



International Organization for Migration (IOM)
The UN Migration Agency

Open to Internal / External Candidates

Position Title : **Senior Project Assistant- (Compliance and Communications)**
Duty Station : **Cairo, Egypt**
Classification : **General Service Staff, Grade G6**
Type of Appointment : **One Year Fixed term, with possibility of extension**
Estimated Start Date : **As soon as possible**
Reference code : **VN/CAI/2021/28**
Closing Date : **January 10, 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.

The United States Refugee Admissions Program (USRAP) operates world-wide with a target of providing resettlement opportunities to 45,000 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. 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 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 MENA. RSC MENA manages US resettlement activities in Egypt, Jordan, Iraq, United Arab Emirates, Qatar, Kuwait, Bahrain, Saudi Arabia, Oman, Yemen, Syrian Arab Republic, Morocco, Algeria, Tunisia and Libya. 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 Chief of Mission, IOM EGYPT and the direct supervision of the National Project Officer, Egypt Site, RSC MENA, the Senior Project Assistant is responsible for supervising compliance and communication activities, with the following duties and responsibilities:

Core Functions / Responsibilities:

1. Oversee a team of RSC MENA staff members undertaking communications activities in an assigned area or areas related to case consultation, the information center and/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. In relation to case consultation, ensure spaces are as confidential as possible, can accommodate scheduled and walk-in individuals as well as potential influxes, and that staff provide efficient, effective, accurate, clear and courteous information to all individuals.
3. Oversee the information center, 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 National Project Officer and Project Coordinator, ensure the information provided by the RSC is up to date, relevant and accessible to all, including to at-risk individuals, and that staff members providing the information are adequately trained.
4. Ensure WRAPs, other relevant databases and case files are updated in a timely and effective manner with communications-related content. 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.
5. In close coordination with the USRAP Monitoring Officer in Washington, DC, provide specialized assistance in monitoring and evaluation activities for RSC MENA, including, if assigned, participating in planning and 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.
6. Plan and organize training activities for RSC MENA, 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, 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) on trainings and contributing to the development of new training packages.
7. 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.
8. Assist in coordinating and implementing protection activities related to at-risk individuals, 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, analysing or completing documentation related to refugee minors, counselling refugee minor cases and arranging the expedition of at-risk cases.

9. In coordination with the Project Officer / 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.
10. Undertake duty travel as needed to participate in communications, monitoring and evaluation, training, project support, project reporting or protection related activities, and to participate in meetings and training.
11. Demonstrate a comprehensive understanding of the USRAP, Standard Operating Procedures (SOPs) and WRAPS, as well as the ability to remain professional, impartial and unbiased during all interactions with 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

Education & Experience

- University Degree from an accredited academic institution preferably in Political or Social Science, Communication or Business Administration with four years of relevant professional experience or
- Secondary School Education with six years of experience.

Languages

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

Skills

- 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

Required 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 – level 2

- 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.
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Managerial Competencies – level 2

- Leadership: provides a clear sense of direction, leads by example and demonstrates the ability to carry out the organization's vision; assists others to realize and develop their potential.
- Empowering others and building trust: creates an atmosphere of trust and an enabling environment where staff can contribute their best and develop their potential.
- Strategic thinking and vision: works strategically to realize the Organization's goals and communicates a clear strategic direction

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 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 which is within commuting distance of the duty station or from another location outside commuting distance will be considered. In all cases, a prerequisite for taking up the position is legal residency in the country of the duty station and work permit, as applicable.

How to apply:

Interested candidates are invited to send their **CV** and **cover letter** not later than **Monday, 10 January 2022 - Cairo time** to egypthrd@iom.int

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: 27.12.2021 – 10.01.2022