

## Monitoring Officer - AAP NO-1/ORE, Temporary Appointment (364 days)

### Gaza, State of Palestine

#### Summary

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|----------------------|----------------------------------------------------------------------------------------------|
| <b>Title</b>         | Monitoring Officer - AAP NO-1/ORE                                                            |
| <b>Purpose</b>       | Provide operational and technical support to Accountability to Affected Populations in Gaza. |
| <b>Post Category</b> | National Officer (NO-1/ORE)                                                                  |
| <b>Location</b>      | Gaza Field Office, State of Palestine                                                        |
| <b>Contract type</b> | Temporary Appointment                                                                        |
| <b>Duration</b>      | 364 days                                                                                     |
| <b>Start Date</b>    | To be confirmed                                                                              |
| <b>Reporting to</b>  | Planning & Monitoring Specialist                                                             |

#### Background and Strategic 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. 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. Therefore, 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.

In Gaza, accessible and responsive community feedback arrangements are essential for understanding community concerns, information needs and barriers affecting UNICEF-supported services. The position provides day-to-day operational support to Accountability to Affected Populations and Community Feedback Mechanisms under the direction of the Planning & Monitoring Specialist.

#### Purpose of the position

Under the supervision of the Planning & Monitoring Specialist, the AAP Officer will be responsible for supporting and coordinating the implementation of all AAP pillars across UNICEF's programmes in Gaza. This position will work in close collaboration with the AAP lead in Jerusalem who is managing UNICEF SoP's well-functioning CFM system, closing the loop and working with section chiefs in Jerusalem to adapt programming across all AAP pillars. The position will further strengthen community engagement, feedback mechanisms, and the systematic use of community voices and insights to inform programme design, adaptation, and implementation in Gaza. The bulk of feedback currently received is from Gaza and we require a continuous understanding of how people in Gaza would like to communicate with us.

The AAP Officer will help ensure that the voices, feedback, and priorities of affected communities in Gaza are systematically captured, analyzed, communicated, and translated into concrete programme action and adaptation. The role will also strengthen the capacity of UNICEF programme teams and partners to embed AAP principles into their work and ensure that cross-sectoral programming remains responsive to the evolving needs and realities of

communities.

### **Summary of Key Functions and Accountabilities**

#### **1. Strengthening local capacity on AAP**

- Mapping current capacity of local and national actors on AAP and their respective CFMs; including linking feedback IPs receive and develop improvement plan.
- Support with the development of bespoke AAP training materials for partners in Gaza; undertake trainings for local and national partners and field offices on AAP, support them with understanding their challenges regarding AAP
- Integrate UNICEF's localization principles into training and support local and national partners with holding UNICEF accountable.

#### **2. Community feedback mechanisms and engagement**

- Aside from the established CFM, there is an immediate need to identify other options for feedback from affected populations in Gaza, as requested by the community, for example, face-to-face feedback, service points
- Conduct field visits to understand gaps in existing feedback channels, in terms of follow up and feedback loop closure, in cohesion with the existing CFM system
- Develop options for child-friendly feedback mechanisms for children and youth, based on consultations with affected populations
- Explore options on information provision and how information about our programming reaches affected populations

#### **3. AAP integration with programme sections**

- Drawing upon analysis from the AAP lead, further cement the process of sharing deeper analysis and trends with sections in Gaza to ensure they are utilized to adapt programming.
- Work with programme sections: health, education, WASH, social policy, ADAP, child protection and nutrition to develop AAP-specific indicators and activities
- Conduct regular field visits (FVs) and focus group discussions (FGDs) with children and adult beneficiaries to gather feedback on the knowledge, accessibility, quality and safety of UNICEF-supported services and identify opportunities for improvement.
- Ensure programme sections' information provision needs are met based on community feedback

#### **4. Reinforcing AAP with cross-cutting areas and collective AAP**

- Support the AAP Lead in ensuring cross-sectoral collaboration to ensure that community feedback, voices, priorities, and insights are reflected in programme planning, implementation, monitoring, and adaptation across sectors.
- Facilitate cross-sectoral collaboration to ensure that community feedback, voices, priorities, and insights are reflected in programme planning, implementation, monitoring, and adaptation across sectors.
- Co-represent UNICEF at Gaza AAP working group, work with other UN agencies, INGOs and local partners on messaging, trends in feedback and collective information provision.

### **Minimum Qualifications and Competencies:**

#### **Education:**

A university degree in social sciences, development studies, communications, public administration, data management, monitoring and evaluation, or another relevant field.

**Experience:**

At least one year of relevant professional experience in community feedback, accountability, complaints or referral mechanisms, community engagement, data management, programme monitoring or reporting. Experience supporting humanitarian or emergency programmes is an asset.

**Language Requirements:**

Fluency in Arabic and English is required. Knowledge of another official UN language is an asset.

**Core Values**

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

**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)