

**TERMS OF REFERENCE
(Individual Contractor Agreement)**

Title: Protection Associate
Project: Venezuela/2025/01
Duty station: Caracas, Venezuela
Section/Unit: Protection Unit
ICA Level: LICA
Corresponding level: 6
Duration: from 01/01/2025 to 31/12/2025
Supervisor: Mariela Mora Alvarez, Assistant Protection Officer

1. General Background

The UNHCR Representation in Venezuela is comprised of the Country Office in Caracas, two Field Offices located on the border with Colombia (San Cristobal and Maracaibo), as well as three Field Units, one in Caracas, the capital district; Carupano (Sucre) in the border with Trinidad and Tobago and Guyana; and Santa Elena de Uairen in the border with Brazil.

The operational context in Venezuela remains challenging, affecting both refugees and asylum seekers and the Venezuelan population in humanitarian crisis, including forcibly displaced persons, returnees, and people on the move. Since the first quarter of 2022, an increase in returns and a high need for protection has been observed.

The Protection Associate normally reports to the Assistant Protection Officer or the Senior Protection Officer. The incumbent monitors protection standards, operational procedures and practices in protection delivery in line with international standards and provides functional protection support to information management and programme staff.

The Protection Associate is expected to coordinate quality, timely and effective protection responses to the needs of forcibly displaced and stateless population and identify opportunities to mainstream protection methodologies and integrate protection safeguards in operational responses in all sectors. S/he contributes to designing a comprehensive protection strategy and liaises externally with authorities and partners on protection doctrine and policy as guided by the supervisor.

The Protection Associate also ensures that forcibly displaced and stateless population are involved in making decisions that affect them, whether in accessing their rights or in identifying appropriate solutions to their problems. To achieve this, the incumbent will need to build and maintain effective interfaces with communities of concern, local authorities and protection and assistance partners.

All UNHCR workforce members must individually and collectively, contribute towards a working environment where each person feels safe, and empowered to perform their duties. This includes by demonstrating no tolerance for sexual exploitation and abuse, harassment including sexual harassment, sexism, gender inequality, discrimination, and abuse of power.

As individuals and as managers, all must be proactive in preventing and responding to inappropriate conduct, support ongoing dialogue on these matters and speaking up and seeking guidance and support from relevant UNHCR resources when these issues arise.

2. Purpose and Scope of Assignment

- Stay abreast of political, social, economic and cultural developments that have an impact on the protection environment.
- Consistently apply International and National Law and applicable UN/UNHCR and IASC policy, standards and codes of conduct.
- Assist in providing comments on existing and draft legislation related to forcibly displaced and stateless population.
- Provide advice on protection issues to displaced and stateless population; liaise with competent authorities to ensure the issuance of personal and other relevant documentation.
- Contribute to measures to identify, prevent and reduce statelessness.
- Contribute to a country-level child protection plan as part of the protection strategy.
- Contribute to a country-level education plan as part of the protection strategy.
- Monitor Standard Operating Procedures (SOPs) for all protection/solutions activities.
- Manage individual protection cases including those on GBV and child protection. Monitor, and intervene in cases of refoulement, expulsion and other protection incidents.
- Assist in identifying durable solutions for the largest possible number of displaced and stateless population through voluntary repatriation, reintegration, local integration and where appropriate, resettlement.
- Contribute to the design, implementation and evaluation of protection monitoring with implementing and operational partners.
- Facilitate effective information management through the provision of disaggregated data on displaced and stateless population and their problems.
- Participate in initiatives to capacitate authorities, relevant institutions and NGOs to strengthen national protection related legislation and procedures.
- Assist the supervisor in the follow up of individual case management of prioritized displaced and stateless population.
- Assist the supervisor with enforcing compliance of local implementing partners with global protection policies and standards of professional integrity in the delivery of protection services.
- Assist the supervisor with enforcing compliance with, and integrity of, all protection standard operating procedures.
- Perform other related duties as required.

3. Monitoring and Progress Controls

A workplan will be prepared at the beginning of the contract between the incumbent and the supervisor to ensure an efficient delivery of the following expected outputs and products:

- a. Technical support to field offices and units in the implementation of the protection and solutions strategy.
- b. Implementation of protection monitoring activities.
- c. Production of four protection brief during the year
- d. Support the analysis of mobility and protection data in order to produce national and binational reports.
- e. Support all case-management related matters, including family reunification, voluntary repatriation, and reintegration of Venezuelan returnees.
- f. Assist the PRIMES/proGres roll-out in the operation.
- g. Participation in regular meetings for interagency coordination

Regular meetings will be organized between the supervisor and the incumbent to discuss advances, track progress, and discuss how to overcome potential challenges.

4. Qualifications and Experience

a. Education (Level and area of required and/or preferred education)

Preferred education: Bachelor's degree in law, International Law, Political Science, Social Science, or other related fields.

b. Work Experience

(List number of years and area of required work experience. Clearly distinguish between required experience and experience which could be an asset.)

Essential

3 years relevant experience with High School Diploma; or 2 years relevant work experience with Bachelor or equivalent or higher .

Desirable

Protection Learning Programme

c. Key Competencies

Core Competencies

Accountability

Communication
Organizational Awareness
Teamwork & Collaboration
Commitment to Continuous Learning
Client & Result Orientation

Managerial Competencies

Judgement and Decision Making

Cross-Functional Competencies

Negotiation and Conflict Resolution
Political Awareness
Stakeholder Management

d. Travel requirements

Contractor may be required to travel 20% of the time to locations other than their assigned work location.

Project Authority (Name/Title):		Contract holder (Name/Title):	
Signature	Date	Signature	Date