



## UNITED NATIONS CHILDREN'S FUND GENERIC JOB PROFILE (GJP)

### I. Post Information

Job Title: Emergency Officer (Accountability to Affected Populations)  
Supervisor Title/ Level:  
Organizational Unit:  
Post Location: Caracas, Venezuela

Job Level: NO-2  
Job Profile No:  
CCOG Code:  
Functional Code:  
Job Classification Level:

### II. Organizational Context and Purpose for the job

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.

Within the framework of the new Country Programme Document (CPD) for Venezuela (2023-2026), it is aimed that by 2026, all children and adolescents in Venezuela, including the most vulnerable, can fully exercise all their rights and develop their full potential in a safe and inclusive society. In this regard, UNICEF also aims to improve the access of families and children to a greater number of better-quality services, provided by public institutions and social organizations, to promote positive and life-saving practices and attitudes, while applying an approach to strengthen spaces that enable the participation of children and adolescents. empowerment and accountability, including context- and people-specific feedback mechanisms

The principle of Accountability to Affected Populations (AAP) emphasizes that people, in particular children and the most disadvantaged and excluded families, are involved in the decisions that affect their lives, which implies, among other things, receiving information, in clear, simple, and understandable language. Participate actively and voluntarily in the activities carried out by humanitarian, development, and peace organizations, and have secure mechanisms to express their opinion, claims and suggestions about the work carried out by humanitarian, development and peace organizations, receiving a response in accordance with what has been expressed, taking their opinion into account.

Since 2021, AAP in Venezuela has implemented a series of feedback and consultation mechanisms, measurement indicators, trainings, strategies, as well as activities and actions that allow the adaptation and improvement of the implementation of the Country Office according to the voices of the people.

However, it is necessary within the framework of the new CPD 2023-2026 to continue promoting this principle, with emphasis on actions and projects that promote development and peace in Venezuela, taking people into account, in an inclusive way, leaving no one behind.

**Purpose for the job:**

Under the direct guidance and supervision of the Head of Planning, Monitoring and Evaluation, the Emergency Officer (AAP) will be responsible for coordinating and/or supporting the design and implementation of strategies and action plans to scale up AAP interventions and processes under the 2023-2026 Country Programme, ensuring that the views and priorities of affected population are incorporated into all stages of the programme cycle and effectively inform the work plans implemented with State organizations, Civil Society and Communities.

**III. Key functions, accountabilities and related duties/tasks****Summary of key functions/accountabilities:**

- Ensure the principle of AAP in the Country Office's planning, monitoring and evaluation processes.
- Ensure the mainstreaming of the principle of AAP in the programs, as well as in the community approach strategies implemented by the Country Office.
- Strengthen the collective effort (interagency and interorganizational) for the promotion of the principle of AAP in the interventions of the UNS and its partners in Venezuela.

**1. Ensure the principle of AAP in the Country Office's planning, monitoring and evaluation processes.**

- Facilitate the development of a strategy and action plans for the Country Office to scale up AAP that have clear deliverables, indicators, and timelines, ensuring actions that provide feedback to the community on how their views and inputs are addressed.
- Support in the continuity and consolidation of the implementation of the feedback mechanism and reporting of sensitive complaints.
- Ensure that community comments, concerns, and priorities are consistently and systematically highlighted during internal meetings and annual planning and review processes.
- Ensure the correct reception of sensitive complaints through established channels, including listening to feedback, collecting informed consent and necessary data, acknowledging receipt, providing basic response information, among others.
- Ensure the correct classification and respective referral of sensitive complaints to the risk committee. Articulate with existing mechanisms that provide for the opportunity to respond to sensitive complaints, such as the PSEA Network referral protocols.
- Develop informative materials and training sessions with colleagues/partners on the mechanism and its use.
- Consolidate an electronic filing system of the activities carried out for monitoring and follow-up.
- Implement other activities foreseen in UNICEF Venezuela's AAP action plan, as appropriate.

**2. Ensure the mainstreaming of the principle of AAP in the programs, as well as in the community approach strategies implemented by the Country Office.**

- Coordinate the integration of AAP into the country office's annual plans and programmatic implementation, ensuring that each program section has specific outputs, activities, and budgets for effective implementation of AAP.
- Coordinate workspaces to share AAP experiences, develop and use common tools and approaches, and agree on modalities for the application of the principle of accountability in interventions in each result area.

- Provide technical support for the development, implementation and monitoring of appropriate strategies and activities for participation and accountability, ensuring quality and integration into UNICEF actions.
- Conduct capacity building needs assessments in staff and partner AAP and facilitate training, monitoring, and reporting efforts at national and subnational levels.

**3. Strengthen the collective effort (interagency and interorganizational) for the promotion of the principle of AAP in the interventions of the UNS and its partners in Venezuela**

- Contribute to the consolidation of a common system that allows the analysis of feedback and complaints to be centralized and to facilitate feedback.
- Co-lead the AAP Interagency Working Group, to prioritize the principle of AAP in strategic dialogue spaces such as the EHP, ICC and clusters.
- Support the Head of PM&E in the supervision and coordination of the Interagency Contact Line management team.
- Collaborate with internal, national, regional, and global partners to update, harmonize, link, and coordinate activities, tools, and processes designed to improve communication and community engagement in humanitarian response, including the use of multiple media and communication platforms.

**IV. Impact of Results** *(Please briefly outline how the efficiency and efficacy of the incumbent impacts its office/division and how this in turn improves UNICEF's capacity in achieving its goals)*

Efficient and effective technical, administrative, and operational support provided to the development and implementation of AAP mainstreaming contributes to enhancing the ability of UNICEF to fulfill its commitment of a people-centered approach, where people, especially children and adolescent, are the one driving our interventions and ensuring their sustainability. \

## V. UNICEF values and competency Required

### i) Core Values

- Care
- Respect
- Integrity
- Trust
- Accountability
- Sustainability

### ii) Core Competencies (For Staff without Supervisory Responsibilities) \*

- Demonstrates Self Awareness and Ethical Awareness (1)
- Works Collaboratively with others (1)
- Builds and Maintains Partnerships (1)
- Innovates and Embraces Change (1)
- Thinks and Acts Strategically (1)
- Drive to achieve impactful results (1)
- Manages ambiguity and complexity (1)

## VI. Recruitment Qualifications

Education:	A university degree (Bachelor's or higher) in either of law, sociology, anthropology, communication studies/communication for development, psychology and/or related field is required.
Experience:	A minimum of 2 years of professional experience in one or more of the following areas is required: accountability to affected populations, social development programme planning, social and behaviour change, public advocacy or another related area. Relevant experience in an UN system agency or organization is considered an asset.
Language Requirements:	Fluency in Spanish and working knowledge in English is required.  Knowledge of another official UN language (Arabic, Chinese, French, Russian) or a local language is an asset.

<b>VII. Child Safeguarding</b> (Please respond with Yes or No)	
IS THIS ROLE A REPRESENTATIVE, DEPUTY REPRESENTATIVE, CHIEF OF FIELD OFFICE, THE MOST SENIOR CHILD PROTECTION ROLE IN THE OFFICE, CHILD SAFEGUARDING FOCAL POINT, OR INVESTIGATOR (OIAI)? *:	NO
IS THIS POST A DIRECT CONTACT ROLE IN WHICH INCUMBENT WILL BE IN CONTACT WITH CHILDREN EITHER FACE-TO-FACE, OR BY REMOTE COMMUNICATION, BUT THE COMMUNICATION WILL NOT BE MODERATED AND RELAYED BY ANOTHER PERSON? *:	YES
IS THIS POST A CHILD DATA ROLE IN WHICH INCUMBENT WILL BE MANIPULATING OR TRANSMITTING PERSONAL-IDENTIFIABLE INFORMATION ON CHILDREN SUCH AS NAMES, NATIONAL ID, LOCATION DATA, OR PHOTOS)? *:	YES
THE SELECTED CANDIDATE FOR THIS POSITION WILL BE REQUIRED TO ENGAGE WITH VULNERABLE CHILDREN*:	YES