

Terms of Reference (ToR) UNHCR Volunteers Pool

Background and Rationale

UNHCR Georgia seeks to further strengthen its engagement with forcibly displaced and stateless communities through the establishment of a dynamic and diverse Community Volunteer Pool. These trusted individuals will serve as a bridge between UNHCR and communities by facilitating communication and providing broader, hands-on support across outreach, operations, and community engagement initiatives.

The initiative aims to enhance community-centered approaches by improving information flow, strengthening feedback mechanisms, and supporting field-informed responses. At the same time, it creates meaningful opportunities for community members to actively contribute, gain visibility, and engage in initiatives that highlight their skills, leadership, and perspectives.

Objectives

- Strengthen community participation and inclusive feedback mechanisms
- Provide flexible, skills-based support across outreach, operational, and community engagement activities
- Support consultation processes and community-level trend reporting
- Promote community-led awareness-raising, cultural exchange, and inclusion
- Enhance visibility of forcibly displaced and stateless communities and their skills through structured engagement

Core Pillars of Engagement

1. Community Mobilization and Outreach

- Supporting awareness campaigns and dissemination of key information
- Engaging diverse community groups
- Facilitating participation in consultations and UNHCR initiatives
- Contributing based on relevant outreach, communication, or community engagement skills

2. Information and Communication (incl. IT support)

- Assisting in translation, interpretation, and accessible communication
- Supporting digital outreach, content creation, or IT-related tasks where relevant
- Gathering, documenting, and relaying community feedback
- Applying skills such as communication, media, or digital tools

3. Logistics and Operational Support

- Assisting in organizing community meetings, focus groups, and events
- Supporting coordination during distributions, consultations, and field activities
- Contributing logistical, organizational, or administrative skills

4. Cultural and Community Engagement Activities

- Supporting cultural exchange and social cohesion initiatives
- Contributing to community-led events and activities

- Promoting visibility of community voices, talents, and contributions
- Applying creative, cultural, or facilitation skills

Structure and Composition

- A broad and flexible pool of volunteers, ensuring wide outreach and inclusivity
- Representation across age, gender, nationality, language, and community backgrounds
- Inclusion of individuals with diverse skills and professional backgrounds
- Selection based on trust, motivation, community engagement, and relevant competencies

Roles and Responsibilities

Community Volunteers

- Participate in trainings and briefings as relevant
- Provide hands-on, skills-based support across outreach and community engagement activities
- Contribute to areas aligned with their expertise (e.g., marketing, translation, IT, logistics, facilitation)
- Gather and communicate community perspectives accurately and responsibly
- Support implementation of UNHCR initiatives at the community level
- Uphold confidentiality, safeguarding, and ethical standards
- Contribute to enhancing community visibility and inclusion

UNHCR Responsibilities

- Identify and map volunteers' skills and areas of expertise
- Engage volunteers in a targeted and needs-based manner, aligned with their competencies
- Provide training, guidance, and coordination
- Ensure safeguarding and protection standards
- Create opportunities for meaningful engagement and contribution
- Recognize and promote volunteer contributions, including their professional skills and added value

Selection Criteria

The Volunteers' Pool is open to all individuals aged 18 and above who are legally residing in Georgia. Applicants should demonstrate:

- Fluency in English and/or relevant community languages
- Trust and credibility within their communities
- Motivation to contribute through their skills and expertise
- Relevant competencies (e.g., communication, IT, logistics, education, facilitation, etc.)
- Strong communication and interpersonal skills
- Respect for confidentiality, ethics, and safeguarding principles

Training and Support

- The Volunteers Pool will be jointly supported by UNHCR and World Vision
- Initial training on asylum procedures, protection principles, and community engagement
- Orientation to align individual skills with potential areas of contribution
- Task-specific briefings based on operational needs and required competencies

Duration and Modality

- Volunteers are engaged on a flexible, as-needed basis

- Tasks are short-term and defined according to operational requirements
- Participation is voluntary and may be adjusted based on availability and performance

Code of Conduct and Ethics

All Volunteers must adhere to:

1. **Respect and Inclusion:** Treat all individuals with dignity, regardless of nationality, gender, age, disability, or background.
2. **Confidentiality:** Safeguard sensitive personal and community information.
3. **Safeguarding:** Uphold child protection and protection from sexual exploitation and abuse (PSEA).
4. **Integrity:** Act honestly, avoid conflicts of interest, and follow UNHCR guidance.
5. **Constructive Engagement:** Provide feedback responsibly and collaborate respectfully.
6. **Do No Harm:** Ensure all actions prioritize safety, dignity, and well-being of communities.

Volunteers do not have contractual relationship with UNHCR; however, they still must sign the relevant Non-Disclosure Agreement Confidentiality Undertaking Form and Code of Conduct.

Recognition and Incentives

- Certificates of participation and letters of appreciation
- Opportunities to engage in trainings, workshops, and UNHCR initiatives
- Enhanced visibility through participation in events, reports, and community platforms
- Recognition of individual skills, expertise, and contributions
- Opportunities to showcase professional experience and build networks
- Pathways for further engagement and professional development

Review and Adaptation

- The Volunteer Pool will be reviewed periodically for effectiveness, diversity, and impact
- Adjustments will be made based on lessons learned and feedback from volunteers and communities

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