



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

### I. Post Information

Job Title: **Accountability to the Affected Population (AAP) Officer**  
Supervisor Title/ Level: **Chief S&BC/S&BC Specialist/Officer Level 2/3**  
Organizational Unit: **Programme**  
Post Location: **UNICEF Country Office**

Job Level: **Level 1**  
CCOG Code: **1L05**  
Functional Code: **CFD**  
Job Classification Level: **Level 1**

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

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. The equity strategy, emphasizing the most disadvantaged and excluded children and families, translates this commitment to children's rights into action. For UNICEF, equity means that all children have an opportunity to survive, develop and reach their full potential, without discrimination, bias or favoritism. To the degree that any child has an unequal chance in life — in its social, political, economic, civic and cultural dimensions — her or his rights are violated. There is growing evidence that investing in the health, education and protection of a society's most disadvantaged citizens — addressing inequity — not only will give all children the opportunity to fulfill their potential but also will lead to sustained growth and stability of countries. This is why the focus on equity is so vital. It accelerates progress towards realizing the human rights of all children, which is the universal mandate of UNICEF, as outlined by the Convention on the Rights of the Child, while also supporting the equitable development of nations.

**Job organizational context:** The Social & Behavior Change Officer GJP is to be used in a UNICEF Country Office.

UNICEF Colombia signed with the National Government, a Cooperation Program and its respective Action Plan for the period from January 1, 2021 to December 31, 2024. These frameworks establish the results and general conditions within the which UNICEF cooperation with the institutions of the Colombian State, the United Nations System, civil society and the private sector should function. And simultaneously with the Cooperation plan, UNICEF Colombia has also defined its Humanitarian Action for Children for 2023. This plan defines the actions and strategies that UNICEF will implement to support the country in emergencies caused by mixed migratory flows, escalation of armed conflict; among sectoral interventions, actions including social and behavioral change and AAP are transversally included.

And within this action plan, UNICEF also has the responsibility of ensuring that all its actions comply with the principle of Accountability to the Affected Population (Resolution 48/218B of the United Nations General Assembly, 1994). The principle of Accountability to the Affected Population is to place affected children, adolescents, and families at the center of humanitarian and development actions, promoting participation, security, and dignified treatment. It is the cornerstone of the human rights framework, a system of norms and practices that govern the

relationship between duty bearers, who hold positions of authority, and rights holders, who are affected by their decisions. This rights-based approach proposes to stop thinking of people only as beneficiaries, to give them a more active role in humanitarian response and development programmatic actions. It is giving affected people influence over the decisions that affect their lives, taking into account the diversity of communities and allowing the voice of the most vulnerable to be heard equally. It is also a recognition of the dignity, capacity and ability of the people affected to decide for themselves what their needs are.

**Purpose for the job:**

Under the supervision and guidance of the SBC Officer, the AAP Officer leads and provide guidance to UNICEF programmatic teams in order to develop, implement and monitor country programme activities related to Accountability to Affected Populations (AAP), ensuring effective and timely delivery that is consistent with UNICEF rules and regulations.

Taking into account that the AAP processes are closely related to community approaches and constant dialogue with populations affected by emergencies that are benefited by UNICEF, the Officer will also provide technical and operational support to the SBC team.

The Officer works in close collaboration with a range of staff in the CO, external partners and agency counterparts in support of programme design and delivery. S/He provides regular feedback on the status of projects through monitoring milestones and advises on improvements to keep activities on track.

### **III. Key functions, accountabilities and related duties/tasks**

**Summary of key functions/accountabilities:**

- **Support to strategy design, development and monitoring of AAP and SBC activities**
  - **Leads design, implementation and monitoring of AAP CO strategy and activities**
  - **Advocacy, networking and partnership building**
  - **Innovation, knowledge management and capacity building**
- 1. Support to strategy design and development of AAP and S&BC activities**
- Collect, draft, write and organize materials and related documentations for AAP strategies and plans (as a component of the CO and/or UNDAF Programmes) to ensure optimum impact, scale and sustainability of achievements/results.
  - Support the research and the development of comprehensive SBC situation analysis of social, cultural, economic, communication and political issues in the country/region.
  - Collect and synthesize qualitative and quantitative information and data to support the establishment of comprehensive and evidence-based information for developing and planning the SBC and AAP component of the Country Programmes of Cooperation (and UNDAF).
  - Assess and/or recommend appropriate information and materials for AAP initiatives verifying accuracy and quality for dissemination.
  - Assess the impact of AAP activities on the CO and UNICEF goals to achieve measureable results resulting in the improvement of children's rights and wellbeing.
  - Submit qualitative and quantitative report/synthesis of results for development planning and improvement.
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- Supporting the programme section in researching, compiling and analyzing qualitative and qualitative data and information from a variety of AAP and SBC interventions to facilitate programme delivery as well as preparation of reports, working papers and presentations.

## **2. Leads the implementation of AAP activities**

- Design, implement and monitor the AAP Strategy for the Country Office.
- Collaborate with internal and external partners to provide operational and technical support to the design of AAP strategies, and research, develop, test, produce and use quality AAP materials and/or organize events and activities to ensure maximum outreach and impact for communities, families and children.
- Provide technical, administrative and logistical support and background materials to carry out AAP activities and recommend operational strategies, approaches, plans, methods and procedures.
- Follow up on the production of AAP and SBC materials to ensure technical quality, consistency and relevancy of communications materials that are developed, produced and disseminated to target audience (e.g. individuals, communities, government officials, partners, media etc).
- Collect, assess and organize information for budget planning and management of programme funds and prepare documentations and related materials for financial plan for AAP initiatives.
- Monitor/track the use of resources as planned and verify compliance with organizational guidelines, rules and regulations and standards of ethics and transparency.
- Preparing monitoring and reporting information for supervisor and team on agreed AAP indicators to drive more efficient management and accountability for results.

## **3. Advocacy, networking and partnership building**

- Build and maintain partnerships through networking and proactive collaboration with national and international civil society organizations, community groups, leaders and other critical partners in the community and civil society to reinforce cooperation through engagement, empowerment and self determination and to pursue opportunities for greater advocacy to promote UNICEF's mission and goals for child rights, social equity and inclusiveness.
- Collaborate with internal global/regional communication partners to harmonize, link and/or coordinate messaging to enhance AAP outreach and contribution to programmatic outcomes.
- Assess and recommend potential contacts, networks, resources and tools to support the maximum impact and outreach of AAP and SBC initiatives.

## **4. Innovation, knowledge management and capacity building**

- Institutionalize/share best practices and knowledge learned/products with global/local partners and stakeholders to build capacity of practitioners/users, and disseminate lessons learned to key audiences including donors and partners.
- Support the organization, administration and implementation of capacity building initiatives to enhance the competencies of clients/stakeholders/partners across programme sectors in AAP planning, implementation and evaluation in support of programmes/projects.
- Supports capacity development activities related to programme development on AAP by preparing training materials and participating in exercises for implementing partners other UNICEF partners.

## **IV. Impact of Results**

The efficient and effective technical, administrative and operational support provided to the development and implementation of AAP actions developed by UNICEF and/or its implementing

partners, in order to comply with humanitarian principles and generating continuous improvement processes in UNICEF actions.

The AAP and S&BC initiatives and products directly impact on the ability of UNICEF to promote social, political and economic action and changes in behaviors, social attitudes, beliefs and actions by communities, individuals and societies on children's rights, survival and wellbeing.

## **V. UNICEF values and competency Required (based on the updated Framework)**

### **i) Core Values**

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

### **ii) Core Competencies (For Staff with Supervisory Responsibilities) \***

- Nurtures, Leads and Manages People (1)
- Demonstrates Self Awareness and Ethical Awareness (2)
- Works Collaboratively with others (2)
- Builds and Maintains Partnerships (2)
- Innovates and Embraces Change (2)
- Thinks and Acts Strategically (2)
- Drive to achieve impactful results (2)
- Manages ambiguity and complexity (2)

or

### **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)

\*The 7 core competencies are applicable to all employees. However, the competency Nurtures, Leads and Managers people is only applicable to staff who supervise others.

<b>VI. Skills</b>	
<ul style="list-style-type: none"> <li>• In-depth knowledge of the administration which underpins UNICEF country office programme/project operations, including monitoring and evaluation processes.</li> <li>• Strong organizational, planning and prioritizing skills and abilities.</li> <li>• High sense of confidentiality, initiative and good judgment.</li> <li>• Ability to work effectively with people of different national and cultural backgrounds.</li> <li>• Strong office management skills.</li> <li>• High attention to detail.</li> <li>• Ability to effectively manage the section's material resources and monitor its budget.</li> <li>• Good analytical skills.</li> <li>• Experience using MS Word, Excel, PowerPoint and other UNICEF software such as SharePoint</li> </ul>	

<b>VII. Recruitment Qualifications</b>	
Education:	<p>First level undergraduate degree in any social science field. A university degree in one of the following fields is required: social and behavioral science, sociology, anthropology, social movements, psychology, education, history, law or behavioural economics.</p> <p>Specific studies in qualitative and quantitative tools for research such as PAR, ethnographic analysis and statistical analysis.</p>
Experience:	<p>A minimum of one year of professional experience in one or more of the following areas is required: specific experience developing and implementing qualitative and quantitative research (including design of instruments and analysis) to promote participation of communities; designing and leading community participation strategies in local, national or regional government institutions; designing, monitoring and leading M&amp;E strategies to promote participation and accountability; designing, implementing and monitoring qualitative tools such as PAR (Participatory Action Research) and ethnographic research to promote participation.</p> <p>Demonstrated experience in developing and implementing evidence-based community engagement strategies.</p> <p>Relevant experience in a UN system agency or organization is considered as an asset.</p>
Language Requirements:	<p>Fluency in Spanish is required. Knowledge of English is an asset.</p>

