



International Organization for Migration (IOM)
The UN Migration Agency

Open to Internal and External Candidates

Position Title : **Project Specialist, Project Compliance**
Duty Station : **Cairo, Egypt**
Classification : **General Service Staff, Grade G6**
Type of Appointment : **Fixed-term, One Year with possibility of extension**
Estimated Start Date : **As soon as possible**
Reference Code : **CAI/2017/12**
Closing Date : **October 21, 2017**

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. 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 85,000 or more refugees 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.

Under the United States Refugee Admissions Program (USRAP), the Resettlement Support Center (RSC) provides critical support and processing services for refugee resettlement to the US. As part of an MOU between IOM and the US State Department Bureau for Population Refugees and Migration (PRM), IOM manages the RSC for The Middle East and North Africa (RSC MENA). RSC MENA manages US resettlement activities in in Jordan, Iraq, Egypt, Syria, Morocco, Algeria, Tunisia, Libya, Yemen, Oman, Saudi Arabia, Qatar, Bahrain, Kuwait, and United Arab Emirates. RSC MENA prepares refugee applications for adjudication by and provides support to visiting US Citizenship and Immigration Services (USCIS) officers, facilitates security and medical screenings, provides information about arriving refugees to

resettlement agencies in the US and offers Cultural Orientation (CO) training to refugees departing for the US.

Under the general supervision of the Project Manager, RSC MENA, the Head of Office, IOM Egypt, and the direct supervision of the Project Coordinator, EGYPT, RSC MENA, the Project Specialist is responsible for supervising compliance activities, with the following duties and responsibilities:

Core Functions / Responsibilities:

In particular s/he will:

1. If required, oversee a team of RSC MENA staff members undertaking project compliance activities in an assigned area or areas, such as project monitoring and evaluation, training, project reporting, project support or protection, including supporting staff development processes such as hiring, providing training, assigning duties and giving feedback to staff members on their performance on a regular basis to ensure high quality work and the accurate completion of communications activities.
2. In close coordination with the USRAP Monitoring Officer in Washington, DC oversee monitoring and evaluation activities for RSC MENA, including, if assigned, planning monitoring and evaluation activities, designing monitoring and evaluation mechanisms, such as surveys, interview protocols and focus group topics, administering surveys, interviews and focus groups, analysing monitoring and evaluation data and reporting on data to relevant persons.
3. Oversee and plan training activities for RSC MENA staff members, including, if assigned, serving as the USRAP Training Focal Point for RSC MENA in close coordination with the HR-Business Partner, coordinating with management and staff members to identify training needs within the RSC MENA region, planning, organizing and administering trainings, supporting the delivery of trainings, learning to deliver, and delivering, trainings, reporting to the HR-Business Partner and Staff Learning and Development (SDL) at IOM Headquarters on trainings that are held by RSC MENA and contributing to the development of new training packages.
4. Provide necessary support to the RSC MENA project as identified by the Project Manager, RSC MENA and other supervisors, including, if assigned, completing a wide range of special and generally independent projects serving all pillars and remote processing sites of the RSC under the RSC MENA region as well as RSC management and IOM departments that are outside of, but support, RSC MENA activities.
5. In relation to project reporting, provide support as needed to RSC MENA management on a regional level on a wide variety of reporting needs, including compiling information for reports, drafting reports, editing reports and designing reports for internal RSC use, relevant IOM missions and regional offices, the USRAP Global Management Team, IOM Headquarters, RSC MENA project partners and PRM.

6. Oversee the efficient and effective management of protection-related refugee case expedites, including, if assigned, monitoring RSC MENA expedite cases, drafting and updating Standard Operating Procedures (SOPs) related to expediting processing, monitoring the implementation of expedite-related SOPs, maintaining an expedite database, acting as the primary liaison with partners on expedite cases, working with other units and departments to ensure expedite cases are processed efficiently, processing COPE cases and drafting regular reports related to expedite cases in RSC MENA.
7. Oversee protection activities related to at-risk individuals served by RSC MENA, such as children, the elderly, survivors of sexual and gender-based violence (SGBV), persons with disabilities, lesbian, gay, bisexual, transgender and intersex (LGBTI) persons and other marginalized individuals, including, if assigned, providing training on how to interview at-risk individuals, drafting SOPs, tools and reference materials, monitoring the implementation of SOPs and tools, providing regular reports on at-risk cases, liaising with colleagues and partners on relevant issues, analysing or completing documentation related to refugee minors, counselling refugee minor cases and arranging the expedition of at-risk cases as needed.
8. In coordination with the Project Coordinator, liaise as needed with other teams and units in RSC MENA and with external partners such as USCIS, the Refugee Processing Center (RPC), panel physicians, the US Embassy and the United Nations High Commissioner for Refugees (UNHCR). Prepare team statistics and report regularly to RSC MENA management on relevant activities, problems and solutions related to the workflow and processing pipeline.
9. Train other project compliance team members as needed to efficiently and effectively manage and undertake activities related to monitoring and evaluation, training, project support, project reporting and protection, and to oversee project compliance teams and activities.
10. Undertake duty travel as needed to conduct activities related to monitoring and evaluation, training, project support, project reporting or protection, for meetings and to participate in training.
11. Demonstrate a comprehensive understanding of the USRAP, SOPs and WRAPS, as well as the ability to remain professional, impartial and unbiased during all interactions with refugee applicants, colleagues and partners. Support the development and implementation of SOPs as needed.
12. Maintain and ensure the confidentiality and integrity of all RSC-related information by implementing control procedures in line with USRAP standards of conduct and data protection rules. Alert RSC management of any non-compliance to SOPs or codes of conduct by RSC staff members.
13. Perform such other duties as may be assigned.

Required Qualifications and Experience

- Completed secondary education required
- Six years of working experience with secondary education; four years of working experience with Bachelor's degree
- Thorough knowledge of English
- 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

Fluency in **English** and **Arabic** is required.

Required Competencies

Accountability

- Accepts and gives constructive criticism
- Follows all relevant procedures, processes, and policies
- Meets deadline, cost, and quality requirements for outputs
- Monitors own work to correct errors
- Takes responsibility for meeting commitments and for any shortcomings

Client Orientation

- Identifies the immediate and peripheral clients of own work
- Establishes and maintains effective working relationships with clients
- Identifies and monitors changes in the needs of clients, including donors, governments, and project beneficiaries
- Keeps clients informed of developments and setbacks

Continuous Learning

- Contributes to colleagues' learning
- Demonstrates interest in improving relevant skills
- Demonstrates interest in acquiring skills relevant to other functional areas
- Keeps abreast of developments in own professional area

Communication

- Actively shares relevant information
- Clearly communicates, and listens to feedback on, changing priorities and procedures
- Writes clearly and effectively, adapting wording and style to the intended audience
- Listens effectively and communicates clearly, adapting delivery to the audience

Creativity and Initiative

- Actively seeks new ways of improving programmes or services
- Expands responsibilities while maintaining existing ones
- Persuades others to consider new ideas
- Proactively develops new ways to resolve problems

Leadership and Negotiation

- Convinces others to share resources
- Actively identifies opportunities for and promotes organizational change
- Presents goals as shared interests
- Articulates vision to motivate colleagues and follows through with commitments

Performance Management

- Provides constructive feedback to colleagues
- Identifies ways for their staff to develop their abilities and careers
- Provides fair, accurate, timely, and constructive staff evaluations
- Uses staff evaluations appropriately in recruitment and other relevant HR procedures
- Holds directly reporting managers accountable for providing fair, accurate, timely, and constructive staff evaluation

Planning and Organizing

- Sets clear and achievable goals consistent with agreed priorities for self and others
- Identifies priority activities and assignments for self and others
- Organizes and documents work to allow for planned and unplanned handovers
- Identifies risks and makes contingency plans
- Adjusts priorities and plans to achieve goals
- Allocates appropriate times and resources for own work and that of team members

Professionalism

- Masters subject matter related to responsibilities
- Identifies issues, opportunities, and risks central to responsibilities
- Incorporates gender-related needs, perspectives, and concerns, and promotes equal gender participation
- Persistent, calm, and polite in the face of challenges and stress
- Treats all colleagues with respect and dignity
- Works effectively with people from different cultures by adapting to relevant cultural contexts
- Knowledgeable about and promotes IOM core mandate and migration solutions

Teamwork

- Actively contributes to an effective, collegial, and agreeable team environment
- Contributes to, and follows team objectives

- Gives credit where credit is due
- Seeks input and feedback from others
- Delegates tasks and responsibilities as appropriate
- Actively supports and implements final group decisions
- Takes joint responsibility for team's work

Technological Awareness

- Learns about developments in available technology
- Proactively identifies and advocates for cost-efficient technology solutions
- Understands applicability and limitation of technology and seeks to apply it to appropriate work

Resource Mobilization

- Establishes realistic resource requirements to meet IOM needs

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 **application** and **cover letter** by **October 21, 2017** at the latest on www.egypt.iom.int

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