



Human Resources Services Guide

Where to get Human Resources information and support?

Division of Human Resources (DHR), May 2020

Dear Colleagues,

The Division of Human Resources (DHR) and the community of HR colleagues worldwide aim to work with you and enable you to focus on what matters most, namely to deliver services to our persons of concern wherever you are based in the world. We provide a range of services to help you sort out your daily personnel administrative needs, organize your professional future and mobility, and enhance wellbeing at work, to name but a few. This HR Services Guide intends to facilitate your access to HR information and colleagues in the fastest and most efficient way by providing you with contact details and materials online. Simply put, it's your guide to "Who's who in HR". Things change, so please consult it regularly. Last but not least, please do let us know how we are doing at HQASKDHM@unhcr.org.

Catty Bennet Sattler, Director, Division of Human Resources

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Acronyms

APRS: Affiliate Partnerships and Recruitment Section

ATMS: Assignments and Talent Mobilization Service

FLS: Functional Learning Section

GLDC: Global Learning and Development Centre

GPS: Global Payroll Section

GSD: Global Service Desk

HROPS: HR Operational Partnership Service

HRSPAS: HR Systems, People Analytics Section

HRSS: HR Staff Services

JRB: Joint Review Board

LAC: Local Assignments Committee

LDS: Leadership Development Section

LSU DD: Learning Solutions Design and Development

MIP: Medical Insurance Plan

MS: Medical Section

PAS: Personnel Administration Section

PS: Policy Section

PWS: Psychosocial Wellbeing Section

RAC: Regional Assignments Committee

SHWS: Staff Health and Wellbeing Service

SWPS: Strategic Workforce Planning Section

TDPS: Talent Development and Performance Section

UNJSPF: UN Joint Staff Pension Fund

General HR Support

This is the section to consult for questions related to your contract, leave, travel claims, overtime, salary, dependents, education grant etc.

Topic	Entity in charge	Contact details
Personnel Administration Support (entitlements, benefits, reassignment, leave, medical insurance plan (MIP), flexible working arrangements etc.)		
International staff and Geneva-based GS staff members	HRSS/ PAS	Intranet: Administrative self-service (including key HR forms) MSRP: Self Service/ My HR Requests Contact: Your (Snr.) Personal Admin. Assistant: HRSS contact list ; hqhrss@unhcr.org
Locally recruited staff members except in Geneva	Your local HR team	
Affiliate Workforce and Partnerships		
International UNOPS	ATMS/ APRS	Intranet: Affiliates ; Web: UNOPS Contact: Mr. Gergo Gelsei: gelsei@unhcr.org Contact: hqawfops@unhcr.org ; hqawfu@unhcr.org
International UNVs	ATMS/ APRS	Intranet: Affiliates ; Web: UNVs Contact: Ms. Szilvia Farkas: farkass@unhcr.org Contact: hqawfunv@unhcr.org ; hqawfu@unhcr.org
National Affiliate Workforce	Your local HR team	Intranet: Affiliates Web: UNOPS ; UNVs
Secondees, Fellows	ATMS/ APRS	Intranet: Affiliates Contact: Ms. Szilvia Farkas: farkass@unhcr.org Contact: hqawfu@unhcr.org
Junior Professional Officers (JPOs)	ATMS/ APRS	Intranet: JPOs ; Web: JPOs Contact: Ms. Paola Lehaut: lehaut@unhcr.org Contact : Mr. Martin Scharli: scharli@unhcr.org Contact: hqawfjpo@unhcr.org
Global Payroll		
	HRSS/ GPS	Intranet: Global Payroll Contact: hqpy00@unhcr.org
Fact Sheet		
	HRSS/Records Management Unit	Intranet: Administrative self-service/Fact sheet update Contact: hqfsud@unhcr.org

Medical Support

For all queries, please copy or write to the functional mailbox provided to ensure timely response and continuity.

Medical information is confidential and you are not required nor encouraged to share confidential information about your health beyond health professionals.

Topic	Entity in charge	Contact details
Medical Evacuations		
	SHWS/MS	24/7 Medical Section Emergency contact: call first + 41227397399 Intranet: MEDEVAC Process Map ; Emergencies and Medical Evacuations Contact: For staff in Americas/ Europe/ HQ/ MENA: hqms00@unhcr.org For staff in Asia: thabamed@unhcr.org For staff in East and Horn of Africa, and for Southern Africa: kenrbmed@unhcr.org For staff in West Africa: sendamed@unhcr.org
Medical Support		
General information	SHWS/MS	Intranet: Medical Section Contact: For staff in Americas/ Europe/ HQ/ MENA staff: hqms00@unhcr.org For Asia: thabamed@unhcr.org For East and Horn of Africa, and for Southern Africa: kenrbmed@unhcr.org For West Africa: sendamed@unhcr.org
Medical Section Board	SHWS/MS	Contact: Ms. Cécile Perrin: hqmedsrv@unhcr.org
Medical Aptitude Certificate (MAC) request	SHWS/MS	Intranet: MAC request MAC online should be completed here
Sick leave	SHWS/MS	Contact: sickleave@unhcr.org
Medical child allowance ¹	SHWS/MS	Contact: Ms. Cécile Perrin: MedicalChildAllowance@unhcr.org
Disability	SHWS/MS UNJSPF	Contact (Ms. Cécile Perrin - medical aspect): hqms00@unhcr.org Contact (admin. aspect): disability@unjspf.org
Travel clinic and advice	SHWS/MS	Contact: nurses@unhcr.org
Parental leave	SHWS/MS	Contact: maternityleave@unhcr.org
Medical Examination Documents		
For staff in Americas/ Europe/ HQ/ MENA	SHWS/MS	Contact: hqms00@unhcr.org
For staff in Asia	Bangkok Regional Medical Office	Contact: thabamed@unhcr.org

¹ Special education grant and double dependency allowance.

Topic	Entity in charge	Contact details
For local staff in East and Horn of Africa and for Southern Africa	<i>Nairobi Regional Medical Office</i>	Contact: kenrbmed@unhcr.org
For local staff in West Africa	<i>Dakar Regional Medical Office</i>	Contact: sendamed@unhcr.org
Medical Insurance, Appendix D and Malicious Acts Insurance Policy (MAIP)		
Medical insurance	<i>UNSMIS (for int. staff)</i>	Contact: unsmis@un.org
	<i>MIP for local staff</i>	Contact: hqmip@unhcr.org
Appendix D	<i>HQ Compensation Unit</i>	Contact: Mr. Christophe Duverger: duverger@unhcr.org ; hqappdxd@unhcr.org
MAIP (malicious acts insurance policy)	<i>HQ Compensation Unit</i>	Contact: Mr. Christophe Duverger: duverger@unhcr.org ; hqappdxd@unhcr.org

Psychosocial Wellbeing, Living and Working Conditions

If you need to speak about a personal, family or professional situation that can affect your wellbeing, or if you feel that psychosocial services and living and working conditions support is required for your team or your operation, the colleagues mentioned below are there to listen, support and advise you.

Topic	Entity in charge	Contact details
Psychosocial Wellbeing		
General information and PWS mailbox		Intranet: Psychosocial wellbeing Contact: hqsw00@unhcr.org
Chief PWS	<i>SHWS/ PWS, Geneva</i>	Contact: Ms. Dubravka Suzic: suzic@unhcr.org
Europe, HQ, Libya, North Africa, Yemen	<i>SHWS/ PWS, Geneva</i>	Contact: Ms. Verane Braissant: braissan@unhcr.org
HQ and Americas	<i>SHWS/ PWS, Geneva</i>	Contact: Ms. Seynabou Badiane: badiane@unhcr.org
For West Africa Region, Cameroon, Niger, Nigeria, Chad, CAR	<i>SHWS/ PWS, Dakar</i>	Contact: Mr. Achille Kodo: kodo@unhcr.org Contact: Ms. Daba Dione dione@unhcr.org
For DRC, Congo, Gabon	<i>SHWS/ PWS, Kinshasa</i>	Contact: Ana Estrada estradaa@unhcr.org
For South Africa	<i>SHWS/ PWS, Pretoria</i>	Contact: Ms. Sandrine Zuger: zugers@unhcr.org
For South Sudan	<i>SHWS/ PWS, Juba</i>	Contact: Mr. Georges Obiero: obiero@unhcr.org
For Egypt, Iraq, Jordan and Turkey	<i>SHWS/ PWS, Amman</i>	Contact: Ms. Marieme Ndiaye -Diouf: ndiyem@unhcr.org
For Turkey	<i>SHWS/ PWS, Ankara</i>	Contact: Ms. Bengu Yanarca: yanarca@unhcr.org
For Lebanon and Syria	<i>SHWS/ PWS, Beirut</i>	Contact: Mr. Fadi Hamdi: hamdi@unhcr.org
For Syria	<i>SHWS/ PWS, Damascus</i>	Contact: Mr. Fadi Hamdi: hamdi@unhcr.org Contact: Ms. Wafika Reem Tafran: tafran@unhcr.org
For Asia and the Pacific Region	<i>SHWS/ PWS, Bangkok</i>	Contact: Ms. Lilian Ewagata: ewagata@unhcr.org
Changing Assignments		

Topic	Entity in charge	Contact details
Special Constraints Panel; D&E waivers	SHWS/ PWS, Geneva	Contact: Hqsw00@unhcr.org
Psychosocial Case Manager for Sexual Harassment (SH)		
Advice and guidance for victim of/witness to SHA	SHWS/ PWS, Geneva	Contact: Ms. Zuhura Mahamed: mahamed@unhcr.org
Psychosocial Learning Officer		
Peer Advisor Network Coordinator	SHWS/ PWS; and GLDC, Budapest	Contact: Mr. Patrick Mcilroy: mcilroy@unhcr.org
Living and Working Conditions		
	SHWS	Intranet: Occupational safety Contact: Lionnel Meynet: meynetli@unhcr.org
Online accommodation booking hub	Interagency - SHWS	Web: Booking hub
Information booklets	HRSS/ PAS	Intranet: Living conditions Contact: hqpe00@unhcr.org

Assignments and Recruitment

For any question related to recruitment, future assignments, access to the international professional category, support regarding regional and local assignments committees, filling of temporary staffing gaps and updates on vacant positions, please consult the links and contact the colleagues mentioned below.

Topic	Entity in charge	Contact details
Access to the International Professional Category (Recruitment)		
Talent pools	ATMS/ APRS	Intranet: Assignments and Talent Mobilization Web: Talent Pools Contact: hqaprsrecrui@unhcr.org Contact : Mr. Manuel Dos Santos: dossantm@unhcr.org
Group 2 applicants	ATMS/ APRS	Intranet: Guidance Note for Group 2 Applicants Contact: hqaprsrecrui@unhcr.org Contact : Ms. Zen Patel: patelz@unhcr.org
Job openings	ATMS/ APRS	Intranet: Fixed Term and Temporary Appointments Web: International Professional Staff Contact: hqaprsrecrui@unhcr.org Contact: Ms. Anush Rozsas: rozsas@unhcr.org
Interns	ATMS/ APRS	Web: Interns Contact: hqintern@unhcr.org Contact: Mr. Manuel Dos Santos: dossantm@unhcr.org
Temporary appointments	ATMS/ APRS	Intranet: Fixed Term and Temporary Appointments

Topic	Entity in charge	Contact details
		Web: Temporary Appointments Contact: hqapsrecrui@unhcr.org Contact : Ms. Zen Patel: patelz@unhcr.org
Reference verification	ATMS/ APRS	Intranet: Academic and Professional Reference Checks Contact: hgonbrd@unhcr.org Contact: Ms. Sarah Newell: newell@unhcr.org
Letters of offers, grading	ATMS/ APRS	Intranet: Academic and Professional Reference Checks Contact: recruitment@unhcr.org Mr. Andras Kalmar: kalmar@unhcr.org
Outreach	ATMS/ APRS	Intranet: Outreach Contact: UNHCR_Careers@unhcr.org ; Ms. Szilvia Nagy: nagysz@unhcr.org
Assignments Management for International Positions		
General information	ATMS/ AMS	Intranet: Assignment Management ; information for applicants to international positions
Eligibility	ATMS/ AMS	Intranet: Assignments Contact: hqpe11@unhcr.org
Mandatory Interviews	ATMS/AMS	Contact : hqpe11@unhcr.org
Queries from managers/ JRB Secretariat	ATMS/ AMS	Contact: hqpe90@unhcr.org
Assignments Management for Locally Recruited Positions		
General information	<i>Your local HR team</i>	Intranet: Assignment Management; Information for applicants to local positions
Support to RACs and LACs	<i>The Bureau HR team</i> ATMS/ AMS	Contact: hqpe91@unhcr.org
Secondments/ Loans		
	ATMS	Contact: Ms. Julia Schtivelman-Watt: schtivel@unhcr.org
Temporary Assignment (TA) requests and extensions		
	ATMS/ <i>Emergency and Temporary Staffing Unit</i>	Contact: Ms. Fariba Emami: emami@unhcr.org Contact: hqtsneed@unhcr.org

Learning and Development, Performance Management and Career Development

Please check the below to see if you have completed mandatory trainings and learn more about available learning opportunities; or if you need guidance on performance management, on how to provide feedback to team members, or if you have general queries about leadership development, career development and certification programmes.

Topic	Entity in charge	Contact details
Global Learning and Development Centre		
General queries	GLDC/Admin	Contact: hgglc@unhcr.org
GLDC-related administrative information	GLDC/Admin	Intranet: Learning at UNHCR Contact: hqdhmad@unhcr.org
Career Development Support		
General queries	GLDC/TDPS	Intranet: Talent Development and Performance Section ; Contact: your local HR team, or careersupport@unhcr.org Development Support tdps@unhcr.org
Performance Management		
General queries on Performance Management (DHR PAM Support Mailbox)	GLDC/TDPS	Intranet: Talent Development and Performance Section Contact: hqpamssu@unhcr.org
TDPS Rebuttal Support	PMU/Rebuttal Secretariat	Contact: hqpmureb@unhcr.org
ePAD technical issues	GSD	Contact: hqussd@unhcr.org
Induction Programme		
	GLDC/LDS	Learn and Connect: Learn and Connect Contact: hggclmlc@unhcr.org Contact: Ms. Krisztina Szollas: Szollas@unhcr.org
Mandatory Trainings		
BSAFE ; Prevention of Harassment, Sexual Harassment and Abuse of Authority (SHAP); Protection (PIP); Preventing Sexual Exploitation and Abuse (PSEA); ICT (InfoSec); Fundamentals of Fraud and Corruption Awareness (FFCA)	GLDC/FLS	Learn and Connect: Learn and Connect Intranet: Learning at UNHCR Contact: learn@unhcr.org
Leadership Development		
General queries	GLDC/LDS	Contact: hqgldclds@unhcr.org
Languages	GLDC/LDS	Contact: hqlangst@unhcr.org
Coaching and Mentoring	GLDC/LDS	Contact (coaching): hqcoaching@unhcr.org Contact (mentoring): hqgldclds@unhcr.org

Functional Learning

Protection, Programme, Finance, HR, Emergency, Supply, Security, Innovation Fellowship

GLDC/ FLS

Learn and Connect: [Learn and Connect](#)
Intranet: [Learning at UNHCR](#)

Contacts:
Protection: hqglcpr1@unhcr.org
Programme: hqtrpg@unhcr.org
Finance: hqglcfmu@unhcr.org
HR: hrlugldc@unhcr.org
Emergency: hqemtu@unhcr.org
Supply: hqglcscm@unhcr.org
Security: hqsmtu@unhcr.org
Innovation: hqinnov@unhcr.org

Topic

Entity in charge

Contact details

Certification Programmes

International Protection; Supply Chain; Programme; Human Resources; Certification Programme for Senior Leadership and Management Positions (CP-SLM)

GLDC/ FLS & LDS

Learn and Connect: [Learn and Connect](#)
Intranet: [Learning at UNHCR](#)
Contacts :
International Protection: cpip@unhcr.org
Supply Chain: hqglcscm@unhcr.org
Human Resources: hqglccer@unhcr.org
CP - SLM: hqcprho@unhcr.org

Learning Standards

Training of Trainers/ Facilitators; Learning Policy; Learning Evaluation

GLDC/LSU DD

Intranet: [Learning at UNHCR](#)
Contact: HQDESDEV@unhcr.org

Trouble Shoot - Learn and Connect

GLDC/ Learn and Connect

Learn and Connect: [Learn and Connect](#)
Contact: learn@unhcr.org

Organizational Design, Strategic Workforce Planning, Job Descriptions and HR Policy

For any questions related to structural and staffing reviews, HR dashboards and workforce reports to support workforce planning and job descriptions, please consult the links and contact the colleagues mentioned below. Below you will also find links and contacts to learn about HR Policy development and implementation; interpretation of Regulations and Rules; fostering relationship with the UN Community and outside stakeholders; engagement in discussions on duty station status, level of hardship and related entitlements.

Topic	Entity in charge	Contact details
HQ Organigrams and Designation of Field Presences (Organizational Design)		
Custodian for HQ organigrams Custodian for designation of field presences	<i>HROPS/ SWSPS/ODJEU</i>	Contact: hqorg00@unhcr.org
Structural and Staffing Reviews (Organizational Design)		
DHR analysis for BC submissions Structural and staffing reviews of Country Offices, Bureaux or HQ Entities Guidance, including draft Handbook, regarding structuring UNHCR Field Presences	<i>HROPS/ SWSPS/ODJEU</i>	Contact: hqorg00@unhcr.org Contact: Ms Marcela Vasconcellos: vasconce@unhcr.org Contact: Mr. Gregory Balke: balke@unhcr.org
Strategic Workforce Planning		
HR Dashboards and workforce reports (Country Offices, Bureaux, HQ Entities and functions)	<i>HROPS/ SWSPS/SWPU, with HRSPAS</i>	Intranet: Strategic Workforce Planning Contact: Ms Mathilde Tiberghien: tiberghi@unhcr.org
Knowing our Jobs & People Project	<i>HROPS/ SWSPS, both SWPU & ODJEU</i>	Intranet: Strategic Workforce Planning and Job Evaluation Contact (our People): Ms Mathilde Tiberghien: tiberghi@unhcr.org Contact (our Jobs): hqjeu@unhcr.org

Topic	Entity in charge	Contact details
Job Evaluation (former Post Classification)		
Information about Job Descriptions (JDs), Job Titles (JTs), Expert positions, Functional Groups and Operational Context	<i>HROPS/ SWSPS/ODJEU</i>	Intranet: Job Evaluation Contact: hqjeu@unhcr.org
HR Policy		
UNHCR/UN policy and guidelines Questions on policy interpretation Duty Station specific entitlements	<i>HROPS/ PS</i>	Intranet: HR policies Contact: hqpolicy@unhcr.org

External Relations Requests, HR Data, HR Transformation

For information on the UNHCR workforce, and HR data in general; or if you need HR related inputs for meetings with external interlocutors, or want to know more about the ongoing People Management and HR transformation, this is where you can get some feedback and information.

Topic	Entity in charge	Contact details
External Relations Requests	<i>Director's Office</i>	Contact: Ms. Shari Nijman : nijman@unhcr.org , Ms. Rewa El Oubari: eloubari@unhcr.org
HR Data	<i>Director's Office/ HRSPAS</i>	SharePoint: HR Data
HR Transformation	<i>Director's Office</i>	Intranet: HR Transformation Contact: Ms. H�el�ene Daubelcour: daubelco@unhcr.org

DHR Organigram

