

## Terms of Reference for Individual Contracts

(Individual Contractors, Consultants and Fellows)

(This work assignment description forms an integral part of the individual contract)

### I. PROJECT DETAILS

Requesting office (hiring office): UNHCR Baku

Title of project: RRC Registration Assistant

Purpose of project (summary): Provide support and assistance to refugees, asylum-seekers, and stateless individuals by offering counselling, maintaining accurate data, ensuring timely referrals, and coordinating essential services to meet their protection and basic needs.

Fund:

Cost centre: 21041

PTEO/Account code: GAZC00510F/B64A

Budget category: OPS

Interfund: N/A

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### II. ASSIGNMENT DETAILS

#### 1. Contract type:

Individual Consultant

(An expert who is a recognized authority or specialist in a specific field area engaged by UNHCR under an individual contract in an advisory or consultative capacity)

Individual Contractor

(a person engaged by UNHCR under a short-term contract to provide skills or knowledge for the performance of a specific task or piece of work)

Fellow

(a student or post-graduate student engaged under an individual contract including learning components, who required to undertake an assignment as part or in addition to their studies)

#### 2. Engagement via Partnership

Yes  No

If yes, name of Funding Partner

Memorandum of Understanding signed with Partner Yes  No

Type of partner: government  university  private sector  NGO

Funding through Partnership: fully  partial  no funding

Additional relevant details / comments:

**3. Engagement type**

<b>Regular</b> <input checked="" type="checkbox"/>
(Working hours applicable, monthly regular payment of fees as per ICSC NET equivalent)
Suggested Monthly Fee and currency: 2,600 AZN
Work 100% (fulltime) during above-mentioned period: Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>
If part-time, indicate percentage or number of working hours per week: Reduced presence (3 days/week) Monday-Wednesday
For individual contractors and Fellows:
<input type="checkbox"/> Entry Level Support <input checked="" type="checkbox"/> Mid-Level Support <input type="checkbox"/> Senior Level Support <input type="checkbox"/> Local Professional Level <input type="checkbox"/> Junior Level Professional <input type="checkbox"/> Senior Level Professional

<b>Retainer</b> <input type="checkbox"/>
(Contractor on stand-by basis, working hours not applicable)
Unit Price as per contract and currency:
Maximum amount of fees per contract:

<b>Lump-Sum</b> <input type="checkbox"/>
(Contractor works on a well-defined product against an agreed lump-sum price)
Lump-Sum amount and currency:
Proposed instalment schedule:

**4. Pro Bono Assignment**

Yes (NIL)   
(Individuals under a NIL contract may receive Daily Subsistence Allowance (DSA) for missions away from the place of assignment but do not receive remuneration from UNHCR)

Yes (NIL/NIL)   
(Individuals under a NIL/NIL contract receive no remuneration at all from UNHCR, including DSA.)

No

**5. Assignment and/or Mission travel**

Applicable to High or Very High-Risk d/s <input type="checkbox"/>	Specify destination(s), period(s) and allocated amounts
Applicable to non-High-Risk d/s <input type="checkbox"/>	Specify destination(s), period(s) and allocated amounts
Not Applicable <input checked="" type="checkbox"/>	n/a

**6. Total budgetary amount allocated for individual contract including fees, travel, DSA, any other costs (indicate currency) (for NIL/NIL type 'Not applicable'): 31,200 AZN**

**7. Duration and dates of the contract:**

From: 01/01/2025

To: 31/12/2025

**8. Position Location (duty station):**

Is the assignment home-based? Yes  No

If yes, specify location, duration and other relevant factors:

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**II. DESCRIPTION OF ASSIGNMENT, DUTIES AND RESPONSIBILITIES OF THE ENGAGED INDIVIDUAL CONTRACT HOLDER**

**9. General Background of Project or Assignment, Operational Context:**

As per 2024 midyear statistics the Republic of Azerbaijan hosts some 1,551 refugees and 233 asylum seekers from Afghanistan, Russian Federation, Iran, Ukraine and other countries. Asylum seekers have access to national asylum procedures; however very few have been able to obtain formal recognition. In both cases, UNHCR provides them with the Protection Refugee Card recognized by the Ministry of Interior of the Republic of Azerbaijan, the Ministry of Foreign Affairs of the Republic of Azerbaijan and the State Migration Service, and generally respects the non-refoulement principle.

The majority of refugees and asylum seekers currently reside in the urban areas of Baku and its surroundings. Since the progress achieved in the area of granting legal access to the labour market, which will have a long-run impact on the improvement of the socio-economic situation of persons of concern, has been very recent, in 2025 UNHCR will continue filling the gap in facilitating refugees' access to integration, including self-reliance opportunities, provision of basic and domestic items through allocation of multi-purpose grants.

Refugees and asylum-seekers still experience difficulties to a certain extent in accessing basic social services provided by the Government to local citizens. UNHCR has been providing assistance to refugees, asylum seekers and other persons of concern in Azerbaijan in terms of access to secondary health care services, education services, legal aid and other types of assistance.

**10. Occupational Safety and Health Considerations**

To view occupational safety and health considerations for specific duty stations, please visit this link: <https://wwwnc.cdc.gov/travel>

Specific Occupational Safety and Health Considerations to this assignment (if applicable):

N/A

**11. Purpose and Scope of Assignment:**

A concise and detailed description of activities, including measurable outputs and delivery dates, impact indicators (what qualitative and quantitative results would be achieved upon completion of individual contract), performance indicators (timelines, value of the service rendered in relation to the cost, timeliness) and work plan:

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### Duties and responsibilities

- Reception of asylum-seekers/refugees/stateless people at the RRC.
- Entry point counseling for refugees and asylum-seekers, including at the Refugee Reception Center, with further referral of the claims to the respective UNHCR staff.
- Provide basic counselling to refugees, refer cases to protection colleagues for assistance, as needed.
- Update/maintenance of data, including recording of documents, through making necessary entries in UNHCR's database.
- Remain abreast of all information and updates on assistance and services to refugees, and ensure information being provided is accurate and up-to-date.
- Answer and respond immediately to calls received on the Communication Line, including collecting relevant information and forwarding to the appropriate colleague for assistance.
- Assessments / spot checks of the socio-economic situation of refugees and asylum seekers through home visits when referred by the UNHCR MFT.
- Manage distribution of financial and in-kind assistance on ad-hoc basis
- Acting as interpreter/translator, if needed.
- Perform other related duties as required by supervisor

If required, support conducting surveys, semi-structured interviews and focus group discussions among refugees and asylum-seekers

### III. CANDIDATE MINIMUM REQUIREMENTS, SELECTION CRITERIA

#### 12. Required qualifications, language(s) and work experience:

Degree:

Required

Specify: University-level degree

Not required

Field of expertise, competencies:

Required/mandatory:

The ideal candidate will possess:

- University/Institute graduate.
- Work experience in relevant field.
- Proficiency in 3 languages: English, Azerbaijani, Russian
- Computer literacy.
- Citizenship of Azerbaijan/Foreign citizen with the right to work in Azerbaijan.

Desirable: Farsi/Dari is desirable.

*Key Competencies*

- Client and result orientation
- Communication
- Managing resources
- Innovation and creativity

**13. Minimum years of work experience** (*NOTE: candidates with less years of experience cannot be short-listed or recommended*): 3 years

Language: Required: English, Azerbaijani, Russian Desirable: Farsi

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**IV. EVALUATION, MONITORING, SUPERVISION**

**14. Monitoring and Progress Controls**

(Measures put in place to ensure the quality of work the individual contract holder delivers, e.g. report requirements, periodicity, format, deadlines, performance indicators, milestone discussions, survey completed, data collected, workshop conducted, research documents produced specify etc.)

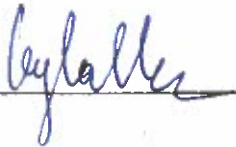
Monthly reports in English

**15. Supervisor / Hiring Manager:**

Name: Leyla Huseynova

Title: Senior Protection Assistant

Signature: \_\_\_\_\_



**16. Authorized by** (in accordance with UNHCR/AI/2019/07/Rev.3 Resource Allocation Framework, Section 7):

Name: Ms. Bik Lum

Title: Representative

Signature: \_\_\_\_\_



