



International Organization for Migration (IOM)
The UN Migration Agency

Open to Internal and External Candidates

Position Title : **Project Assistant, Cultural Orientation**
Duty Station : **Cairo, Egypt**
Classification : **General Service Staff, Grade G4**
Type of Appointment : **Fixed term, one year with possibility of extension**
Estimated Start Date : **As soon as possible**
Reference code : **VN/CAI/2022/18**
Closing Date : **August 18, 2022**

Established in 1951, IOM is a Related Organization of the United Nations, and as the leading UN agency in the field of migration, 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 work environment. Read more about diversity and inclusion at IOM at www.iom.int/diversity.

Organizational Scope:

The United States Refugee Admissions Program (USRAP) operates worldwide with a target of providing resettlement opportunities to 62,500 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.

Context:

Under the United States Refugee Admissions Program (USRAP), the Resettlement Support Center (RSC) provides critical support and processing services for 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 (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.

Under the general supervision of the National Project Officer, RSC MENA, the direct supervision of the Senior Project Assistant, Cultural Orientation, RSC MENA, the Project Assistant is responsible for undertaking Cultural Orientation activities, with the following duties and responsibilities:

Core Functions / Responsibilities:

Required Qualifications and Experience:

1. Undertake activities related to scheduling and handling logistical arrangements for cultural orientation courses in an assigned location or throughout an assigned region for a wide range of resettlement countries, including the US, Australia, Canada, and others. Help ensure the schedule and other arrangements made for classes are appropriate in relation to the class length, training venue, and required interpretation services.
2. In coordination with the Project Focal Point, Project Administrator and/or Project Officer, generate ad hoc reports in WRAPS to determine which applicants in the USRAP require US Cultural Orientation (USCO) classes in a particular location or region.
3. Assist with the scheduling of cultural orientation classes based on data generated from ad hoc reports and information provided by the Project Focal Point, Project Administrator and/or Project Officer regarding resettlement country, class length, location, and venue.
4. Enter schedule data into WRAPS or another database as needed, ensuring a high quality of data integrity. Update schedule data based on changes to participant lists and class dates.
5. Issue notifications related to scheduled cultural orientation classes to applicants through such means as phone calls, text messages and email. As required, log responses and issue re-confirmation notifications.
6. Arrange for the appropriate interpreters to be present during cultural orientation classes through such means as coordinating with a Project Assistant, Case Management on available interpreters, working with the Project Administrator in a particular location to arrange interpreters or transmitting the request for interpreters to another IOM mission.
7. In close coordination with relevant colleagues and supervisors, including at other IOM missions, assist with circuit ride logistics for Cultural Orientation course delivery, including assisting with reserving training venues, booking accommodation for

colleagues, arranging for food to be provided during classes and securing transport and accommodation.

8. Update WRAPS and other databases with attendance records for classes based on feedback received on class participation from Project Assistants, Cultural Orientation and other colleagues in the field.
9. Provide regular reports on work being accomplished to the Project Focal Point and/or Project Administrator, Cultural Orientation and/or other supervisors and team members.
10. Demonstrate a solid understanding of the USRAP, SOPs and WRAPS, as well as the ability to remain professional, impartial and unbiased during all interactions with applicants and colleagues.
11. 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 the Project Focal Point, Project Administrator or RSC management of any non-compliance to SOPs or codes of conduct by RSC staff members.
12. Perform such other duties as may be assigned.

Education & Experience:

- Completed university degree from an accredited academic institution with two years of relevant work experience; or
- Completed High School Degree/Certificate is required with a minimum of 4 years of work experience;
- Thorough knowledge of English;
- Attention to detail and ability to organize;
- Excellent computer skills - Word, Excel and Internet;
- Strong interpersonal and communication skills;
- Ability to work under pressure with minimum supervision.

Skills:

- Highly developed written and verbal communication skills.
- High skills in using MS Office package.

Languages:

- Fluency in English and Arabic

Notes

Accredited Universities are the ones listed in the UNESCO World Higher Education Database (<https://whed.net/home.php>).

Required Competencies:

Values – all IOM staff members must abide by and demonstrate these three 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 1

- Teamwork: develops and promotes effective collaboration within and across units to achieve shared goals and optimize results.
- Delivering results: produces and delivers quality results in a service-oriented and timely manner; is action oriented and committed to achieving agreed outcomes.
- Managing and sharing knowledge: continuously seeks to learn, share knowledge and innovate.
- Accountability: takes ownership for achieving the Organization's priorities and assumes responsibility for own action and delegated work.
- Communication: encourages and contributes to clear and open communication; explains complex matters in an informative, inspiring and motivational way.

IOM's competency framework can be found at this link.

https://www.iom.int/sites/default/files/about-iom/iom_revised_competency_framework_external.pdf

Competencies will be assessed during a competency-based interview.

Other:

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

This is a national position and as such only Egyptian citizens and legal residents with authorization to work in Egypt at the time of the application will be considered.

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.

How to apply:

Interested candidates are expected to submit their applications on or before **Thursday, 18 August 2022 - Cairo time** to [Careers | IOM Egypt](#). Late submissions will not be considered.

In addition, please note that only the applications which would have been duly done, and which would have been submitted and received through IOM website within the announced time frame would be valid and considered for the announced vacancy.

Kindly note that for efficiency reasons, only shortlisted candidates will be contacted

Posting period:

From 04.08.2022 – 18.08.2022