



International Organization for Migration (IOM)
The UN Migration Agency

Open to Internal and External Candidates

Position Title : **Senior Project Assistant, Communications**
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/2017/13**
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 Senior Project Assistant is responsible for supervising communications activities, with the following duties and responsibilities:

Core Functions / Responsibilities:

In particular s/he will:

1. Assist the RSC Team Leader with day to day management of the RSC Cairo site
Oversee a team of RSC MENA staff members undertaking communications activities in an assigned area or areas, such as case consultation, the information center or public affairs, 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. Oversee communications systems utilized by RSC MENA including, if assigned, email management systems, phone systems, websites and online case inquiry systems, walk-in case consultation spaces and waiting areas. As needed, identify system issues and potential solutions to communications challenges.
3. In relation to case consultation, ensure case consultation spaces are as confidential as possible while remaining secure for staff members and that case consultation spaces can accommodate the existing volume of scheduled and walk-in individuals as well as potential influxes. Work with the Project Coordinator to ensure staff members undertaking case consultation are adequately trained and provide efficient, effective, accurate, clear and courteous information to all individuals.
4. Oversee the information center, if assigned, ensuring that all communication undertaken by staff members by phone, email, through website(s) and other technological means and, if relevant, in person, are efficient, effective, accurate, clear and courteous. In coordination with the Project Coordinator, ensure the information provided by the RSC MENA information center is up to date, relevant and accessible to all persons, including to at-risk individuals, and that the staff members providing the information are adequately trained.
5. In close coordination with the Project Coordinator, undertake activities related to public affairs, including, as assigned, planning, developing, designing, producing and distributing materials for individuals served by RSC MENA, RSC management, IOM, partners and donors, including print, audio, visual and online materials. As required, oversee responses sent to Congressional inquiries made to RSC MENA about cases.
6. Ensure WRAPs, other relevant databases and case files are updated in a timely and effective manner with communications-related content, and supervise communications-related processes being carried out within and between units, including by email and phone.
7. Utilizing reports and other oversight mechanisms, ensure the regular QC of communications-related data in WRAPS and other communications tools such as

email systems to ensure the accuracy and clarity of information shared with individuals as well as the RSC's compliance with all USRAP and RSC SOPs. Proactively address communications-related backlogs or other issues in coordination with RSC management.

8. In coordination with the Project Coordinator, liaise 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 unit statistics and report regularly to the National / Project Officer or RSC management on relevant activities, problems and solutions related to the workflow and processing pipeline.
9. Train other communications team members to efficiently and effectively manage communications activities, update WRAPS and other databases accurately and to supervise communications team members and activities.
10. Undertake duty travel as needed to participate in communications-related activities, for meetings and for 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 program applicants, colleagues and partners. Develop and implement SOPs as needed.
12. Maintain and promote 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

- Bachelor Degree or equivalent in social science, information management, business administration or other relevant fields supplemented by related courses.
- Six years of progressively responsible work in RSC unit
- Excellent knowledge of word processing and typing skills in English and Arabic; proven ability to work with spread sheets and database applications; knowledge of World Wide Refugee Admission Processing System (WRAPS) and of the United States Refugee Admissions Program (USRAP), particularly Resettlement Support Centre (RSC) activities an advantage

Languages

Fluency in **English** and **Arabic** both written and spoken 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

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

- Proactively develops new ways to resolve problems

Leadership and Negotiation

- Convinces others to share resources
- Presents goals as shared interests

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

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

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

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.