

Job Description

A job description is a written statement that describes the employee's role and responsibilities. The role and responsibilities shall be executed within the NRC framework. The job description facilitates the recruitment process by stating the necessary competencies. It is mandatory for all positions.

Position:	Integrated Programming technical assistant
Grade:	4
Reports to:	Area Manager Iran South
Supervision of:	Non
Duty station:	Tehran
Travel:	30%
Project number:	IRFP0000
Duration and type of contract:	3 months' probation period with possibility of extension

All NRC employees are expected to work in accordance with the organisation's core values: dedication, innovation, inclusivity and accountability. These attitudes and beliefs shall guide our actions and relationships.

1. Role and responsibilities

The purpose of the IP Technical Assistant position is to support the work of NRC by conducting holistic assessments and referring cases, but also by gathering data to form a rich picture to support more effective and integrated programming and advocacy. The IP Technical Assistant plans and prioritises the IP work in their area, in agreement with the Multi CC project manager. She/he conducts assessments, receives technical guidance from the IP Officer, and provides guidance and assistance to the CC Assistants. She/he is the point of contact for assessments in the area.

Generic responsibilities

1. Ensure adherence to NRC policies, tools, handbooks and guidelines
2. Manage the workload of assessment across all Core Competencies (CCs), conduct assessment and manage the overall assessment processes, including data management, at the Area Office level
3. Prepare and develop status reports as required by management
4. Ensure proper filing of documents
5. Ensure that projects target beneficiaries most in need, and explore and assess new and better ways to assist
6. Promote and share ideas for improvement of CVAT assessment tool
7. Identify and record protection needs and gaps for beneficiaries to receive proper assistance.
8. Promote the rights of refugees and displaced in line with the advocacy strategy
9. Analyze and produce quantitative and qualitative reports on CVAT assessment
10. Establish excellent relations with beneficiaries including understanding the needs of beneficiaries through assessment.

11. Support implementation of Safe and Inclusive Programming Minimum Standards across your area of work

Specific responsibilities

These responsibilities shall be adapted to the particularities of the job location and context, phase of operation, strategic focus and type of programme intervention. This section shall be revised whenever a new employee is hired or the context changes significantly.

- Planning and prioritizing the work of the IP unit, assigned to conduct assessments to IP Assistants and CC technical assistants, in agreement with their line managers, the CC Coordinators and IP Officer.
- Assigning tasks to case workers, monitoring the completion of tasks and the quality of tasks, ensuring that data are recorded according to the procedures and cases are handled based on the defined processes
- Conduct quality check on data available, regularly revise the scoring system and referral to different CCs
- Coordination with local partners to receive all relevant documents
- Follow up with CCs Coordinators as needed for the assessed cases and request technical support from the technical Coordinator for the management of more complex cases
- Identifying opportunities to improve operations or programming based on insights from assessments and providing input for continuous improvement of technical issues to assistants
- Working as the Contact point for IPFT on operational issues for the area (Internally and Externally)
- Conducting holistic assessments and referring cases to support more effective and integrated programming and advocacy.
- Conducting regular CRM (Case review meetings) as needed and per requests.
- Prepare Interview lists (CVAT and RNA) and coordination of all interviews in the area.
- Providing regular reports to CAFIA, as well as all other area-based reports per requests.
- Draft relevant letters regarding requesting interview lists according to CC's requests and their targets
- Capacity building for caseworkers and partners to conduct interviews and assessment processes.
- Maintain a good understanding of NRC programming in the area

Critical interfaces

By interfaces, NRC means processes and projects that are interlinked with other departments/units or persons. Relevant interfaces for this position are:

- IP Officer
- Work closely with CC Coordinators in the areas
- M&E officer
- CCs Assistants
- Liaise with local authorities and refugee communities

- Government Liaison Unit
- Local Partners

Scale and scope of position

Staff:	NA
Stakeholders:	Governmental bodies including CAFIA, DoE, DoH, Municipalities; UNHCR, INGOs, local NGOs, civil society, and Shoura members.
Budgets:	n/a
Information:	GoRs, Agresso, Office365. Databases and data management systems
Legal or compliance:	NRC's Terms of Employment, International Humanitarian Standards, NRC Anti-corruption policy and Code of Conduct Donor requirements

2. Competencies

Competencies are important in order for the employee and the organisation to deliver the desired results. They are relevant for all staff and are divided into the following two categories:

1. Professional competencies

These are skills, knowledge and experience that are important for effective performance.

Generic professional competencies:

- Experience of working in complex and volatile contexts is desirable
- Experience of working in NGOs is desirable
- Detailed understanding of assessment process and tools
- Empathy skills and ability to handle communication with refugees with respect
- Documented results related to the position's responsibilities
- Ability to use Database systems and follow processes
- Fluency in English and native proficiency in Persian, written and spoken

Context/ Specific skills, knowledge and experience:

- Detailed understanding of assessment process and tools
- Excellent Communication and interpersonal skills
- Expertise in programmes, eligibility criteria and referral pathways
- Experience working as a social worker is an asset.

2. Behavioural competencies (max 6)

These are personal qualities that influence how successful people are in their job. NRC's Competency Framework states 12 behavioural competencies, and the following are **essential** for this position:

- Planning and delivering results
- Analyzing
- Communicating with impact and respect
- Working with people

3. **Performance Management**

The employee will be accountable for the responsibilities and the competencies, in accordance with the NRC Performance Management Manual. The following documents will be used for performance reviews:

- The Job Description
- The Work and Development Plan
- The Mid-term/End-of-trial Period Performance Review Template
- The End-term Performance Review Template
- The NRC Competency Framework