



**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.

***Social Worker
(For internal staff only)***

Location	Gaza Field
Type of Appointment	Fixed Term
Deadline for Application	15 November 2017
Vacancy Announcement Number	01-11-2017
Grade	10
Department/Division	Relief & Social Services Programme

MAIN RESPONSIBILITIES

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

- Prepares comprehensive case studies, needs assessments of refugees applying for poverty assessment and makes appropriate recommendations in accordance with Poverty assessment technical instructions; follows up on active cases. Specifically:
 - Provides ongoing case management requirements, including receiving clients at office, documentation, data entry/modifications, referrals;
 - Conducts individual/family interviews to recommend interventions based on a designed specific intervention plan and to address the needs of poor families using the generalist approach of social work
- Arranges for logistical support to poor families in need of financial, medical, housing or transportation assistance, health education, social or other advocacy services essential to poor families;
- Provides direct individual and short term emergency assistance to families in crises after conducting initial site assessment, making recommendations for proper interventions, and processing all related paperwork;
- Ensures timely delivery of approved cash and/or in-kind assistance to eligible families and follows up on the proper utilization of the assistance for its intended purpose;
- Identifies, evaluates and makes recommendations concerning families requesting shelter rehabilitation, based on set criteria
- Provides advice and consultation to poor families and other refugees related to specific social and economic concerns and advises the appropriate specialized services in UNRWA or other agencies in coordination with the Community Development Social Workers, and follows up regularly on progress;
- Identifies persons with potential to establish micro enterprises or benefit from apprenticeship training and facilitate their involvement in such programmes; with the objective to alleviate poverty and enhance self-reliance of impoverished poor families;
- Establishes and maintains working relationship, in his/her area/camp, with allied resources, public assistance agencies, employment and training institutes and social agencies, at the operational level, making use of their services for improving the poor family/s socio-economic status;

- Participates, as requested, in workshops, meetings intended to improve professional knowledge and skills relevant to his/her field of work and transmits such acquired knowledge to other social workers; mentor newly recruited social worker;
- Implements, as directed, surveys and studies in the refugees community on poor families service level and quality; and
- Performs such other duties as may be assigned.

PERSONAL & PROFESSIONAL COMPETENCIES

- University degree in social work, sociology, or any other related degree in social development or emergency and / or humanitarian relief aid.
- At least two years experience in a developmental social protection programme applying the knowledge acquired, in a governmental or non-governmental organizations.
- Command of spoken and written English and Arabic.
- Ability to work under pressure and challenging conditions;
- Ability to take initiative and maintain cordial relationship with all concerned;
- Ability to work effectively within a team as well as work independently without close supervision;
- Ability to conduct and coordinate training and participatory assessment.

DESIRABLE QUALIFICATIONS

- An understanding of the refugee community and knowledge of the customs, habits, religions and traditions of various refugee groups;
- Ability to mobilize community resources and potentials;
- Basic computer literacy.

CONDITIONS OF SERVICE

- Basic Salary: Monthly basic salary \$951.30; 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: 36 days of annual leave for staff attending UNRWA duty stations with six-day working week. 30 days of annual leave for staff attending UNRWA duty stations with five-day working week.
- 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. 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.***

1 November 2017