TERMS OF REFERENCE

Post Title	AAP Specialist
Purpose	Provide technical support and guidance in the design, coordination and implementation of a common system and action plan to scale up and harmonize AAP within YCO, as well as providing technical and operational support in the management, coordination and implementation of AAP interventions, ensuring views, preferences and priorities of affected populations are incorporated into all stages of the Country Office programme cycle and effectively inform the humanitarian response plans.
Proposed Level	P-3 (Temporary Appointment)
Duration	364 days
Start Date	1 September 2021
Duty Station	Yemen County Office, Amman outpost
Reporting to	The incumbent will report to the Programme Specialist with a matrix management relationship to the Deputy Representative and work in close collaboration with the YCO established AAP Coordinating Body.

BACKGROUND & ORGANIZATIONAL CONTEXT

The fundamental mission of UNICEF is to promote the rights of every child, everywhere, in everything the organization does – in programs, in advocacy and in operations. As outlined in the organization's Core Commitment for Children, UNICEF is committed to ensuring accountability to and inclusion of people affected by humanitarian crises in decision-making to be certain that the humanitarian response is relevant, timely, effective and efficient.

Engaging communities and facilitating their participation enables people, vulnerable to and affected by crises, to lead and shape positive, sustainable change in their own lives, communities and society. To do so, it is important to provide accessible information, ensure that an effective process for participation and feedback is in place, and that design and management decisions are responsive to the views of affected people and communities. UNICEF is working to ensure that the voices of the most vulnerable groups are heard and acted upon – considering gender, age, abilities and other diversities. This will create an environment of greater trust, transparency and accountability.

UNICEF aims to put affected children, adolescents and their families at the centre of its work, as reflected in the Core Commitments for Children and a number of global commitments. This requires all UNICEF programmes, systems and procedures to systematically include participation of and accountability to affected populations (AAP) across all elements of the response, including through feedback mechanisms that ensure that the views and preferences from affected boys, girls, men and women inform decision- making, and that UNICEF staff and partners understand, respect and systematically take their views into account.

After six years of conflict Yemen remains the worst humanitarian crisis globally, resulting in the collapse of the country's economy and national systems and services – leaving 70 per cent of the population in need of humanitarian assistance. This translates into approximately 20.7 million people of which half are children (11.3 million). The already dire situation was exacerbated by the arrival of COVID-19 in the country, pushing the already fragile health system on the brink of collapse. With the scale of assistance needed is huge and multifaceted, and with a constrained funding landscape it is critical that implemented interventions are achieving their expected outcomes and are accountable to affected populations.

The UNICEF Yemen Country Office (YCO) has established various mechanisms for accountability to affected populations (AAP); and is working to further strengthen and streamline the AAP response to ensure this is fully embedded across all programmes and informs planning and implementation in a systematic manner.

PURPOSE OF POST

Under the direct supervision of the Programme Specialist, with a matrix management relationship to the Deputy Representative and in close collaboration with the YCO established AAP Coordinating Body and Chiefs of UNICEF Sections, the Accountability to Affected Populations (AAP) Specialist is responsible for providing technical support and guidance in the design, coordination and implementation of a common system

and action plan to scale up and harmonize AAP within YCO, as well as providing technical and operational support in the management, coordination and implementation of Accountability to Affected Populations (AAP) interventions, ensuring views, preferences and priorities of affected populations are incorporated into all stages of the Country Office programme cycle and effectively inform the humanitarian response plans.

MAIN DUTIES AND RESPONSIBILITIES

Summary of key functions/accountabilities:

1. Supporting the Country Office in ensuring that AAP is mainstreamed across the different programmes, ensuring that AAP principles and approaches are applied in the whole programme cycle and including at LoC and PD levels
2. Coordinating, developing and facilitating capacity building activities for improved understanding of AAP principles and approaches, tailored for UNICEF staff and partners
3. Supporting advocacy and networking for improved understanding of and adoption of AAP principles and approaches within the YCO programme cycle
4. Coordinating the design and implementation of an action plan to scale up and harmonize the Grievance Redressal Mechanisms (GRM) within YCO
5. Representing and coordinating collective AAP approaches and initiatives in the humanitarian response including by establishing interlinkages with the UNCT/PMT and other UN wide programming, to ensure that strategic planning (HRP, HAC), cluster coordination and monitoring processes are AAP informed.
6. Strengthening AAP evidence generation, innovation and knowledge management.

Key functions/accountabilities:

1. **Supporting the Country Office in ensuring that AAP is mainstreamed across the different programmes, ensuring that AAP principles and approaches are applied in the whole programme cycle and including at Programme Document (PD) and Letter of Commitment (LoC) levels**
   - Facilitate the development of a Country Office strategy and plans of action for scaling up and harmonising AAP that has clear deliverables, indicators and timeframes to enable timely marked improvement in AAP performance, with a focus on closing the loop (by taking action and providing feedback to the community about how their views and inputs were addressed), based on operational modalities, community preferences and global best practice
   - Coordinate integration of AAP in Country Office annual work plans and processes, ensuring that each programme (and operation) section have specific AAP outputs, activity and budgetsfor effective implementation
   - Convene an internal cross-sector group of focal points to share AAP experiences, develop and use common tools and approaches, and agree internal referral pathways forfeedback management and resolution
   - Ensure feedback, concerns and priorities from affected populations are consistently and systematically well highlighted during internal meetings and planning processes, especially butnot limited to OMPs, CMT/PMTs, MYR/EYR.
   - Facilitate development and use of harmonized tools and standards for staff and third-party monitoring and reporting of AAP activities, in accordance with agreed work plans andensuring corrective actions are taken as required
   - Monitor the use of resources as planned and verify compliance with organizational guidelines, rules and regulations and standards of ethics and transparency
   - Identify additional resources (human, financial, technical, etc.) needed to implement the AAP strategy and explore options to mobilise these.
   - Work cross-sectorally to ensure that AAP principles and approaches are systematically applied and embedded in all programme activities.

2. **Coordinating, developing and facilitating capacity building activities for improved understanding of AAP principles and approaches, tailored for UNICEF staff and partners**

- Evaluate capacity building needs in AAP and facilitate training, monitoring and reporting efforts at national and subnational levels
- Design and implement a capacity building strategy to build the knowledge of, and commitment to AAP approaches for UNICEF and partner staff
- Develop context-specific capacity building materials by contextualizing global and national tools
- Act as training facilitator on AAP principles and approaches
- Identify opportunities to integrate AAP into existing training and tailor content to specific audiences

3. **Supporting advocacy and networking for improved understanding of and adoption of AAP principles and approaches**
   - Develop an advocacy strategy for the Yemen Country Office and an action plan to support its implementation
   - Map key networks and develop tactics to engage them
   - Initiating and developing relationships with partner organisations and other networks to support effective collaboration
   - Collaborate with internal, national, regional and global partners to update, harmonize, link and coordinate activities, tools and processes designed to enhance communication and community engagement in humanitarian response, including use of communication platforms
   - Monitor and report on progress in advancing advocacy goals
   - Regularly monitor changes and emerging trends, including public perceptions that could impact access and acceptance of UNICEF and the programmes it supports, and recommend appropriate response measures
   - Provide advice and guidance to UNICEF partners on AAP issues and approaches.

4. **Coordinating the design and implementation of an action plan to scale up and harmonize the Grievance Redressal Mechanisms (GRM) within YCO**
   - Facilitate the development of a plan of action for scaling up and harmonising the GRM platforms, leveraging on the existing country office MIS, that has clear deliverables, indicators and timeframes to enable timely marked improvement in AAP performance
   - Work cross-sectorally with all programme sections to assess their GRM related needs and coordinate the design of a GRM solution which meets these.
   - Convene an internal cross-sector group of focal points to share GRM experiences, develop and use common tools and approaches, and agree internal referral pathways forfeedback management and resolution
   - Ensure feedback, concerns and priorities from affected populations are consistently and systematically well highlighted during internal meetings and planning processes, especially butnot limited to OMPs, CMT/PMTs, MYR/EYR.
   - Monitor the use of resources as planned and verify compliance with organizational guidelines, rules and regulations and standards of ethics and transparency
     Identify additional resources (human, financial, technical, etc.) needed to implement the harmonised GRM and explore options to mobilise these.

5. **Represent and coordinate collective AAP approaches and initiatives in the humanitarian response, including by establishing interlinkages with the UNCT/PMT and other UN wide programming, to ensure that strategic planning (HRP, HAC), cluster coordination and monitoring processes are AAP informed**
   - Serve as the primary focal point within the Country Office on AAP and regularly update oncurrent AAP practices within the Country programme cycle
   - Represent UNICEF at inter-agency Working Groups, clusters and other relevant groups or networks:
     - Supporting AAP capacity building activities
     - Formulating and articulating AAP plans and outcomes
     - Ensuring the adoption of AAP principles in the monitoring processes
     - Disseminating key results, good practices and lessons learnt

6. **Evidence generation, innovation and knowledge management**
   - In the absence of relevant secondary data, conduct a community engagement and accountability needs assessment to understand community information needs, communications preferences, community dynamics, social norms, cultural beliefs and other anthropological factors that could impact programmes
   - Ensure systematic collection and data analysis of feedback from affected populations through integration of AAP questions in cluster assessments, surveys and other data collection tools and activities, and their inclusion in IMEP
   - Manage the conduct, analysis and dissemination of results of community perception surveys (perception of UNICEF and quality supported programmes), especially in the context of a humanitarian response
   - Support the establishment and management of internal AAP information management functions through a common system to share, aggregate and analyse feedback to identify trends, priority issues and track actions based on feedback from affected populations
   - Facilitate the implementation and documentation of innovative practices, approaches and latest technology on media and digital platforms and networks that are appropriate/available for the humanitarian context and audience (e.g. U-Report)
   - Institutionalize and share best practices and knowledge products with global/local partners and stakeholders to build capacity of partners and disseminate these products to key audiences including donors and national and global partners.

MINIMUM QUALIFICATIONS

Education

An advanced university degree in social and behavioural science, sociology, anthropology, psychology, education, communication, public relations or another related field is required.

Experience

- Five (5) years' experience in the humanitarian sector with significant field experience working on AAP interventions in technical and/or leadership role. Demonstrated experience in developing and implementingevidence-based community engagement strategies in humanitarian contexts
- Experience in designing and facilitating participatory sensitization andcapacity building sessions at different levels with diverse, multiculturalteams
- Ability to work collaboratively as part of a team in a challenging and highlyfluid environment, flexibility and ability to handle constant change
- Proven ability to live and work in challenging physical conditions
- Experience working in a developing and emergency environment is an asset.
- Relevant experience in related areas in a UN agency or internationalorganization is an asset.

Language requirements

Fluency in English is required, and knowledge Arabic language will be considered as an asset.

COMPETENCIES

Core Values
- Care
- Respect
- Integrity
- Trust
- Accountability

Core Competencies

- 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)

Functional Competencies
- Leading and supervising (III)
- Formulating strategies/concepts (III)
- Relating and networking (III)
- Persuading and influencing (II)
- Applying technical expertise (II)
- Entrepreneurial thinking (II)

DUTY STATION AND TRAVEL
The incumbent will be based in Amman, Jordan, with travel to Yemen as required.

Prepared by:

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17.08.201

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