

JOB DESCRIPTION

Preliminary job information

Job Title	PROTECTION PROJECT MANAGER
Country and Base of posting	LEBANON, AKKAR
Reports to	DEPUTY FIELD COORDINATOR
Creation / Replacement (incl. name)	Replacement
Expected Date Of Arrival	15 th of october 2017
Duration of Handover	10 days
Duration of Mission	6 to 12 months

General information on the mission

Context

As the Syrian Crisis is in its sixth year, the number of Syrians seeking refuge in other countries has reached an unprecedented scale. With more than 250,000 people killed, 1.2 million injured and 6.5 million people displaced, there are now 13.5 million vulnerable people inside Syria alone. Over 4.5 million refugees from Syria have fled to neighbouring countries particularly Turkey, Lebanon, Jordan, Iraq and Egypt

After Turkey, Lebanon is the second host country for Syrian refugees with over 1.125 million refugees registered for an overall population of less than 4.5 million (Source: LCRP 2016). Prior to this crisis, Lebanon was already hosting half a million Palestinian refugees; the pressure on the Lebanese government and local population is very high. Although Lebanon remains stable and Lebanese institutions are expected to function again after election of a new president in November 2016, increasing tensions between communities are also expected, in line with the decisions made in 2015 to put a limitation to the registration and movements of refugees.

Due to some concern of infiltration of terrorist groups in Lebanon, in March 2015, the government of Lebanon, through the General Security Directorate, is enforcing entry regularization among refugees entering from Syria. The Lebanese government has also asked the UNHCR to stop the registration process hence new refugees and new born babies cannot be registered anymore either. Since then, it is now much harder for Syrians to enter the country, while those residing in Lebanon are also facing difficulties in renewing their residency or having access to humanitarian aid or public facilities. This situation will cause an increased economic strain on the families, although the ban on work has been left (for occupations related to construction, agriculture and maintenance only) in 2016.

As the Syrian crisis is now protracted, with unprecedented number of civilians affected by the constant violation of the Humanitarian laws, there is little perspective for the refugees to return to their home country. The Syria Crisis Response Conference which took place in London in 2016 clearly intends to address the humanitarian needs of this protracted crisis, by setting up consistent multi years response tackling current issues, considering the evolution of needs and the necessity to provide the refugees from Syria with some perspectives and ensuring the social stability in Lebanon. The spill over of the Syrian crisis into Lebanon compounded pre-existing vulnerabilities among the Lebanese society, especially in areas where the level of social infrastructures is not developed or strong enough to cope with.

First challenge is the reduction of the aid available to tackle basic needs: in 2015 and first semester of 2016, only 56% of the funding requested were allocated to the humanitarian response to the Syrian Crisis in Lebanon.

This led to decrease in basic assistance provided to the refugees, and therefore to an escalation in negative coping mechanisms of most vulnerable households, (such as begging, child labour, child marriages, sexual services for food/accommodation, limitation of movements due to transportation costs, etc.).

What is more, if (un)conditional cash assistance is the main relevant way to respond most basic needs of registered poorest refugee families, level of indebtedness is a key factor for explanation of vulnerability In the long lasting crisis, and needs to be monitored constantly. As weather conditions are also very harsh in the winter, access to proper shelter conditions is a main priority as well. Most vulnerable Syrian refugees are mainly settled in small shelter units (SSU), collective shelters (CS) or informal settlements (IS).

London Syrian Crisis Conference focuses as well on the education and health services provision, which need to be upgraded in terms of quality and provided in a more sustainable way, as no return to Syria is realistic in the next upcoming years. According to the 2015 Vulnerability Assessment of Syrian Refugees (VASyR), 27% of households among the Syrian displaced population count at least one member with a specific need: chronic disease (13%), permanent disability (3%), temporary disability or another issue. 70% of displaced households reported a child needing care in the month prior to the

survey.

Refugee populations have in many cases settled in areas inhabited by impoverished and vulnerable Lebanese communities further stretching limited or non-existent sources of income and public services at the local level..

PUI's strategy/position in the country

Since 2012, PUI has been actively involved in the Lebanon emergency response to the Syrian crisis with presence in the North (Akkar), Mount Lebanon and South (Saida) of Lebanon.

In 2016/2017, PUI aims to reinforce the ability of each vulnerable community to become self-reliant and resilient to crisis, through 2 programs:

- Humanitarian Assistance Program: to provide a protection-based humanitarian material assistance and services for the most vulnerable refugees and host communities affected by the Syrian crisis.
- Resilience Program: to develop and strengthen community-level infrastructures and support household-level economic survival and well-being with regards to specific poor and vulnerable groups.

History of the mission and current programs

Première Urgence Internationale (PUI) is a non-governmental, non-profit and non-religious international aid organization. Our teams are committed to supporting civilian victims of marginalization and exclusion, or hit by natural disasters, wars and economic collapses, by answering their fundamental needs. Our aim is to provide emergency relief to uprooted people in order to help them recover their dignity and regain self-sufficiency.

PUI leads in average more than 200 projects a year, providing assistance to around 4 million people in more than twenty countries – in Africa, Asia, the Middle East and Europe.

Present in the Middle East since 1983, PUI is currently operational in Lebanon, Syria, Jordan, Iraq (including Kurdistan), the Occupied Palestinian Territory and Yemen. While activities may vary according to contexts, each country mission has developed a holistic multi-sectoral approach that addresses the particular needs of the population.

PUI has been present in Lebanon since 1996, when it launched an emergency response operation following the Lebanese-Israeli conflict and has since maintained a significant commitment to the country. As of 2001, a permanent presence was established in Lebanon with a diverse panel of activities ranging from emergency response to recovery and reconstruction. During the last fifteen years, PUI has tackled the needs emerging from conflicts (2001, 2006 and 2007), protracted humanitarian crisis (Palestinian Refugees camps) and chronic underdevelopment (in the South and the North of Lebanon). Since the outbreak of the Syrian crisis in April 2011, and in order to provide life-saving assistance to the most vulnerable conflict-affected population, PUI has developed a response to the refugee crisis.

A multi-sectorial portfolio of activities (Protection/Psychosocial, Health, Infrastructure, Livelihood and Shelter) is addressing refugee and host population vulnerabilities by facilitating individuals and communities to achieve respect for rights in safety and dignity. PUI is also seeking more sustainable and cost-efficient modalities of implementation, mainly by building partnerships with local organizations and existing public entities which will contribute to bridge the humanitarian assistance delivered to refugees with specific community support projects to strengthen the social cohesion between communities.

Akkar Positioning:

Some areas of the country are suffering from a chronic underdevelopment combined with the burden linked to the presence of Syrian refugees. The governorate of Akkar falls in this category, and it also suffering from chronic institutional neglect and a lack of access to basic public infrastructure and services (water, sanitation, education, transport, health, etc.) The significant presence of Syrian refugees is pressuring on already weak services and strong competition in livelihoods, that hit Lebanese most vulnerable households.

The vast majority of Syrian children as well as many Lebanese children are exposed to forced displacement, difficult living conditions, and tangible intercommunity tensions. This exposure leads to harsh psychological conditions that are hardly manageable by Lebanon national Education, especially in Akkar where public schools management and staff lack technical capacity to manage and support this situation.

In Akkar, both due to the socio-economic background of the area and the consequences of the protracted crisis, PUI is developing a Protection mainstream response, promoting an integrated and sustainable approach in several villages from the poorest areas of the governorate. PUI is implementing major infrastructure projects such as the installation of a drinkable water network in those villages, along with rehabilitating the public schools buildings and improving the educational condition for children from the most vulnerable Syrian and Lebanese families. The protection team is therefore developing

psychosocial activities with the children and the key actors involved in their education such as parents and teachers. The aim of this approach is to improve the wellbeing of the children and their access to education through PSS/Educational awareness sessions which each groups, recreational activities and training for the schools' pedagogic staff. The team is developing experience in order to safely identify the children or families with specific needs and to refer them to relevant specialized structures.

In order to complement our capacity of cases identification and referral, the protection team is also conducting home visit assessments for Emergency Cash assistance (ECA) addressed to households under risk of eviction. A PUI outreach team is also identifying cases in need of social, educational, psychosocial or any protection assistance in villages and in informal settlements.

Configuration of the mission

BUDGET FORECAST 2017	10.000.000 EUROS
BASES	BEIRUT (COORDINATION AND OPERATIONAL BASE), SOUTH (SAIDA), NORTH/AKKAR (HALBA)
NUMBER OF EXPATRIATES	15
NUMBER OF NATIONAL STAFF	150
NUMBER OF CURRENT GRANTS	9
MAIN PARTNERS	BPRM, AFD, OCHA, EUROPEAID, UNHCR, WFP
ACTIVITY SECTORS	Protection/Psychosocial, Health, Livelihood, Infrastructure, Shelter
TEAM ON-SITE	Expatriates: Field Coordinator, Deputy Field Coordinator, Protection manager, Logistics manager National staff: 80

Job Description

Overall objective

Under the supervision and direction of the Deputy Field Coordinator (DFC), the Protection PM is in charge of developing and ensuring the good implementation of protection and psychosocial activities (psychosocial activities in the public schools, emergency cash assistance activity, social component of the outreach team, referral system management, and incorporation of protection mainstreaming across all the sectors of intervention).

This position will be critical to:

- Strengthen PUI's understanding of the identified needs in the area,
- Reinforce our approach in term of integration and sustainability
- Further develop the methodology of our intervention
- Support the protection team in technical capacity building.

Tasks and responsibilities

1. **Representation and coordination:** Upon request from his/her supervisors, he/she ensures and coordinates the PUI's sectorial representation (e.g. Protection, Education, Basic Assistance Working Group) in the area which he/she is responsible for among partners, donors, authorities and other stakeholders and participate to the Ad Hoc relevant meetings. She/he ensures an efficient coordination with the other components of the project.
2. **Project planning and implementation:** He/She participates in making sure that protection and PUI PSEA policy (Protection against Sexual and Exploitation Abuse) are understood and respected by all involved staff and for all activities. He/she suggests new operations according to needs identified in the area and taking into consideration the recommendations made by the recent PSS consultancy. He/She coordinates protection and psychosocial activities and ensures that the operational and qualitative aspects are properly put into practice (monitoring of objectives, respecting due dates and budgetary provisions, quality control). He/she also provides training to the implementation teams (PUI but also local partner staffs) regarding protection, legal aspects, case management and referral pathways.
3. **Improve protection threats analysis & monitoring, information sharing and advocacy:** He/She ensures an in depth analysis of data collected by PUI and other protection actors in the area of intervention; he/she develops external reports on protection trends using Advocacy indicators
4. **Improve the referrals system of the Base in coordination with the MEAL teams Department:** He/She participates to the follow up of the internal and external beneficiaries referrals, to the analysis of the referrals and provide quarterly reports about the referrals.
5. **Budget planning and management:** Managing the activities budget and following-up the expenses as well as providing monthly budget forecasts
6. **Monitoring and evaluation:** Sets up support and ensure the continuous monitoring of the activities under his/her management including qualitative and quantitative monitoring in link with the MEAL department; ensuring that proper policy, standards & codes of conduct are enforced.
7. **Team management and capacity building:** He/She will supervise the 'PCO team' and will participate to the development of the capacities of the team and liaise with support departments.
8. **Capitalization, reporting and communication:** He/she assists the BPC and/or FC and the Grant Officer in providing sufficient

<p>and detailed information for program reporting for donors and HQ.</p> <p>9. Strategy: She/he contributes to the adjustment of current intervention or/and development of new interventions on the basis of identified needs.</p>
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Specific objectives and related activities

1. PROJECT PLANNING AND IMPLEMENTATION

- ▶ In coherence with Working group guidelines, SOP in place, IASC policy, standards and codes of conduct and in the frame of donors' requirements, you define the protection methodology for the proper implementation of the main following activities (non-exhaustive):
 - Mapping of operational agencies in the areas of intervention and coordination
 - Strengthening existing referral mechanisms and set up of specific referral pathways for specific cases (CP, GBV, legal issues)
 - Training of PUI employees and local partners on referral pathways and basic legal aspects (tenancy rights, access to services, Cf Point 6)
- ▶ Ensures the coherence and the homogeneity of the activities under his/her responsibility (indicators and results follow up) and develop proper assessment mechanisms;
- ▶ Makes sure to have a continuous monitoring of the protection and psychosocial activities (relevant to the needs expressed, adaptation when required);
- ▶ In collaboration with the MEAL Department, He/ she defines vulnerability criteria for the provision of emergency cash assistance and cash for work and ensure a proper monitoring of these activities
- ▶ Ensures that project action plan is prepared at the start of the project and reviewed periodically based on the feedback from the monitoring of the project. This also includes identification of support requirements from other sectors within the organization;
- ▶ He/She understands and appropriately implements donor guidelines and procedures regarding reporting requirements, procurement of goods and services and keep informed of any new official guidelines and procedures;
- ▶ Provides training for Field Teams on standard operating procedures (SOP), Psychological First Aid, and legal aspects as well as safety and security measures related to PSEA.
- ▶ Ensures proper coordination and communication with the local implementing partner, including establishment and follow-up of effective monitoring tools.
- ▶ Participates to proposal writings for funding, carrying out needs assessment and suggesting programs locally in line with the country strategy plan;
- ▶ Inform His/her line manager of any relevant issue related to the project implementation;
- ▶ Lead regular field reviews and ensuring best practices standards are met

2. IMPROVE PROTECTION THREATS ANALYSIS & MONITORING, INFORMATION SHARING & ADVOCACY

In collaboration with the MEAL Department, he/she:

- ▶ Develops strategies for improving protection data collection and analysis
- ▶ Increases understanding of the protective environment, available services, and existing gaps impacting the refugee and host populations;
- ▶ Contributes to the development of measurable indicators;
- ▶ Provides technical advice and training on protection to all other operational departments, ensuring that protection issues and aspects are always included in other operational departments' activities (protection mainstreaming);
- ▶ Provides a human rights and protection "lens" on all sector of intervention, methodologies of implementation and community-based activities;

3. REPRESENTATION and COORDINATION

- ▶ In coordination with his/ her line manager, he/she represents PUI in the project area with any relevant stakeholders, local, national and international partners, local and provincial authorities in order to facilitate the implementation of the project's activities;
- ▶ He/She participates actively to the Protection and Education Working Groups, and in referral and other relevant coordination platforms at national if required and/or local level; participate to the elaboration of common tools and guidelines;
- ▶ Sets up a network, coordinate and communicate to the stakeholders acting in the same areas; ensure effective coordination and collaboration with key stakeholders and partners – NGOs, civil society organizations (CBOs), community groups
- ▶ He/She works in close coordination with relevant staff in other PUI units, including Shelter, Livelihood, Infrastructure, Health, and MEAL to ensure the strong integration of other sectors and to promote the development of new concepts/approaches/collaborations for future programming;

4. BUDGET & LOGISTICS PLANNING AND MANAGEMENT

- ▶ Ensures budgeted action plans prepared at the beginning of the project which clearly reflects the activity plan of the project.
- ▶ He/She is responsible for the budget lines under his/ her management, and you provide forecasts on these budget lines on a monthly basis; you contribute to the monthly budget follow-up process;
- ▶ Complies with all logistical rules, procedures and processes, ensuring the timely supply of all logistical needs for the successful implementation of his/ her program.
- ▶ He/She is responsible for eligibility and good utilization of funds allocated with the activities under his/ her management
- ▶ He/She is accountable for managing expenditures related to grants
- ▶ He/She is responsible for the follow-up and control of his/her budget area
- ▶ Analyzes and proposes solutions of reallocation if needed, after receiving a monthly updated financial follow-up (FFU) from the Admin/Fi Department
- ▶ He/She is responsible for approving expenditures and re-allocations within his/her budget area(s)
- ▶ Plans and monitor expenditures to take place during the grant period

- ▶ Addresses his/her cash forecast according to his/her budget areas

5. TEAM MANAGEMENT AND CAPACITY BUILDING

- ▶ Provides direct supervision and build staff capacity (PUI and local partners) on community outreach, protection, and psychosocial support in accordance with adequate international guidelines and technical manuals;
- ▶ Monitors and provides objective feedback related to technical staff performance (Team leaders, PSS officers, ECA officers, Social worker, and referral clerk/data entry officer), including completing staff performance evaluations to promote growth and professional development;
- ▶ Delivers awareness sessions about human rights, relevant protection topics (child protection, SGBV, gender equity, confidentiality, etc.) and community mobilization to all PUI staff in Lebanon;
- ▶ Guarantees the appropriateness of programs and their respect for the health, PSEA policy and framework of operations of PUI.
- ▶ Supports the Program, MEAL Department in training implementation of AME team/clerk on: vulnerability assessment, information to affected persons of their rights, policies, assistance opportunities, including on available services and access
- ▶ Defines and implements the required training to all field teams and to community volunteer/ local partners.
- ▶ Supports and advises the Field teams in the identification and solving of protection issues
- ▶ Ensures good communication – coordination – information level of each member of the Field teams during regular coordination meetings (or other when required)
- ▶ Proposes to his/ her line manager relevant required adaptation to the organizational chart of the mission and contribute to its implementation (job descriptions, etc.)
- ▶ In collaboration with the Admin team, follow the hiring process for PCO staff under their line management at base level by : drafting job descriptions, sorting resumes and conducting interviews
- ▶ Conduct appraisals every six months for the directly managed staff
- ▶ Solve team conflicts and ensure team building and discipline
- ▶ Ensure the application of disciplinary procedures in accordance with PUI's HR policy and in collaboration with the Admin team and the Field Coordinator

6. CAPITALIZATION, REPORTING AND COMMUNICATION

His / Her tasks will be:

- ▶ To update the PMT (Project Monitoring Tool) as a tool to follow up the implementation of the project;
- ▶ To provide situation report (SITREP) to the DFC when it is required;
- ▶ To write regular reports on the above activities as requested by the DFC;
- ▶ To contribute in writing intermediary and final reports for donors;
- ▶ To capitalize lessons learnt and good practices throughout the project.
- ▶ To participate in the writing of comprehensive Activity Forms for all major operational aspects, in direct collaboration with the MEAL teams and with his/her supervisors.
- ▶ To participate in the development of comprehensive support documents for activities implementation by the protection teams
- ▶ To create/review the SoPs and propose relevant improvement, under DFC / Field Co and Deputy Head of Mission management

7. STRATEGY AND DEVELOPMENT OF NEW PROJECTS

- ▶ To participate in identifying protection and CO-related needs in coordination with the Field Coordinator
- ▶ In the context of identifying new operations, and together with the DFC/FC, he/she contributes to the preparation of project proposals for the CO sector.
- ▶ To participate in the strategy development of the mission.
- ▶ To contribute to the definition of new proposals and budgets in collaboration with the FC.
- ▶ To develop an understanding of the Lebanon situation (beneficiaries, needs, political context, and strategy of intervention...)

Focus on 4 priority activities related to the context of the mission

- ▶ Developing an efficient PSS support strategy in the vulnerable areas' public schools;
- ▶ Strengthen the safely identification and referral pathways for protection issues;
- ▶ Implementation and monitoring of emergency cash assistance activity;
- ▶ Capacity building and technical support for the social worker and PSS field officers and team leader, local partner, for the good implementation and monitoring of the protection activities.

Team management

Number of people to manage and their position (expatriate/local personnel)

- ▶ Direct functional management (5): 1 PSS team leader, 2 ECA field officers, 1 social worker, 1 referral clerk.
- ▶ Indirect functional management (4): 4 field officers (and coordination with the local partner)

Required Profile

Required knowledge and skills

	REQUIRED	DESIRABLE
EDUCATION / TRAINING	<ul style="list-style-type: none"> ▶ Relevant master degree from an accredited academic institution preferably in Psychology, Education science, Social Work ▶ Project management 	<ul style="list-style-type: none"> ▶ MHPSS/ PSS ▶ Child protection

	<ul style="list-style-type: none"> ▶ Vulnerability assessment, PSEA, (S)GBV, CP case management 	
PROFESSIONAL EXPERIENCE	<ul style="list-style-type: none"> ▶ Humanitarian ▶ International ▶ Technical <ul style="list-style-type: none"> ▶ Min.2 years as a manager of humanitarian projects in protection ▶ Substantial experience in post-crisis environments, in addition to conflict and post-conflict zones; ▶ Strong experience in community based protection activities and/or Protection case management ▶ Experience in the implementation of psychosocial activities ▶ Knowledge of multisectorial approach 	<ul style="list-style-type: none"> ▶ Experience in liaising with governmental authorities, other national/international institutions; ▶ Experience in Capacity building of local organizations ▶ Ideally experience of working in the MENA Region
KNOWLEDGE AND SKILLS	<ul style="list-style-type: none"> ▶ Demonstrating good knowledge of UN and NGO mandates and programs in the humanitarian responses, refugees, post conflict construction and development/resilience ▶ Excellent planning and organizational skills ▶ Excellent writing skills ▶ Very good Knowledge of project management 	<ul style="list-style-type: none"> ▶ Knowledge of MEAL process
LANGUAGES	<ul style="list-style-type: none"> ▶ French ▶ English ▶ Arabic 	X X
SOFTWARE	<ul style="list-style-type: none"> ▶ Pack Office ▶ Google Earth 	X X

Required Personal Characteristics (fitting into team, suitability for the job and assignment/mission)

- ▶ Ability to deal with difficult, often frustrating work situations
- ▶ Ability to provide/structure instructions clearly and concisely both orally and in writing
- ▶ A high sense of discretion and integrity when dealing with sensitive protection information
- ▶ High degree of responsibility, initiative, alertness, emotional stability, the ability to prioritize a heavy workload and to delegate accordingly
- ▶ Professional attitude and the ability to build successful working relationships with contacts outside of the projects. Demonstrate an integrated approach and attitude through normal work activities and a thorough understanding of community-based protection issues in the country of operation
- ▶ Excellent command in writing and editing documents in English. Arabic & French would be an asset
- ▶ Self-motivated, flexible and adaptable to the needs of the team and organization
- ▶ Strong commitment to support/develop capacity of national staff and developing second layer of leadership
- ▶ Team player: proven management ability and inter-personal skills
- ▶ Excellent communication skills
- ▶ Problem solving and leadership skills

Other

- ▶ A willingness to live and work in insecure environment with potential movement restrictions;
- ▶ Regular field visits to implemented activities are necessary to provide a comprehensive activity reporting.

Conditions	
Status	<ul style="list-style-type: none"> ▶ EMPLOYED with a Fixed-Term Contract
Compensation	<ul style="list-style-type: none"> ▶ MONTHLY GROSS INCOME: from 1 815€ up to 2 145€ depending on the experience in international solidarity + 50€ per semester with PUI

Benefits

- ▶ **COST COVERED:** Round-trip transportation to and from home / mission, visas, vaccines...
- ▶ **INSURANCE** including medical coverage and complementary healthcare, 24/24 assistance and repatriation
- ▶ **HOUSING** in collective accommodation
- ▶ **DAILY LIVING EXPENSES** (« Per diem »)
- ▶ **BREAK POLICY** : 5 working days at 3 and 9 months + break allowance
- ▶ **PAID LEAVES POLICY** : 5 weeks of paid leaves per year + return ticket every 6 months