



UNITED NATIONS RELIEF AND WORKS AGENCY  
FOR PALESTINE REFUGEES IN THE NEAR EAST  
UNRWA

**Do you have the dedication, skills, knowledge and experience to help us improve the life of Palestine refugees? The United Nations Relief and Works Agency offers challenging opportunities for professionals interested working in a results-driven and diverse environment. If you are then we would like to hear from you.**

UNRWA is the United Nations agency responsible for the protection, care and human development of a population of some 4.6 million Palestine refugees living in the Gaza Strip, the West Bank, Jordan, Lebanon, and the Syrian Arab Republic. The Agency is committed to assisting Palestine refugees in maintaining a decent standard of living, acquiring appropriate knowledge and skills, enjoying the fullest possible extent of human rights, and leading a long and healthy life. UNRWA is by far the largest UN operation in the Middle East with over 29,000 staff. Most of the staff members are refugees themselves, working directly to benefit their communities – as teachers, doctors, nurses or social workers.

***Field Relief Services Officer***  
***(For internal staff members only)***

<b>Location</b>	Gaza Field
<b>Type of Appointment</b>	Fixed term
<b>Deadline for Application</b>	30 October 2017
<b>Vacancy Announcement Number</b>	03-10-2017
<b>Grade</b>	15
<b>Department/Division</b>	Relief & Social Services Programme

**MAIN RESPONSIBILITIES**

In accordance with established Agency policy and procedures, the ideal candidate:

- Plans and manages the Field's direct Relief programmes including the special hardship programme. In particular:-
  - Advises CFRSSP on operational and administrative matters related to Relief Services Programme;
  - Ensures that refugee admission to these programmes is based on need and in conformity with prescribed criteria;
  - Supervises, as appropriate, the assessment of needs of client families;
  - Monitors the delivery of appropriate assistance to identified families;
  - Ensures that cash assistance to meet emergency needs is effectively managed and delivered in timely fashion;
  - Coordinates with the Procurement and Logistics Department and the Finance Department in the planning and delivery of food aid, cash subsidy and follow-up controls;
  - In coordination with the Engineering and Construction Department, organizes the shelter rehabilitation programme in accordance with established priorities;
- Ensures that the Relief Services Division staff are sufficiently trained to perform their functions, conducting local training sessions as required;
- Guides, supports, monitors and evaluates the work of the staff assigned to the relief programmes;
- Coordinates with the Field Social Services Officer to ensure the full participation of special hardship families in the social services programmes and to organize the involvement of social workers, actively seeking ways of promoting client self-reliance;
- Coordinates with the Field Social Services Officer and Field Eligibility & Registration Officer to achieve effective linkages between the three Division's databases on programme activities and clients, through the Refugee Registration Information System;
- Plans, organizes and conducts evaluations of results achieved by the Relief Services Programme and the impact of this programme on the target population;
- Maintains close contact with local, national and locally-based international organizations working in the same programme sectors;
- Reports as prescribed on relief services activities;

- Performs such other duties as may be assigned.

## **PERSONAL & PROFESSIONAL COMPETENCIES**

- A university degree in social sciences or related field, including coursework in social policy and/or social welfare administration;
- Five year of progressive experience in relief and social services administration, of which two years should be at a supervisory level;
- Experience in training staff on relief and social services administration.
- Excellent command of spoken and written English and Arabic.
- Excellent communication/presentation skills to conduct staff training sessions and brief donors;
- Effective decision-making;
- Positive attitude and strong analytical and research skills;
- Effective in handling people, work, relations and situations;
- Patience, common sense and dedication to the aims and policies of the Agency and the United Nations, tact, diplomacy and strong personality;
- Demonstrated competence in problem solving skills;
- Ability to use a computer and work on various spreadsheet applications such as Excel and Access.

## **DESIRABLE QUALIFICATIONS**

- Post-graduate degree in social work administration, public policy or management;
- Post-graduate coursework in one or more of casework, group-work, interview techniques, counseling and guidance techniques, relief policy administration or problem solving/supervisory skills;
- Participation in action-oriented social research;
- Certificate in training as a trainer.

## **ADDITIONAL INFORMATION**

- A thorough knowledge of the social structure and culture of the Palestinian people;
- Possession of a valid driving license;
- The incumbent may be required to travel inside the areas of operations.

## **CONDITIONS OF SERVICE**

- Basic Salary: Monthly basic salary \$1,493.70; and monthly dependency allowance up to \$123.25.
- Contract Duration: Three years including 1 year probation period.
- Employment for this post might be either on full-time or part-time basis based on the needs. Announcing this modality does not mean that it would definitely be used. It would rather give the Agency the flexibility to use both full time and part time contracts based on the work needs and the personal circumstances or preferences of the staff member.
- Leave: 30 days annual leave
- Pension: Provident Fund contribution
- Other conditions of service and benefits may apply.

## **EQUIVALENCY**

When the minimum requirements are not fully met, the Director of Human Resources; in consultation with the Director of UNRWA Operations, Gaza may exceptionally substitute part of the unmet requirements with a combination of relevant academic qualifications, additional professional training and progressive relevant work experience.

**NB:** Work experience alone or formal qualifications with no relevant work experience are not considered an acceptable combination.

## **ASSESSMENT METHOD**

Qualified candidates will be required to undergo tests and a competency based interview. To learn more about positive and negative indicators of professional behaviours within the UN competencies, you may review the [UN Competency Development – A Practical Guide](#)

## **GENERAL INFORMATION**

UNRWA is a United Nations organization whose staff are expected to uphold the highest standards of integrity, neutrality and impartiality. This includes respect for human rights, for diversity, and for non-violent means of dealing with all kinds of conflict. UNRWA staff are expected to uphold these values at all times, both at work and outside. Only persons who fully and unconditionally commit to these values should consider applying for UNRWA jobs. UNRWA is a non-smoking working environment.

الأونروا هي منظمة تابعة للأمم المتحدة، وهي منظمة تفترض من موظفيها الالتزام بأعلى معايير الاستقامة والحياد والنزاهة. ويشمل ذلك احترام مبادئ حقوق الإنسان واحترام التنوع وتبني الوسائل غير العنيفة في حل كافة أشكال النزاعات. المتوقع من موظفي الأونروا أن يقوموا بدعم هذه القيم في كافة الأوقات، سواء في أماكن العمل أم خارجه. إن أولئك الأشخاص الذين يتمتعون بالالتزام الكامل وغير المشروط بهذه القيم هم فقط الذين ينبغي أن يتقدموا بطلباتهم للعمل لدى الأونروا. الأونروا هي بيئة عمل يمنع فيها التدخين

**UNRWA encourages applications from qualified and experienced women.** It is Agency policy to give full consideration to disabled candidates whose disability does not militate against the effective performance of the duties of the post. UNRWA is an equal opportunity employer and welcomes applications equally from men and women. Where there are two or more equally qualified candidates, selection preference will normally be given to internal candidates, Palestine Refugees and candidates of the under-represented gender. With their prior agreement, candidates who are approved as suitable for appointment but are not the selected candidate for this vacancy, will be placed on the Agency's roster of pre-approved candidates for a period of up to one year, and may be considered for future vacancies in the same position. The Agency maintains the discretion to fill future vacancies for this position from the roster without re-advertising the vacancy.

## HOW TO APPLY

If you have got the skills and experience required above, and want to make an active and lasting contribution to improving the lives of Palestine refugees, then register on <http://jobs.unrwa.ps> by creating a personal profile and completing the UNRWA Personal History Form. Only applications received through this website will be considered. Please note that UNRWA only accepts degrees from accredited educational institutions. Candidates may also be invited to take a technical exam in order further evaluate their qualifications for the post. *Due to a high volume of applications received, only short-listed applicants will be contacted.* The United Nations does not charge a fee at any stage of the recruitment process. The United Nations does not concern itself with information on bank accounts.

*As an Area post, preference will be given to local candidates already based in the duty station of the post.*

16 October 2017