



## UN VOLUNTEER DESCRIPTION OF ASSIGNMENT

### Preamble:

The United Nations Volunteers (UNV) programme is the UN organization that promotes volunteerism to support peace and development worldwide. Volunteerism can transform the pace and nature of development and it benefits both society at large and the individual volunteer. UNV contributes to peace and development by advocating for volunteerism globally, encouraging partners to integrate volunteerism into development programming, and mobilizing volunteers.

In most cultures volunteerism is deeply embedded in long-established, ancient traditions of sharing and support within the communities. In this context, UN Volunteers take part in various forms of volunteerism and play a role in development and peace together with co-workers, host agencies and local communities.

In all assignments, UN Volunteers promote volunteerism through their action and conduct. Engaging in volunteer activity can effectively and positively enrich their understanding of local and social realities, as well as create a bridge between themselves and the people in their host community. This will make the time they spend as UN Volunteers even more rewarding and productive.

**1. UNV Assignment Title: WASH Cluster Information Officer**

*UNV PSRF, Outcome 4 'Volunteer contributions towards crisis prevention and recovery in UNV programme countries strengthened and recognised'*

**2. Type of Assignment: International UN Volunteer**

**3. Project Title: Strengthening of the WASH Cluster in Bangladesh**

**4. Duration: 12 Months**

**5. Location, Country: Dhaka, Bangladesh**

**6. Expected Starting Date: March 2013**

**7. Brief Project Description:**

The WASH Cluster has been in operation in Bangladesh since 2007 and historically, has been characterised by periods of high activity in response to emergencies including Cyclone Aila and Sidar followed by periods of reduced activity. With UNICEF support, the Cluster has been reactivated in 2012, through a renewed focus on emergency preparedness and capacity building of partners. As part of this work, a Work Plan has been developed to address the priorities for the Cluster to better anticipate, prepare, respond, coordinate and monitor emergency responses, with one of the key demands being to improve the functionality and effectiveness of the current website for the WASH Cluster in Bangladesh to strengthen Cluster Information Management. This strengthening is expected to include web-page development and management, the creation and maintenance of GIS-based WASH emergency databases, an online data collection system and document processing.

The proposed WASH Cluster Information Officer would work closely with the government and sector staff to build their capacity to share and analyses information, to improve their disaster preparedness, with an established network of trained staff in the districts.

**8. Host Agency/Host Institute: WASH Section, UNICEF Bangladesh**

**9. Organizational Context:**

The WASH Cluster Information Officer will work closely with Cluster partners including local and international NGOs and government departments involved in the emergency preparedness and response activities in Bangladesh, including Department of Public Health Engineering (DPHE) and the national Disaster Management Bureau.

**United Nations Volunteers**

PO Box 260 111 53153 Bonn Germany Telephone +49.228.815-2000 Fax +49.228.815-2001

Email [information@unvolunteers.org](mailto:information@unvolunteers.org) <http://www.unvolunteers.org>

UN Volunteers is administered by the United Nations Development Programme (UNDP)



The Information Officer will work closely with the NGOs and government staff to determine the needs and the gaps in terms of information sharing and will work together with the partners to identify solutions. The sector partners will support the Information Officer by providing timely and representative feedback on the needs and priorities for Information Management in the Cluster in terms of preparedness and response, and will share information to be uploaded to the website to be shared by all partners. Sector partners will be involved in the review of the tools and resources developed and will provide feedback, in addition to participating in the Information Management training at local and national levels. Building the capacity of the cluster at a local level, through effective and timely information sharing on the website, is imperative for the effective and sustained functioning of the WASH Cluster in Bangladesh.

The success of the website, the information contained therein and the capacity of the field staff to maintain and update the site is critical to the effective functioning of the Cluster, in terms of preparedness and response. A fully functioning website with easy to access information, will enable partners to more accurately identify gaps and mitigate against potential overlap, ensuring a more effective response.

UNICEF will be the host agency and is the WASH Cluster Lead. As the Cluster Lead, UNICEF would offer a dynamic, challenging and supporting learning environment for the proposed UNV with access to technical support at a local, national, regional and global levels in terms of both Information Management and WASH.

#### **10. Type of Assignment Place: assignment without family (HPC specific)**

#### **11. Description of tasks:**

Under the direct supervision of the WASH Specialist, the UNV WASH Cluster Information Officer will undertake the following tasks:

- a. Conduct a review of the current WASH Cluster website to assess options for improvement;
- b. Consult with sector partners and collate the requirements to improve the functionality and effectiveness of the website;
- c. Maintain the WASH Cluster website ensuring CMS (content management system) to enable easy management/upload of information;
- d. Ensure that updates from partners are incorporated into the databases and maps generated accordingly;
- e. Liaise with partners across the sector on the usefulness of the tools contained within the website and to make changes where necessary;
- f. Prepare training material and monitoring tools for Cluster staff at a national and sub-national level;
- g. Train counterpart government staff and NGO staff at a national and sub-national level on the creation and maintenance of the webpages, databases and reporting tools.

#### ***Promotion of the United Nations Volunteers Programme mandate<sup>1</sup>***

*UN volunteers are expected to integrate the UN Volunteers Programme mandate within their assignment as well as promote voluntary action through engagement with communities (urban & rural) during the course of their work. As such UN volunteers should dedicate a proportion of their working week to the following in support of and in synergy with his/her primary role as UNV Information Officer:*

- Strengthen knowledge and understanding of the influence and impact of voluntary action by communities in Bangladesh through the following:
  - research of the subject matter,
  - develop knowledge of non-profit community based organizations developing new or applying traditional methods in engaging with communities,
  - undertake awareness-raising (promotion) activities for increased community participation and action,

<sup>1</sup>The United Nations Volunteers (UNV) programme was created by the General Assembly (GA) in 1970 through GA resolution [26/59](#). Since then, UNV's mandate has been expanded by GA resolution [31/131](#) in 1976, GA resolution [56/38](#) in 2001 and others in the follow-up to the International Year of Volunteers in 2001.



- encourage local people to volunteer thought and action to enhancing their community.
- Build relationships with a wide range (private/public) local organizations, groups or individuals and support and/or participate in community driven voluntary activities and assist them to tell their stories to the World Volunteer Web site;
- Encourage, mobilize and support co-workers and fellow UN volunteers to better understand the connections between community participation and voluntarism;
- Monitor on a continual basis the impact of policy reform on voluntary action at the community level;
- Contribute to articles/write-ups on the findings from the monitoring process and experiences from the above outlined activities and submit them to UNV publications/websites, newsletters, press releases, etc.;
- Promote and/or advise local groups in the use of OV (online volunteering), and encourage relevant local individuals and groups to use OV whenever technically possible.

**13. Results/Expected Output:**

Tasks/deliverables	Timeframe
<ul style="list-style-type: none"> <li>• Collate feedback/requirements of the Cluster partners for the website</li> <li>• Overhaul the WASH Cluster website based on review and feedback (including the uploading of key WASH in Emergency documents);</li> <li>• Update databases and reporting tools;</li> <li>• Set up a webpage for each Division in Bangladesh, incorporating data for that division where available;</li> <li>• Develop training materials (tools and resources) for training on the maintenance of the Cluster webpages;</li> <li>• Carry out training to government counterpart and NGO staff at national and sub-national level;</li> </ul>	<ul style="list-style-type: none"> <li>• Month 1</li> <li>• Month 2-3</li> <li>• Months 4-6</li> <li>• Months 7-8</li> <li>• Months 9-10</li> <li>• Months 11-12</li> </ul>

**14. Qualifications/Requirements:**

- At least a Master's degree in Information Management or similar field;
- At least three years' experience in the development of websites and databases using CMS (content management system), including Joomla Platform;
- Excellent communication skills and demonstrated experience in carrying out training;
- Excellent skills on GIS mapping including Arc GIS 9.0;
- Fluency in written and spoken English is essential;
- Working experience in the developed country would be an advantage.

**Competencies and values:**

- **Integrity and professionalism:** demonstrated expertise in area of specialty and ability to apply good judgment; high degree of autonomy, personal initiative and ability to take ownership; willingness to accept wide responsibilities and ability to work independently under established procedures in a politically sensitive environment, while exercising discretion, impartiality and neutrality; ability to manage information objectively, accurately and confidentially; responsive and client-oriented;
- **Commitment to continuous learning:** initiative and willingness to learn new skills and stay abreast of new developments in area of expertise; ability to adapt to changes in work environment;
- **Planning and organizing:** effective organizational and problem-solving skills and ability to manage a large volume of work in an efficient and timely manner; ability to establish priorities and



to plan, coordinate and monitor (own) work; ability to work under pressure, with conflicting deadlines, and to handle multiple concurrent projects/activities;

- **Teamwork and respect for diversity:** ability to operate effectively across organizational boundaries; ability to establish and maintain effective partnerships and harmonious working relations in a multi-cultural, multi-ethnic environment with sensitivity and respect for diversity and gender;
- **Communication:** proven interpersonal skills; good spoken and written communication skills, including ability to prepare clear and concise reports; ability to conduct presentations, articulate options and positions concisely; ability to make and defend recommendations; ability to communicate and empathize with staff (including national staff), military personnel, volunteers, counterparts and local interlocutors coming from very diverse backgrounds; capacity to transfer information and knowledge to a wide range of different target groups;
- **Flexibility, adaptability, and ability** and willingness to operate independently in austere, remote and potentially hazardous environments for protracted periods, involving physical hardship and little comfort, and including possible extensive travel within the area of operations; willingness to transfer to other duty stations within area of operations as may be necessary;
  - **Genuine commitment towards the principles of voluntary engagement**, which includes solidarity, compassion, reciprocity and self-reliance; and commitment towards the UN core values.

#### **15. Living Conditions:**

Dhaka is the center of political, cultural and economic life in Bangladesh. Although its urban infrastructure is the most developed in the country, Dhaka suffers from urban problems such as pollution and overpopulation. In recent decades, Dhaka has seen modernization of transport, communications and public works. The city is attracting large foreign investments and greater volumes of commerce and trade. It is also experiencing an increasing influx of people from across the nation, this has reportedly made Dhaka one of the fastest growing cities in the world.

#### **16. Conditions of Service**

A 12 month contract; monthly volunteer living allowance (VLA) intended to cover housing, basic needs and utilities, equivalent to US\$1,885 for single person; US\$2,135 for persons with one recognized dependent; or US\$2,335 for persons with two or more recognized dependents; settling-in-grant (if applicable); life, health, and permanent disability insurance; return airfares (if applicable); resettlement allowance for satisfactory service. All UN Volunteers are required to follow the Revised UNV Conditions of Service which came into effect in September 2008.

#### **Description of Assignment prepared by the UNV Field Unit/UN Agency:**

Charlie Hrachya Sargsyan

Chief of WASH

UNICEF

**Date: 22/01/2013**

#### **Description of Assignment approved by UNDP/RR/CD or UNV Field Unit:**

Sesheeni Joud Selvaratnam

Programme Officer

UNV

**Date: 22/01/2013**