Terms of Reference

Internship

Inter-Agency Unit,

UNHCR, the UN Refugee Agency, is offering a full-time internship with the **Inter Agency Unit** at **UNHCR** Jordan.

Established in December 1950, UNHCR is a global organization dedicated to saving lives, protecting rights and building a better future for asylum seekers, refugees, returnees, internally displaced communities and stateless people. Every year, millions of men, women and children are forced to flee their homes to escape conflict and persecution. UNHCR currently operates in over 130 countries, using its long expertise to protect and care for millions.

**Title**: Inter-Agency Coordination Intern

**Internship Location**: Amman, Jordan

**Division/Section/Service: Inter Agency**

**Duration (length of internship)**: 6 months

**Contract** **Type**: **Full time**

**Closing** **date for application**:

**Start** **date**: July 2025

Organizational context

Since August 2013, the UNHCR has led Inter-Agency coordination for the humanitarian response to the Syria crisis in Jordan, operating through a multi-sectoral structure encompassing seven key sectors: Education, Food Security and Basic Needs, Health, Economic Empowerment, Shelter, Protection, and WASH. This structure is further supported by sub-sectors and task forces. Coordination and dialogue among stakeholders—including the Government, donor community, civil society, and development actors—have been facilitated through various inter-linked platforms and ad hoc efforts.

At the national level, the Inter-Sector Working Group (ISWG) was established to ensure coherence in the multi-sectoral response. The ISWG supports coordination, advocacy, strategic and operational planning, programming, and resource mobilization. Similar structures exist at the Governorate levels and in refugee camps, such as Azraq and Za’atari. Over the years, this coordinated response has played a significant role in stabilizing the impact of the crisis, focusing on refugee protection and preventing increased socio-economic vulnerability among refugees and host communities.

The ISWG in Jordan adopts a protection-centric approach, prioritizing the safeguarding of individuals throughout all phases of the response to ensure inclusivity and durable solutions for Syrian refugees. It emphasizes enhancing self-reliance by supporting local opportunities, livelihoods, and advocating for supportive legal frameworks. The ISWG also promotes social cohesion, particularly addressing tensions over employment through conflict-sensitive programming, and strengthens local institutional capacities in alignment with national strategies such as the Jordan Economic Modernization Vision. Additionally, the ISWG explores synergies with global initiatives like the Global Compact on Refugees and the UN 2030 Agenda for Sustainable Development, integrating cross-sectoral, gender, and age-responsive approaches to build sustainable solutions and enhance humanitarian-development coherence.

The position

The Inter-Agency Coordination Associate is a member of the Inter-Agency Coordination Unit. S/he normally reports to the Senior Inter-Agency Coordination Officer. The incumbent receives regular guidance and advice from the supervisor. S/he participates in all meetings/working groups related to the Refugee Coordination Model and Structure to provide support on coordination work on common processes.

Duties and responsibilities

* Support the Senior Inter-Agency Coordination Officer in implementing comprehensive coordination strategies and empowering coordination mechanisms at the Sector/Sub-sector level in alignment with the Inter-Sector Coordinator’s vision and guidance.
* Assist Inter-Sector and Sector/Sub-sector Coordinators in preparing strategies, work plans, budgets, and other planning documents that contribute to the Regional Refugee Response plan.
* Coordinate, identify, process, and elevate relevant topics/issues to Senior Inter-Agency.
* Facilitate information flow between the Inter-Sector and Sectors/Sub-sectors, maintaining relevant pages on the UNHCR information-sharing portal and other coordination tools, including meeting calendars, document uploads, and member information updates.
* Support the organization of presentations, events, workshops, and trainings in line with Inter-Sector and Sector/Sub-sector work plans and strategies.
* Promote consistency in coordination standards, minimize duplication, and develop synergies among Inter-Sector and Sectors/Sub-sectors.
* Act as the information management focal point, ensuring timely and accurate collection, compilation, analysis, and presentation of sector activities, including preparing sector-specific reports, both narrative and visual (e.g., infographics).
* Ensure high-quality written communication, drafting reports, presentations, and other documents for internal and external stakeholders, including donors.
* Use advanced software tools like Adobe InDesign and Photoshop to enhance the visual appeal and clarity of documents and presentations, creating visually compelling reports, brochures, and other communication materials.
* Enhance the visibility of the Inter-Sector Working Group (ISWG) and its sectors through strategic communication efforts, including digital and social media platforms.
* Develop and implement strategies to enhance sector visibility through donor engagement and external communication efforts.
* Collaborate with the communications team to ensure external messaging aligns with organizational objectives and enhances the public profile of the ISWG.
* Perform other related duties as required.

Minimum qualifications required.

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

* Be either a recent graduate (having completed their studies within two years of applying) or a current student in a graduate/undergraduate school programme from a university or higher education facility accredited by [IAU/UNESCO](https://whed.net/home.php)[[1]](#footnote-2); and
* Have completed at least two years of undergraduate studies in a field relevant or of interest to the work of UNHCR[[2]](#footnote-3).
* Candidates with previous UNHCR Internship experience must not have exceeded the

maximum total cumulative full-time internship duration of eight (8) months.

**NOTE:** An individual who bears the relationship of parent, child or sibling or step-parent, step-child or step-sibling to a current UNHCR staff member or affiliate is not eligible for an internship.

[[3]](#footnote-4)Desirable qualifications and skills

* Coordination and Organizational Skills: Ability to support comprehensive coordination strategies and mechanisms. Experience in preparing strategies, work plans, budgets, and planning documents.
* Communication Skills: Strong written and verbal communication skills. Ability to draft high-quality reports, presentations, and other documents for internal and external stakeholders.
* Information Management: Proficiency in collecting, compiling, analyzing, and presenting sector activities. Experience in preparing sector-specific reports, both narrative and visual (e.g., infographics).
* Technical Skills: Proficiency in advanced software tools like Adobe InDesign and Photoshop. Ability to create visually compelling reports, brochures, and other communication materials.
* Interpersonal Skills: Ability to facilitate information flow and maintain coordination tools. Experience in organizing presentations, events, workshops, and trainings.

Conditions

It is a full/part-time role with working hours starting from 8:00 am to 15:45 PM pm, Sunday to Thursday The successful candidate will be assigned to support the team in Amman

Internships normally last two to six months with the possibility of extension up to eight months for full-time internships and twelve months for part-time internships.

How to apply

The selected candidate will receive a link to the UNHCR recruitment portal to create a profile.

Obligations

Aquiring and renewing current visas, residence permits including all associated costs, obtaining medical certification and compliance with taxation requirements (if applicable), are the responsibility of the intern.

The selected candidate will need to provide UNHCR with a proof of funding from the sponsoring institution (if applicable), health insurance coverage applicable to the assigned internship location and a certificate of good health from a qualified medical practitioner certifying their fitness for work, as well as travel. In the event the candidate is not able to produce the required certificate, they will not be admitted to the Internship Programme.

**Allowance and Travel:** The Sponsoring Institution shall provide non-reimbursable financial support in the form of a stipend/scholarship/allowance/etc. for the period of internship with UNHCR. Travel expenses to and from the internship location shall be the responsibility of the respective sponsoring institution. UNHCR is not responsible for any renumeration for the intern during the internship period.

If you are a person with a disability and you expect you may face challenges during the recruitment process, you can indicate it in your application form.

There are options to select any health conditions you may have and outline any necessary adjustments related to disabilities during the recruitment phases. Providing this information is optional. It will be treated as strictly confidential and used only for the purpose of finding out how to better assist you during the recruitment process.

Adjustments for candidates with disabilities will be provided as best as possible and as needed upon request.

All candidates will be assessed based on meeting the requirements for each vacancy in relation to experience, skills, and education.

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UNHCR does not charge a fee at any stage of its recruitment process (application, interview, meeting, travelling, processing, or training).

We welcome applications from candidates with a refugee or stateless background.

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.

For Sponsored Internship use 27.08.2024

1. In the education section of the application, please make sure that your school is selected from the list of accredited higher education institutions when creating a profile in UNHCR Recruitment Portal - Workday. To do this, click on the magnifying glass next to Select School, then select Contains next to Description, type in the name of the school, click Look up and finally click on the result. [↑](#footnote-ref-2)
2. For internships, completed university degree is not a requirement [↑](#footnote-ref-3)
3. [↑](#footnote-ref-4)