



TOR

I. Post Information

Job Title: Programme Officer (GRM)
Supervisor Title/Level: Social Policy Specialist (P3)
Organizational Unit: Social Policy
Post Location: Gaza, State of Palestine

Job Level: NOA
Job Profile No.: 137060
Functional Code:
Job Classification Level:

II. Strategic Office 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.

Strategic office context:

With the commitment of UNICEF SOP CO for Accountability to Affected Populations (AAP) generally and specifically under L3, UNICEF SOP CO has launched a whole-of-office complaints and feedback mechanism and system through different Community Feedback Mechanisms (CFM) channels, as one tool to achieve AAP mainstreaming. This CFM will safeguard a safe, accessible, dignified communication channel with people UNICEF supports and to ensure that UNICEF has the ability to consult, engage, listen, inform and respond to needs and queries. In this regard, UNICEF is recruiting a GRM Officer to support in the mainstreaming of the AAP within digital cash operations and across sections internally, with UNICEF implementing partners and at inter-agency level, support in the running, follow-up on of the built channels under the direct supervision the Social Policy Specialist P3.

The GRM Officer will be responsible for overseeing all humanitarian cash transfers and frontline incentive work grievances via various channels in collaboration with the AAP team while maintaining strong coordination with all sections to safeguard proper referral pathways, case handling and up-to-date information sharing.

Purpose for the job:

Within the delegated authority and under the given organizational set-up, the officer may be responsible for all or most of the following areas of major duties and key end results for AAP and GRM of Social Policy section.

III. Key functions, accountabilities and related duties/tasks:

- 1. Support and feeding into the AAP strategy and emergency action plan with the PRIME GRM Team**
 - a. Identify AAP priorities for the Social Policy section (with priority to digital cash operations) in close coordination with the Social Policy Specialist, based on the context in liaison with all sections.
 - b. Act as AAP focal point for Social Policy and digital cash unit, leading coordination, planning, implementation and reporting of related activities.
 - c. Follow-up on the implementation of the action plan for GRM ensuring accessibility, timeliness, and responsiveness for cash assistance beneficiaries
- 2. In coordination with the PRIMED GRM team, lead, oversee and address all digitally channeled Humanitarian Cash Transfer (HCT) related, incentive work-related and other grievances specified by Social Policy team**
 - a. Case management: Receive cases, document, follow-up and address issues – until case resolution. When involvement of other colleagues is necessary for case resolution, follow-up and provide the required steering.
 - b. Provide guidance and support to the hotline team.
 - c. Lead the updating of GRM SOPs, protocols for cash transfer program and incentive work payments
 - d. Provide quality assurance function in relation to the cases raised by the hotline operators.
- 3. Reporting:**
 - a. Prepare template for reporting and trends with required fields and analysis and provide it on regular basis
 - b. Draft, generate and coordinate GRM reporting on regular basis
 - c. Draft a mini results framework for KPIs under AAP and in coordination with PRIMED
 - d. Channel all complaints and report on PSEA, child safeguarding, fraud and corruption using appropriate channels whilst observing data protection & confidentiality UNICEF protocols
- 4. Capacity building internal and external:**
 - a. Facilitate capacity building to the hotline team on a regular basis.
 - b. Provide and update training materials.
 - c. Update digital cash transfer categories as needed.
- 5. Conduct field missions when needed for the implementation of the above - including but not limited to capacity building, lead and support the community consultation, support in the execution of the communication strategy, and for the punctual verification of individual cases.**
- 6. Supporting HCT and frontline incentive work payments processing, reconciliations and UNICEF's Humanitarian Cash Operations and Program Ecosystem (HOPE) IMS oversight when required.**
- 7. Conduct relevant needed presentations on GRM based on needs and request internally and externally**
- 8. Contribute the Payment Verification process and relative uploads, in close coordination with the Social Policy Specialist (Evidence).**

9. Support the Social Policy section in inter-agency / CWG coordination, including by representing UNICEF in meetings when requested.

IV. Impact of Results

- A mainstreamed AAP/GRM component within the Social Policy HCT and well coordinated with all sections
- Well established GRM component including technical, case management, referral pathways and reporting for Social Policy and all sections
- Standard enhanced knowledge of AAP/GRM within the sections and partners
- Strong active participation of UNICEF AAP/GRM at inter-agency and cluster level
- Monitoring and reporting function is performed for the Social Policy HCT activities and other sections activities

V. Competencies and level of proficiency required

Core Values attributes

- Care
- Respect
- Integrity
- Trust
- Accountability

Core competencies skills

- 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)
- Drives to achieve impactful results (1)
- Manages ambiguity and complexity (1)

Functional competencies

- Applying Technical Expertise (1)
- Analyzing (1)
- Formulating Strategies and Concepts (1)
- Planning and Organizing (1)
- Deciding and Initiating Action (1)
- Adapting and Responding to Change (1)
- Coping with Pressure and Setbacks (1)
- Relating and Networking (1)

VI. Recruitment Qualifications	
Education:	Bachelor degree in IT/MIS/IM , Social Sciences, International studies, Development studies or any related field
Experience:	At least 1 year experience in AAP in general and GRM is required At least 1 year experience in UN or INGOs or NGOs and inter-agency coordination is strongly preferred (relevant private sector experience i.e. GRM or CFM is also possible) is required Experience in different sectors programming like protection, cash, emergency and humanitarian coordination is an asset From 1 to 2 years experience in Information Management Systems (IMS) and database management is desired
Knowledge and skills:	• Proven ability to work independently under difficult conditions • Demonstrated ability to work in a multicultural environment and establish harmonious and effective working relationships, both within and outside the organization • Excellent facilitation, training, networking and advocacy skills. • Ability to work collaboratively as part of a team in a challenging and highly fluid environment, flexibility and ability to handle constant change. • Experience in working with UN agencies or NGOs • Experience in implementing emergency, humanitarian programmes and projects • Experience in coordination at interagency level • Experience in implementing humanitarian cash transfers programme • Experience coordinating and mainstreaming programmatic aspects across all sections and sectors internally and externally • Good analytical skills and knowledge of quantitative, qualitative and participatory research methodologies and analysis. • Proven information management and data skills in the areas of mobile data collection, data visualization, including mapping and M&E. • Demonstrated excellent written and oral communication skills and the ability to clearly and accurately convey information
Language Requirements:	Fluency in English and Arabic is required. Any other official UN Language is an asset.