

## Vacancy Notice

N°001/2022

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**Organizational Unit:** Lilongwe Protection Unit

**Position Title:** Protection Intern

**Duty station:** Lilongwe, Malawi

**Duration of the internship:** 6-9 months

**Expected start date:** ASAP

**Deadline for applications:** 13th March 2022

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### 1. Background information/Organizational Context

UNHCR Malawi provides protection assistance to refugees, asylum seekers and host community at the Dzaleka refugee camp which is in the Central part of Malawi. It hosts 52,678 individuals consisting of 16,831 households as of 31 December 2021 with 3297 new arrivals, and 1,704 newborn babies. Democratic Republic of Congo population remains the largest at 32,446 individuals followed by Burundi 12,248 individuals and Rwanda 7,656 individuals.

The camp was established in 1994 originally to host 10,000 refugees on limited land but developed over time into a high-density congested, self-settled settlement with high protection and public health risks including the spread of COVID 19.

With the COVID 19 pandemic, UNHCR reduced the individual counselling days for the refugees and asylum seekers. To maintain the protection response, UNHCR increased and improved the complaint and feedback mechanism including, hotlines, emails, and complaints boxes. The protection unit has responded to over 1200 complaints in the past year, ensuring that ProGres database is updated, referrals are made, and feedback is given to the persons of concern. With the increased overload, the complaints and feedback mechanism has become a full-time responsibility taking away from other protection sectors like GBV, community-based protection and individual case counselling.

The incumbent will work in a discreet and confidential manner where sensitive personal information/issues of asylum seekers /refugees will be translated and documented. The ability to work in a courteous and confidential manner is the salient features of this position.

**Lilongwe, 22 February 2022**

## 2. Duties and responsibilities :

- S/he shall support the individual case management team, which includes, participating in refugee individual case counselling. This will include interviews documentation and updating ProGres database as well as making follow-up with other protection units and sectors
- Provide functional and administrative support in implementing participatory approaches, needs assessments, monitoring, reporting.
- S/he will focus on the complaints and feedback mechanism being responsible for;
  - Receiving, opening, and recording Protection letters received at both Dzaleka and Lilongwe office offices
  - Protection hotline, duly responding to individual queries from all persons of concern to UNHCR, giving proper referrals to relevant stakeholders.
  - Maintain the Protection and Resettlement books and record the names, phone numbers, ration card numbers, case number, address of asylum seekers approaching the office seeking appointment with Protection or Resettlement
  - Using the available word processing equipment, draft report on complaints mechanism including statistics, routine correspondence, updating ProGres V4
  - Work with the interpreters to translate communications coming from refugees to UNHCR into English
  - Work with interpreters to translates document, letters etc. clearly and accurately Develops and /or uses standard formats for translation of frequently used documents, ensuring these are properly updated as the need arises.
  - Receive, direct mail correspondence and other documentations to the concerned units
- Act as the reporting officer of the protection unit which including, biweekly and monthly reports, as well as the DASH board excel template on COVID 19
- Consistently apply International and National Law and applicable UN/UNHCR policy, standards, and codes of conduct.
- Observe and respect protection related Standard Operating Procedures (SOPs).
- The candidate's activities will be closely overseen by the National Officer for guidance though s/he will report to the Protection officer.
- Perform any other responsibilities/functions deemed necessary or as delegated by the office Supervisor

## 3. Minimum qualifications required :

- Preferably Degree in Law, International Law, Political Sciences, social sciences or related field
- Fluency in English
- French /Swahili language will be a plus

- Ability to interview and write reports
- Ability to organize work and set appointments

#### 4. Eligibility:

In order to be considered for an internship, candidates must meet the following eligibility criteria:

- Recent graduate (those persons who completed their studies within one year of applying) or current student in a graduate/undergraduate school programme from a university or higher education facility accredited by UNESCO; and
- Have completed at least two years of undergraduate studies in a field relevant or of interest to the work of the Organization.

NB: *An individual whose father, mother, son, daughter, brother or sister is a staff member of UNHCR, including a Temporary Appointment holder or a member of the Affiliate Workforce, is not eligible for an internship.*

#### 5. Submission of Application :

Applications must include:

- A motivation letter and a Curriculum vitae
- Scanned copies of diplomas and certificates
- A United Nations Personal History Form, updated and signed PHF (Document available on the website: <https://www.unhcr.org/how-to-apply.html> )
- Incomplete applications will not be considered

Interested candidates should submit their application to [mlwlihr@unhcr.org](mailto:mlwlihr@unhcr.org) by **13 March 2022**, With the title “**Protection Intern**”.

Only shortlisted candidates will be notified. No late request will be accepted.

The UNHCR workforce consists of many diverse nationalities, cultures, languages and opinions. UNHCR seeks to sustain and strengthen this diversity to ensure equal opportunities as well as an inclusive working environment for its entire workforce. Applications are encouraged from all qualified candidates without distinction on grounds of race, colour, sex, national origin, age, religion, disability, sexual orientation and gender identity