



IOM International Organization for Migration

Open to Internal and External Candidates

Position Title : **Project Assistant**
Organizational Unit : **Cultural Orientation**
Duty Station : **Erbil – Iraq**
Classification : **General Service Staff, Grade G5**
Type of Appointment : **Special Short Term contract (SST)**
Duration of Appointment : **Five (6) months with possibility of extension**
Closing Date : **26th March 2019**
Reference Code : **SVN2019/IRQ/079**

Established in 1951, IOM is the leading inter-governmental organization in the field of migration and works closely with governmental, intergovernmental and non-governmental partners. IOM is dedicated to promoting humane and orderly migration for the benefit of all. It does so by providing services and advice to governments and migrants.

IOM is committed to a diverse and inclusive environment. Applications from qualified female candidates are especially encouraged as well as the Internal and external candidates are eligible to apply to this vacancy. For the purpose of the vacancy, internal candidates are considered as first-tier candidates.

Context:

The United States Refugee Admissions Program (USRAP) operates world-wide with a target of providing resettlement opportunities to 30,000 or more individuals each year. IOM provides a range of services and support to the USRAP including, but not limited to, case processing, migration health assessments, cultural orientation training, organized transportation and administration of a travel loan and collections program. Some 1200 multi-disciplinary staff members work in support of the USRAP which has an annual budget in the range of USD 200 million. The Department of Operations and Emergencies (DOE), specifically the Resettlement and Movement Division (RMM), has the organizational responsibility to provide direction, oversight and guidance to IOM's global support to all resettlement programs.

Refugees and Migration (PRM), IOM manages the RSC for Middle East and North Africa (MENA). RSC MENA manages US resettlement activities in Jordan, Iraq, Egypt, Syria, Morocco, Algeria, Tunisia, Libya, Yemen, Oman, Saudi Arabia, Qatar, Bahrain, Kuwait, and United Arab Emirates. RSC MENA prepares applications for adjudication by and provides support to visiting US Citizenship and Immigration Services (USCIS) officers, facilitates security and medical screenings, provides information about arrivals to resettlement agencies in the US and offers Cultural Orientation (CO) training to individuals departing for the US.

IOM Cultural Orientation unit in MENA also offers Cultural Orientation training to individuals resettling to Australia, the United Kingdom, Switzerland, Italy, France, Spain, Germany and few other European countries throughout the region.

Under the general guidance of the COM, under overall supervision of the Senior Emergency Coordinator/Head of Programmes and Project Coordinator, Cultural Orientation and the direct supervision of the Senior Project Assistant, Cultural Orientation, RSC MENA the Project Assistant is responsible for undertaking the Cultural Orientation activities, with the following duties and responsibilities:

Core Functions / Responsibilities:

1. Undertake cultural orientation activities in an assigned area or areas, such as such as training, scheduling or childcare and, as required, guide and assist in monitoring teams of Project Clerks and Project Assistants in organizing and completing cultural orientation activities in an assigned area.
2. Undertake cultural orientation training activities, including providing training for a range of resettlement countries like, Australia, USA, UK, Switzerland, Italy, France, Spain, Germany, other countries throughout the region, featuring student-centered activities in all classes, assisting in drafting training lesson plans in accordance with RSC MENA or any specific countries' cultural orientation objectives, assisting in the development of teaching materials, visual aids and bulletin boards supporting the curriculum and assisting in managing and restocking inventories of instructional supplies.
3. Undertake cultural orientation scheduling activities for RSC MENA/ CO Unit, including, if assigned, providing all individuals requiring cultural orientation classes the opportunity to attend, assisting in planning and organizing circuit rides in an efficient and effective manner and providing logistical circuit ride support is provided when necessary. Train Project Assistants and Project Clerks to provide appropriate scheduling services.
4. Assist in overseeing cultural orientation childcare activities for RSC MENA/CO Unit, including, if assigned, monitoring and guiding staff members providing childcare services, helping ensure childcare spaces are appropriate, adequate and well-maintained, training childcare staff members to conduct basic cultural orientation activities designed for children and monitoring the work of childcare staff members.
5. Through oversight and quality check (QC) measures, verify WRAPS or statistics for all resettlement countries are updated as needed with cultural orientation-related content, including scheduling data and case updates. Provide supervisors with relevant information needed for regular reports on cultural orientation activities, including program narratives and statistical reports.
6. In coordination with supervisors, liaise as needed with other teams and units in RSC MENA, other RSCs and other non-RSC CO sites. Provide regular reports on the work being accomplished within the team to supervisors and team members.
7. Train other cultural orientation team members as needed to efficiently and effectively manage cultural orientation activities, update WRAPS and other databases accurately and to monitor and guide team members and activities.
8. In order to develop and maintain cultural orientation training-related skills, participate in and contribute to teacher trainings and staff development seminars and engage in self-directed study for professional development, including reading resettlement updates, language tutorials, attending cultural orientation-related workshops and seminars.

9. Undertake duty travel as needed to participate in cultural orientation-related activities, for meetings and for training.
10. Demonstrate an in-depth understanding of the USRAP and other resettlement activities/processing, SOPs and WRAPS or relevant database of resettlement countries, as well as the ability to remain professional, impartial and unbiased during all interactions with applicants and colleagues.
11. Maintain the confidentiality and integrity of all IOM and RSC-related information by implementing control procedures in line with USRAP or other resettlement countries' standards of conduct and data protection rules. Alert the Project Focal Point, Project Coordinator or IOM/RSC management of any non-compliance to SOPs or codes of conduct by IOM/RSC staff members.
12. Perform such other duties as may be assigned.

Required Competencies

The incumbent is expected to demonstrate the following values and competencies:

Values

- Inclusion and respect for diversity: respects and promotes individual and cultural differences; encourages diversity and inclusion wherever possible.
- Integrity and transparency: maintains high ethical standards and acts in a manner consistent with organizational principles/rules and standards of conduct.
- Professionalism: demonstrates ability to work in a composed, competent and committed manner and exercises careful judgment in meeting day-to-day challenges.

Core Competencies – behavioural indicators *level 2*

- Teamwork: develops and promotes effective collaboration within and across units to achieve shared goals and optimize results.
- Establishes strong relationships with colleagues and partners; relates well to people at all levels.
- Is fully aware of the team purpose, respects and understands individual and collective responsibilities.
- Willingly puts in extra effort without being asked and adopts a "hands-on" approach whenever necessary to achieve team objectives.
- Coordinates own work with that of the team to meet agreed priorities and deadlines.
- Delivering results: produces and delivers quality results in a service-oriented and timely manner; is action oriented and committed to achieving agreed outcomes.
- Produces quality results and provides quality services to clients.
- Meets goals and timelines for delivery of products or services.
- Manages time and resources efficiently, monitoring progress and making adjustments as necessary.
- Shows understanding of own role and responsibilities in relation to expected results.
- Managing and sharing knowledge: continuously seeks to learn, share knowledge and innovate.

- Keeps abreast of new developments in own field of competence and creates opportunities for knowledge management initiatives.
- Shares knowledge and learning willingly, and proactively seeks to learn from the experiences of others.
- Puts new learning into practice and draws on diverse sources of ideas and inspiration.
- Contributes to the identification of improvements to work processes and assists in implementing them
- Accountability: takes ownership for achieving the Organization's priorities and assumes responsibility for own action and delegated work.
- Accepts personal responsibility for quality and timeliness of work.
- Takes ownership of all responsibilities within own role and honours commitments to others and to the Organization.
- Operates in compliance with organizational regulations and rules.
- Accepts and gives constructive criticism; acknowledges and corrects mistakes and apply lessons learned for improvement.
- Communication: encourages and contributes to clear and open communication; explains complex matters in an informative, inspiring and motivational way.
- Presents information using language and sequence of ideas that is easy for recipients to understand.
- Adapts communication to the recipient's needs, asks questions to clarify, and exhibits interest in having two-way communication.
- Encourages others to share their views, using active listening to demonstrate openness and to build understanding of different perspectives.
- Listens carefully and genuinely to the views and positions of others; acts on received information.

Education and Experience

- Completed secondary education required
- Five years of working experience with secondary education; three years of working experience with Bachelor's degree
- Thorough knowledge of English
- Have lived, studied or worked in Australia, NZ, US, UK or any other foreign countries especially Europe, Canada.
- Previous teaching and training background
- Experience working with refugees
- Ability to use own initiative and work under pressure with minimum supervision
- Excellent computer skills - Word, Excel and Internet
- Strong interpersonal and communication skills
- Attention to detail and ability to organize
- Self-motivated and objective driven

Languages

- Excellent command of English and Arabic/Kurdish are required.
- Any other language is an asset

Other

Any offer made to the candidate in relation to this vacancy notice is subject to funding confirmation.

Appointment will be subject to certification that the candidate is medically fit for appointment and verification of residency, visa and authorizations by the concerned Government, where applicable.

Only candidates residing in either the country of the duty station or from a location in a neighbouring country that is within commuting distance of the duty station will be considered. In all cases, a prerequisite for taking up the position is legal residency in the country of the duty station, or in the neighbouring country located within commuting distance, and work permit, as applicable.

How to apply:

Interested candidates are invited to submit their applications via a link:

<https://iraq.iom.int/jobs/project-assistant>

In order for an application to be considered valid, IOM only accepts online profiles duly completed. Only shortlisted candidates will be contacted.

Posting period:

From 12.03.2019 to 26.03.2019