistency in operationalizing UNICEF AAP global strategy

4. Lead advocacy, networking and capacity building efforts

- Facilitate capacity building to strengthen the knowledge of, and commitment to AAP/CE approaches for UNICEF and partner staff
- Develop context-specific capacity building materials by contextualizing global and national tools.
- Identify opportunities to integrate AAP/CCE into existing training and tailor content to specific audiences.
- Maintain and strengthen partnerships and stakeholder engagement through networking and proactive collaboration and engagement with strategic partners including NGOs, local authorities, community and religious leaders and others to promote accountability to affected population

Minimum Qualifications and Competencies

- Advanced university degree (Master's or higher) in social and Behavioral science, sociology, anthropology, psychology, education, communication or other related social science field is required.
- A minimum of **five (5) years** of relevant professional experience in the humanitarian sector with significant field experience working on AAP/CE interventions in technical and or leadership role.
- Demonstrable experience in developing and implementing evidence-based community engagement/ AAP strategies in humanitarian contexts. Experience in rolling out complaints and feedback mechanisms is considered an asset.
- Experience in designing and facilitating participatory sensitization and capacity building sessions at different levels with diverse, multicultural teams.
- Ability to work collaboratively as part of a team in a challenging and highly fluid environment, flexibility and the ability to handle constant change.
- Relevant experience in related areas in a UN agency or international organization is an asset.
- Developing country work experience and/or familiarity with emergency is considered an asset.
- Fluency in English is required. Knowledge of another official UN language (preferably Arabic is an asset).

Budget Reference:

Competency Profile:

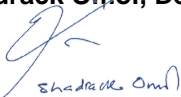
Core Values (Required)

Care
Respect
Integrity
Trust and
Accountability

Core Competencies (Required)

- Builds and maintains partnerships
- Demonstrates self-awareness and ethical awareness
- Drive to achieve results for impact
- Innovates and embraces change
- Manages ambiguity and complexity
- Thinks and acts strategically
- Works collaboratively with others
- Nurtures, leads and manages people

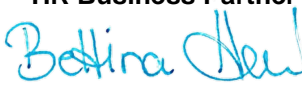
**Prepared by
Shadrack Omol, Deputy Representative**



Signature and date

25 January 2023

**Reviewed by:
HR Business Partner**



**Approved by
Representative**

Signature and date