

JAEL CHUNGE

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PROFESSIONAL SUMMARY

Senior integrity, investigations, and compliance professional with more than 15 years of experience within the UN humanitarian sector, specialising in anti-fraud, PSEA/H, ethics, and compliance across complex operations in Africa and the Middle East. Successfully established and operationalised country-level integrity frameworks in Iran and Iraq, delivering training programmes to more than 1,150 staff members and partners across successive assignments while independently leading complex fraud investigations and managing relationships with investigative and oversight bodies. Brings a distinctive combination of integrity expertise and over a decade of frontline protection and refugee status determination (RSD) experience across Kenya, Uganda, Tanzania, and Egypt, providing operational insight rarely found among integrity practitioners. Seeking a senior integrity, investigations, or compliance leadership role with broader regional or institutional responsibilities.

EDUCATION

- **Executive MBA, Business Administration & Management** | Quantic School of Business and Technology, Washington DC
- **Post Graduate Diploma in Law (Advocates' Training)** | Kenya School of Law, Nairobi, Kenya
- **Bachelor of Laws (LLB)** | Makerere University, Kampala, Uganda

SKILLS

Fraud Investigation, Case Management, Internal Controls, Risk Assessment, Compliance Management, SOP Development, Fraud Vulnerability Assessment, Trend Analysis, Protection Monitoring, Refugee Status Determination, Resettlement Processing, Country of Origin Research, Partner Selection, Capacity Building, Legal Analysis, Alternative Dispute Resolution, Report Writing, Stakeholder Engagement

EXPERIENCES

Associate Integrity Officer

UNHCR | Erbil, Iraq | Jul 2023 – Present

Roles And Responsibilities:

- Served as the country focal point for anti-fraud, PSEA/H, and integrity across the Iraq operation, holding direct accountability for the prevention, detection, and response to misconduct at both operational and policy levels.
- Designed and delivered Code of Conduct, anti-fraud, and PSEA/H training to more than 700 staff and NGO partners, fostering a consistent culture of accountability across a complex multi-partner field environment.
- Conducted end-to-end fraud investigations, from initial assessment and evidence gathering through to final reporting, while liaising with the Inspector General's Office on fraud and SEA case referrals.
- Developed and operationalised country-level anti-fraud and PSEA/H SOPs aligned with global frameworks, strengthening standardised procedures and integrating UN PSEA policies into local programmes.
- Led annual internal control reviews, assessing fraud vulnerabilities within case management systems and translating findings into corrective recommendations for senior leadership.
- Coordinated monthly integrity briefings for senior leadership, converting investigative trend data into actionable recommendations on internal controls and risk mitigation.
- Acted as the primary liaison between staff, managers, and technical support teams on complex SEA matters, providing expert advice on ethics, reporting mechanisms, protection from retaliation, and redress processes.

Associate Integrity Officer

UNHCR | Tehran, Iran | Feb 2022 – Jul 2023

Roles And Responsibilities:

- Led country-level anti-fraud and integrity efforts, strengthening prevention, detection, and response mechanisms in line with UNHCR's 2017 Policy and Operational Guidelines on Fraud Committed by Persons of Concern.

- Delivered targeted anti-fraud training to over 450 staff, investigators, fraud assessment panel members, and partner personnel, strengthening operational awareness and compliance across the Iran operation.
- Developed country-level anti-fraud SOPs and reviewed feedback and complaints mechanisms to bring both into alignment with global governance and accountability standards.
- Managed fraud allegation intake records and conducted trend analysis, producing reporting that directly informed senior leadership decisions on risk mitigation.
- Led annual fraud vulnerability assessments, identifying control gaps within operational systems and issuing corrective action recommendations as part of the formal risk review cycle.
- Supported investigators and fraud assessment panels through case review, evidence analysis, and decision-making, coordinating investigation processes across the operation from intake to conclusion.

Protection Officer

UNHCR | Arua, Uganda | Jul 2019 – Dec 2020

Roles And Responsibilities:

- Oversaw general protection, compliance, and case management, including fraud and GBV, for Rhino Camp Settlement, serving a population of over 100,000 persons of concern with a team of 12 protection staff.
- Held additional responsibility for GBV and community-based protection across four West Nile settlements (Lobule, Imvepi, Kiryandongo, and Rhino Camp), serving a refugee population of more than 250,000.
- Served as the PSEA focal point, coordinating safeguarding activities and ensuring timely reporting of SEA-related matters to senior leadership across the operation.
- Chaired technical evaluation committees and led partner selection processes, ensuring all decisions met organisational compliance and accountability standards.
- Delivered protection training to 181 partner staff and 63 senior government officials, strengthening local capacity on refugee protection standards and UNHCR procedures.
- Introduced standardised document management systems for secure physical and electronic record-keeping, improving consistency across a multi-settlement operation.

Protection Officer

UNHCR | Mbarara, Uganda | Jan 2019 – Jul 2019

Roles And Responsibilities:

- Oversaw legal, anti-fraud, and protection activities across five locations in Southwest Uganda (Nakivale, Isingiro, Kyaka, Rwamwanja, and Nyakabande Transit Centre), coordinating a team of 27 protection staff across a population of around 270,000 persons of concern.
- Served as the alternate Anti-Fraud Focal Point, supporting fraud prevention and detection activities alongside core protection responsibilities.
- Acted as the primary liaison between UNHCR senior leadership, government authorities, and law enforcement agencies, managing information flows and coordinating the movement of refugees to designated locations.

Resettlement Expert

UNHCR | Nakivale, Uganda | Mar 2016 – Dec 2018

Roles And Responsibilities:

- Conducted resettlement interviews for vulnerable and protracted refugee populations across one of Uganda's largest refugee settlements, assessing eligibility in strict alignment with UNHCR Standard Operating Procedures.
- Prepared and submitted Resettlement Registration Forms (RRFs) for over 200 cases annually, meeting quality and compliance thresholds required for referral to the Nairobi Regional Support Hub.
- Researched and analysed Country of Origin information to build well-substantiated resettlement cases, strengthening the evidentiary basis for submissions across complex protection profiles.
- Maintained accurate records on the proGres case management system, managing physical and electronic case files for a caseload spanning 3 refugee nationalities simultaneously.
- Tracked pending submissions and monitored family composition changes, ensuring continuity of protection for high-priority cases flagged for follow-up.

Resettlement Expert

UNHCR | Kasulu, Tanzania | Nov 2014 – Jan 2016

Roles And Responsibilities:

- Delivered resettlement interviews and RRF submissions for Burundian and Congolese refugee populations at Nyarugusu camp, one of the world's largest camps, during a period of significant influx.
- Maintained ProGres case management records and physical case files across a high-volume caseload, supporting timely referrals to the Nairobi Regional Support Hub.
- Analysed Country of Origin information to substantiate protection claims and strengthen the evidentiary quality of resettlement submissions.
- Monitored pending cases and family composition changes to ensure no eligible beneficiary fell through the gaps during a period of camp population growth exceeding 100,000 residents.

Associate RSD Officer

UNHCR | Cairo, Egypt | Mar 2013 – Nov 2014

Roles And Responsibilities:

- Conducted RSD interviews and prepared protection assessments for asylum seekers from 9+ nationalities across Africa and the Middle East, applying UNHCR legal standards and refugee protection frameworks.
- Reviewed and endorsed RSD decisions while providing structured feedback to junior staff, contributing to consistent decision quality across a high-volume urban caseload.
- Assisted in the prevention and detection of fraud within the RSD process, providing oversight, advice, and guidance to UNHCR staff, partners, and persons of concern.
- Researched Country of Origin information and complex legal issues to inform case assessments and support defensible, well-substantiated determination decisions.
- Monitored RSD trends and compiled statistics to identify processing bottlenecks, enabling timely adjustments to workflow and decision-making efficiency.
- Ensured asylum seekers, government authorities and legal partners had accurate, up-to-date information on UNHCR RSD procedures and protection standards.

OTHER EXPERIENCES

- Senior Resettlement Assistant | UNHCR | Kakuma, Kenya | Jul 2011 – Mar 2013
- RSD Associate | UNHCR | Kakuma, Kenya | Jan 2010 – Jul 2011
- Legal Assistant | Kituo Cha Sheria (Centre for Legal Empowerment) | Nairobi, Kenya | Jan 2009 – Dec 2009

CERTIFICATIONS & TRAININGS

- **Certified Fraud Examiner (CFE)** | Association of Certified Fraud Examiners (ACFE)
- **SEA Investigator (Tier 2)** | Humentum
- **Certified Professional Mediator** | Mediation Training Institute East Africa, Nairobi, Kenya
- **Certified Secretary, Governance & Compliance** | Kenya School of Law, Nairobi, Kenya
- **Protection Learning Curriculum** | UNHCR

TOOLS

proGres, Microsoft Office, Microsoft Teams, Zoom, SharePoint, OneDrive, Google Workspace, Slack, Asana, Trello, DocuSign, Salesforce, Power BI.

LANGUAGES

- English – Fluent
- Swahili – Native

REFEREES

Available upon request.