

### 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](#)

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

UNHCR	
Mission	

Responsible function				Process step	Step description	Document s	System role	Comments
#	Country presence (PA/PAn )	Country presenc e (PAn)	No Country Presenc e					
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 recruitme nt 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> <p><u>Note (Temporary):</u> Submit candidates to the UNV Field Unit in UVP, the UNV Field Unit forwards candidate profiles to HE</p>
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	Focal point	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 <a href="#">UNDRR workflow</a>. 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 2<sup>nd</sup>, 3<sup>rd</sup>, etc candidates on waitlist feedback form. Supporting documentation such as 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>			<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. <a href="#">Click here</a> for screenshots and instructions to add a column to a table.</p> <p>Recruitment users will now receive a dashboard task in the following scenario:</p> <ul style="list-style-type: none"> <li>- A candidate withdraws when in the 'preferred' state</li> </ul> <p>The task is called 'Candidate withdrawn'. This is a notification only. Completing the task performs no action. Mobilization users will receive a notification email.</p>
8.1	UNHCR Field Office			Send assessment outcome to APRS	UNHCR Field Office sends the interview reports and recommendation for			IUNV only

			recruitment of selected UN Volunteers in order of preference to APRS.				
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"> <li>• Update academic qualifications</li> <li>• Add an emergency contact (if not already entered)</li> <li>• Upload passport copy (if not already uploaded)</li> <li>• Confirm closest airport (or no travel)</li> <li>• Dependent information</li> </ul>				
11.	OA	Reference check [optional]	If required by host entity, OA perform a task of "request reference" in UVP.			Recruiter	<ul style="list-style-type: none"> <li>• UVP sends an email to referees named in the candidate's profile</li> <li>• The email has a link to an online reference form for the referee to complete.</li> <li>• Recruiter receives an email when all references are submitted.</li> <li>• The referee feedback is saved under the candidate profile.</li> </ul> <p><b>Reference check guide</b></p> <ul style="list-style-type: none"> <li>• A step-by-step guide for the new reference check feature is now available: <ul style="list-style-type: none"> <li>○ <a href="https://unv.nickelled.com/referee-check-process">https://unv.nickelled.com/referee-check-process</a></li> </ul> </li> </ul>

							<ul style="list-style-type: none"> <li>and guide overview: <ul style="list-style-type: none"> <li><a href="https://unv.nickelled.com/reference-check-process.html">https://unv.nickelled.com/reference-check-process.html</a></li> </ul> </li> </ul> <p>You can visit <a href="#">here</a> to get more information on reference checks</p> <p>Reference checks are mandatory for all UNHCR assignments</p>
12	APRS	HR clearance/Inform UNV HQ	APRS facilitates the HR and functional clearance within UNHCR				<p>list of IUNV profiles that necessitate functional clearance.</p> <ul style="list-style-type: none"> <li>Health</li> <li>Nutrition</li> <li>Energy</li> <li>Civil Engineer</li> <li>CCM Cluster</li> <li>Site Planner</li> <li>Settlement Planning</li> <li>Shelter, Shelter (Cluster)</li> <li>Fleet</li> <li>WASH</li> <li>Public Information</li> </ul>
12.1	UNV Field Unit/Regional Office	Review submitted candidate	<ul style="list-style-type: none"> <li>Complete the task in UVP "Review submitted candidates".</li> <li>Record assessment outcome in UVP for selected/waitlisted/rejected candidates, upload selection documents to UVP</li> </ul> <p>For those candidates who were not selected for the interview, complete the step in UVP "Decline without assessment".</p>				

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"> <li>• Health</li> <li>• Nutrition</li> <li>• Energy</li> <li>• Civil Engineer</li> <li>• CCM Cluster</li> <li>• Site Planner</li> <li>• Settlement Planning</li> <li>• Shelter, Shelter (Cluster)</li> <li>• Fleet</li> <li>• WASH</li> <li>• Public Information</li> </ul> <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"				
12.4	OA Recruiter	Mark HR/functional clearance in UVP	Mark "Cleared" or "not cleared" in manage recruitment clearance page in UVP				
13	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>				<p>Candidates get reminder from UVP after 3 days if no action has taken by them</p>
						System	Effective from 1 February 2021, reference verification for all International volunteers deployed to UNHCR are done through OneHR.

13.1	OneHR	OneHR clearance	<p>Process OneHR clearance (<i>OneHR clearance is triggered automatically after the UNHCR APRS completes HR and functional clearances in UVP.</i>)</p> <p>OneHR checks are not applicable for International UN Youth Volunteers who do have Bachelor's degrees. No OneHR reference verification for University volunteers as well. In such cases, UNV reference check applies. (system adjustment will take place in October)</p>			<p>OneHR reference verification apply to only International UN volunteers No OneHR clearance required for Youth volunteers who do not have Bachelor's degree. No OneHR reference verification to University volunteers as well.</p> <p>Effective from 15 July 2021, for all National UN Volunteers assignments with UNHCR, regular reference checks from UNV shall apply</p> <p>UNV/OneHR can proceed with checks in parallel with the recruitment process instead of waiting for its outcome and risking losing candidates which negatively impacts on UNV's as well as on UNHCR's operations. However, no recruitment can be materialized without completed OneHR reference check (min. degree, required years of work experience and qualitative ref check, SEA/SH). In case of negative outcome of any further check (additional degree, further work experiences, etc.) completed after recruitment, UNV will take appropriate disciplinary action as per COS.</p> <p>The DOA required degree and work experience can be verified first instead of verifying all degrees and 10 years of professional experience to allow the recruitment process to progress faster. OneHR will still do the exhaustive verification in a second stage. If only BA is required in the DOA then this is checked first and if candidate indicated any further degrees on his/her application, checks will be done later. Focus on checking minimum degrees and relevant required work experiences first.</p> <p>In the case of Fully Funded assignments, OneHR costs need to be absorbed by the UNHCR.</p>
	OA-Recruiter	OneHR clearance	Receive an email from OneHR reference verification with a			It is possible to mark OneHR clearance in UVP after offer is issued

13.2			<p>link to inspira once the clearance is proceed.</p> <p>Review the feedback in Inspira</p> <p>Mark OneHR cleared/not cleared in UVP</p> <p>Upload the clearance documents in the document library of the candidate</p>				
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"> <li>• “Clear Check No Match” – there is no record of SEA or SH;</li> <li>• “Clear Check Match” - there is a record of SEA or SH.</li> </ul>				UNV conducts clear checks for all selected candidates. For IUNV serving for UNHCR, clear checks are also part of OneHR reference verification checks.
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>All final clearances such as technical clearance for medical professionals, technical clearance for Staff Counsellors, HR and functional clearance for UNHCR, release for national staff in missions, reference checks when applicable to be obtained <b>before performing the task in UVP</b>. UVP will raised a warning but will not block offer issuance.</p> <p>Candidates get reminder from UVP after 3 days if no action has taken by them</p>



				Triggers email to candidate.				
16.	Preferred candidate			Accept offer	Candidate accept offer			
17.	Candidate			Candidate declines the assignment	Candidate declines the assignment.		Candidate	Recruitment users will now receive a dashboard task in the following scenario: - A candidate declines an offer  The task is called 'Candidate withdrawn'. This is a notification only. Completing the task performs no action. Mobilization users will receive a notification email.
18.	OA recruiter			Select next candidate	<i>If candidate declines: If second choice, proceed with next candidate.</i>			For UNHCR, the UNV recruiter informs the APRS. APRS facilitates the HR and functional clearance for the next selected candidate and all actors continue with the clearance process from step 12 onwards.
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.	System			Atlas position number in UVP automated	Enter Atlas position in UVP			

Workflow for selection and clearance of medical professionals to be based in UN Missions		Selection and technical clearance of <b>medical professionals</b> 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