

Identification and selection of a candidate – Standard Operating Procedure

Responsible Unit	Volunteer Solutions Section (VSS)
Focal Point	Volunteer Solution Section – Onsite & Online
Effective Date	1 October 2021
Applicability	All UN Volunteers

1. [ATLAS HCM User Guide](#)
2. [Unified UN Volunteers Conditions of Service](#)

Processes specific to a particular workflow are indicated by the colours below.

UNHCR	
Mission	

#	Responsible function			Process step	Step description	Documents	System role	Comments
	Country presence (PA/PAn)	Country presence (PAn)	No Country Presence					
1.	Talent API			Longlist candidates	AI scores and ranks applicants as they apply			In cases of direct recruitment, only the candidate identified by the host entity will be invited to apply. From that step onwards, the process is the same as openly advertised recruitments.
2.	OA Recruitment			(If needed) update recruitment clearances and/or reference checks	Update which recruitment clearances apply to the DoA		Operations User (recruitment)	This option is available until the first recruitment clearance is reached (before submission or after candidate is marked as preferred).
3.	OA Recruitment			Shortlist candidates	Review candidate profiles and create shortlist		Operations User	

					(recruitment)	
4.	OA Recruitment	Submit shortlist to host entity	<p>Once shortlist is final, submit candidates to host entity.</p> <p>If recruitment clearances are required for the assignment before submitting to the host entity, go to 4.1. If no clearances are selected, UVP will proceed to step 5.</p>			<p>If a pre-submission clearance is needed for the assignment (Electoral, human rights, CISMU) UVP will not submit candidates immediately. They will move to the 'clearance' tab.</p> <p>For UNDRR assignments, notify Geneva-based HR focal points of candidates submitted.</p>
	OA Recruiter	Submit shortlist candidates to UNV FU in UVP	Submit candidates to the UNV Field Unit in UVP, the UNV Field Unit forwards candidate profiles to UNHCR Field Office (Temporary)			
4.1	OA recruitment	Send submitted candidates for clearance	Send email to clearance body with candidate/applicant data as per clearance body requirements. Mark in UVP that this has been sent.			
4.2	Clearance/vetting body	Review submission list	Review clearance and notify OA Recruiter.			
4.3.	OA Recruitment	Review clearance outcomes and submit	<p>Review clearance and record outcome in the 'clearance' tab of UVP.</p> <p>If clearances not passed, submit more candidates for clearance. If all cleared, submit to host entity.</p>			

5.	HE			Receive list of submitted candidates	HE receives a task on their dashboard to review submitted candidates.			
6.	HE			Review submitted candidates (not assessed)	Check the profiles of submitted candidates and choose the candidates that will not be assessed further. Mark candidates 'not to be assessed' in UVP.		Hiring manager, Account owner	
7.	PA&HE	HE	HE	Candidate assessment	<p>Arrange candidate assessment for suitable candidates eg. interview, written test, desk review or other assessment depending on host entity preference.</p> <p>Undertake assessment and record outcomes.</p>			<p>Interviews are not mandatory as long as a fair process is followed. UNV staff do not have to be on interview panels.</p> <p>HE can use their own or UNV's report documents.</p> <p>UNDRR sends the selection documents to RM as per UNDRR workflow. RO to inform VSC.</p>
8.	HE			<p>Select preferred candidate(s)</p> <p>Waitlist candidates</p>	<p>HE completes a selection feedback form in UVP for each assessed candidate and indicates preferred. Supporting documentation such as interview notes or desk review assessments can be uploaded to UVP.</p> <p>Place 2nd, 3rd, etc candidates on waitlist feedback form. Supporting documentation such as</p>			<p><u>Withdrawn tab and previous status colour</u></p> <p>This option shows which candidates -volunteers have withdrawn and where they were up to in the recruitment process when they withdrew under the 'candidates' screen. The tab is under 'candidate' in the DOAs section. Click here for screenshots and instructions to add a column to a table.</p>

			<p>interview notes or desk review assessments can be uploaded to UVP.</p> <p>Candidates can be converted from 'waitlisted' to 'preferred' in case the preferred candidate withdraws.</p>			
11.1.	UNHCR Field Office	Send assessment outcome to APRS	UNHCR Field Office sends the interview reports and recommendation for recruitment of selected UN Volunteers in order of preference to APRS.			IUNV only
9.	HE	Reject unsuccessful candidates	Complete a selection feedback form in UVP for candidates who were assessed but not successful.			
10.	Successful candidate	Update personal information	<p>In UVP, complete the 'complete profile' task.</p> <ul style="list-style-type: none"> • Update academic qualifications • Add an emergency contact (if not already entered) • Upload passport copy (if not already uploaded) • Confirm closest airport (or no travel) • Depend ent information 			

11.	PA	OA	Reference check [optional]	If required by host entity, email the referee to request reference information. Mark as sent in UVP. When received, mark as complete in UVP and upload the document(s) to UVP using the 'record reference check' task and mark the task as complete.		Recruiter	Automated reference check feature may be available at launch. This will be updated if feature is ready. Uploaded reference checks appear in the document library.
12	APRS		HR clearance/Inform UNV HQ	APRS facilitates the HR and functional clearance within UNHCR and confirms clearance via task in UVP when requested by UNV recruiter.			list of IUNV profiles that necessitate functional clearance. <ul style="list-style-type: none"> • Health • Nutrition • Energy • Civil Engineer • CCM Cluster • Site Planner • Settlement Planning • Shelter, Shelter (Cluster) • Fleet • WASH • Public Information
12.1	UNV Field Unit/Regional Office		Review submitted candidate	<ul style="list-style-type: none"> • Complete the task in UVP "Review submitted candidates". • Record assessment outcome in UVP for selected/waitlisted/rejected candidates, upload selection documents to UVP <p>For those candidates who were not selected for the interview, complete the</p>			

			step in UVP "Decline without assessment".			
12.2	OA- Recruiter	Request HR/functional clearance	Complete the task in UVP for the preferred candidate "Request UNHCR HR clearance", "Request UNHCR functional clearance"			<p>List of IUNV profiles that necessitate functional clearance.</p> <ul style="list-style-type: none"> • Health • Nutrition • Energy • Civil Engineer • CCM Cluster • Site Planner • Settlement Planning • Shelter, Shelter (Cluster) • Fleet • WASH • Public Information <p>For other profiles, functional clearance should be as "non applicable".</p>
12.3	APRS	Confirm clearance	Confirm clearance via task in UVP "Review UNHCR HR/Functional clearance"			
13	OneHR	OneHR clearance	Process OneHR clearance (<i>OneHR clearance is triggered automatically after the UNHCR APRS completes HR and functional clearances in UVP.</i>)		System	<p>Effective from 1 February 2021, reference verification for all International volunteers deployed to UNHCR are done through OneHR.</p> <p>OneHR reference verification apply to only IUNV assignment with UNHCR. Effective from 15 July 2021, for all National UN Volunteers assignments with UNHCR, regular reference checks from UNV shall apply</p>
13.1	OA-Recruiter	OneHR clearance	<p>Receive an email from OneHR reference verification with a link to inspira once the clearance is proceed.</p> <p>Review the feedback in Inspira</p>			

			Mark OneHR cleared/not cleared in UVP			
			Upload the clearance on the document library of the candidate			
14.	OA (Talent Pool)	Clear Check	<p>Compare selected candidate against records on the Clear Check sexual exploitation and abuse (SEA) and sexual harassment (SH) databases.</p> <p>Perform task in UVP to confirm:</p> <ul style="list-style-type: none"> • “Clear Check No Match” – there is no record of SEA or SH; • “Clear Check Match” - there is a record of SEA or SH. 			
15.	OA Recruiter	Issue Offer	<p>Confirm profile is up to date</p> <p>Perform ‘select and issue offer’ task in UVP.</p> <p>Confirm that offer details are correct. User can make live edits to template before sending in cases of special initiatives or exceptions.</p> <p>Triggers email to candidate.</p>			All final clearances (technical clearance for medical professionals, UNHCR functional, technical clearance for Staff Counsellors, and HR clearance, release for national staff in missions, reference checks (when applicable to be obtained before performing the task in UVP . UVP will raised a warning but will not block offer issuance.
16.	Preferred candidate	Accept offer	Candidate accept offer			
17.	Candidate	Candidate declines the assignment	Candidate declines the assignment.		Candidate	

18.	OA recruiter			Select next candidate	<i>If candidate declines: If second choice, proceed with next candidate.</i>				
19.	PA	PAn	OA	Review selection decision	<i>If no candidate is selected: request justification from host entity, record and upload, request re-submit) and go to longlist, and then shortlist, or consider special recruitment effort or closing the recruitment.</i>				
20.	UVP/ATLAS			Position creation (automated)	Pull all the required data from UVP to the excel table for Copenhagen to proceed with the bulk position creation			UVP/ATLAS HCM	
21.	UVP			Data transfer	Transfer candidate data to UN Office in Geneva Joint Medical services via interface with EarthMed system				
22.	OA			Enter Atlas position	Enter Atlas position in UVP				

Workflow for selection and clearance of medical professionals to be based in UN Missions		Selection and technical clearance of medical professionals to be based in UN missions	Follow the procedure below.			
	OA	Submit medical profiles	Submit medical profiles to Health Services (HS) in the requesting mission		Recruiter	
	MHS	Medical professional interview/assessment	Completes interviews/assessments			
	MHS	Request for medical credentials	Requests successful candidate(s) to provide certification documentation			Email

	MHS	Submit credentials	Sends documentation to Medical Services Division (MSD) in New York for clearance			Email
	MHS	Confirmation of credentials	Sends confirmation of MSD technical clearance to VSC as evidence of certification and to trigger the issuance of offer.			Email