

**TERMS OF REFERENCE  
(Individual Contractor Agreement)**

<b>Title:</b>	Registration Assistant
<b>Project:</b>	“Strengthening Registration and Identity Management Process for Assistances and Services in Ecuador”
<b>Duty station:</b>	Guayaquil, Ecuador
<b>Section/Unit:</b>	UNHCR Registration Unit
<b>Contract/Level:</b>	Local Support, LICA 4 (USD 1.671,00)
<b>Duration:</b>	From 2 May to 31 December 2023
<b>Supervisor:</b>	Direct Supervisor: Senior Protection Assistant, Veronica Machuca Functional Supervisor: Registration and Identity Management Officer, Ms. Tania Martínez

**1. General Background**

Ecuador is part of the United Nations Convention of 1951 relating to the Status of Refugees and its 1967 Protocol, as well as major international and regional human rights instruments that recognize the right to asylum. It is also part of the United Nations Convention of 1954 relating to the Status of Stateless Persons and the United Nations Convention of 1961 on the Reduction of Statelessness. The asylum procedure in Ecuador is regulated by the Organic Law of Human Mobility, effective February 6, 2017.

Ecuador is a country of transit and destination for people who need international protection. In the last two decades, Ecuador hosted more than 68,708 recognized refugees (mainly Colombian) and has become one of the leading countries of transit and destination for Venezuelan refugees and migrants. Ecuador receives the third highest number of Venezuelans after Colombia and Peru. Since 2016, more than 4.7 million Venezuelans have left their country, making it the biggest exodus in the history of Latin America. Of these, 2.2 million have entered Ecuador, of which estimated 500,000 have been established in the country according to the R4V.

In 2019, approximately 2,100 Venezuelans per day entered Ecuador (with peaks of 6,000) until 26 August, when Ecuador began requiring visas for Venezuelans. Since 2018, the number of Venezuelan asylum seekers exceeded the number of asylum seekers from Colombia.

The Office of the United Nations High Commissioner for Refugees works in Ecuador supporting the Ecuadorian government to protect refugees and looking for durable solutions. UNHCR's operation in Ecuador began in 2000 as part of the strategy of the organization to protect and provide assistance, particularly to the victims of the Colombian conflict. The Ecuadorian 2023-2025 Multiyear Strategy aims to support the Government of Ecuador to: (i) the development of protection mechanisms, (ii) strengthening national asylum system, (iii) and identification of durable solutions, including alternative pathways.

The operation is coordinated at the national level by the country office in Quito. In addition, UNHCR has Sub-Offices in Quito (Solanda), Ibarra and Guayaquil; Field Offices in Esmeraldas, Huaquillas, Tulcán, Lago Agrio, and Field Units in Manta, Cuenca and Ambato.

**2. Purpose and Scope of Assignment**

Work activity will be based in the Sub-Office of Guayaquil, under the direct supervision of Senior Protection Assistant. The Contractor shall be responsible for:

- Assist in the implementation of UNHCR registration strategies and methodologies for populations of concern.
- Assist in the implementation of the Registration and Data Entry Standard Operating Procedures (SOPs) in accordance with relevant standards and policies.
- Assist in the monitoring and daily running of registration activities by DPIN and enrollment and identity and individual case management activities by UNHCR and HIAS, where required.

- Assist and conduct registration and enrollment interviews when required in accordance with registration standards and guidance.
- Provide counselling to, and responds to queries from asylum seekers, refugees, and persons of concern regarding registration and enrollment procedures and their rights and entitlements.
- Maintain accurate and up-to date records and data related to all registration and enrollment cases.
- Identify persons with specific needs and ensure timely referral to protection follow-up as required.
- Collaborate with protection staff and/or partners in the delivery of assistance and programming.
- Assist in training of UNHCR, Government and Partners staff in aspects of registration and data collection.
- Draft correspondence and reports relating to registration and enrollment activities in the operations, when required.
- Provide statistics and draft reports related to registration and enrollment data, as requested.
- Maintain data security in line with UNHCR's Data Protection Policies and Guidelines.
- Ability to travel to remote locations when required.
- Perform other related duties as required by the supervisor.

### 3. Monitoring and Progress Controls

- Conduct regular data quality check and clean-up.
- Provide weekly and monthly data quality assurance reports.
- Provide weekly and monthly statistics on registration, enrollment, protection, and assistances.
- Provide monthly data audit reports and analysis.

### 4. Qualifications and Experience

#### a. Education

- University Degree in Computer Science, Statistics, Economics, Business Administration, Information Management, Information Technology, Social Sciences, or related fields.

#### b. Work Experience

- 2 years of relevant experience (internships count as well).
- Experience in training.

##### Technical Skills:

- Basic knowledge of the principles of protection, registration and assistance to asylum seekers, refugees and other persons on concern.
- Experience in working with identity management software or database.
- Good knowledge of handling confidential and statistical data.
- Good computer skills, particularly in data entry and management.
- Working knowledge of English and excellent knowledge of Spanish.

#### c. Key Competencies

- Analytical Thinking
- Technological Awareness
- Planning, organizing, and adaptation to work under pressure
- Negotiation and respect for cultural diversity
- Political Awareness

### 5. Submission of applications

- A. English mandatory.**
- B.** Shortlisted candidates may sit a technical test.
- C.** Foreign candidates, to be considered eligible for this position, must have a temporary or permanent residence in Ecuador that allows them to carry out work activities in the country.

- D. Recruitment as a UNHCR staff member and engagement under a UNHCR affiliate scheme or as an intern is subject to proof of full vaccination against COVID-19, independently of contract type and duration. The recommended candidate(s) will be required to provide the proof of vaccination prior to recruitment.**
- E.** If selected for the position, the candidate must submit a current and updated RUC Unique Taxpayer Registry and a voluntary contribution certificate to the Ecuadorian Institute of Social Security IESS. Voluntary IESS securities will be covered by the staff member.
- F.** If you wish to be considered for this vacancy, please submit your application according to the following instructions:

- **CANDIDATES WITH ACCESS TO THE WORKDAY:** In order to apply, you must first create your profile in the WORKDAY system.

- **EXTERNAL CANDIDATES:**

Candidates who do NOT have access to the WORKDAY system must submit their application through UNHCR's official site for applications: <https://www.unhcr.org/careers.html>

**CVs WILL NOT BE ACCEPTED BY EMAIL. ONLY THOSE APPLICATIONS SENT BY THE SYSTEM WILL BE CONSIDERED.**

Project Authority (Name/Title) Mr. Francisco Carrion Head of Field-Unit, Manta – Ecuador (OIC)		Contract holder (Name/Title):	
Signature	Date	Signature	Date