



International Organization for Migration (IOM)  
The UN Migration Agency

Position Title:	Mobile Team Assistant - Protection and Mental health and psychosocial support (MHPSS)
Duty Station:	<b>Devoll Municipality</b>
Classification:	<b>Non-Staff Hourly Personnel</b>
Type of Appointment:	<b>Non-Staff Hourly Personnel Contract</b>
Estimated Start Date:	<b>02 September 2024</b>
Duration:	<b>40 working hours per month within estimated period 02 September 2024 – 31 January 2025</b>
Reference Code:	<b>2024-10</b>
Closing Date:	<b>22 August 2024</b>

*Established in 1951, the International Organization for Migration (IOM), the UN Migration Agency, 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 work environment. Read more about diversity and inclusion at IOM at [www.iom.int/diversity](http://www.iom.int/diversity).*

**Context:**

IOM understands migration as both a process and a human condition, requiring facilitative actions and interventions at the level of state, community and the individual. IOM in Albania works closely with its stakeholders to engage in multi-level interventions that contribute to the capacity development of state institutions and partner organizations to address the effects of accelerating human mobility. With the mission key focus on three broad priority areas namely resilience, mobility and governance, the mission takes a 3 Fold approach to ensure:

- Protection for those identified as being vulnerable to violence, exploitation, or abuse, including trafficking, within a migration context as per the determinants of the migrant vulnerability model. This includes facilitating their access to services and supporting the capacities of relevant institutions.
- Efforts for migrants and societies to strive towards fostering safe, orderly, and regular human mobility.
- Support for whole-of-government coordination and whole-of-society mechanisms that will help government institutions and key stakeholders at the local and national levels to have relevant skills, knowledge, resources, tools, and evidence to develop migration policies and frameworks contributing to good migration governance.

In its effort to respond to challenges of providing services to migrants arriving in Albania, and working closely with state, entities, central and local government structures, civil society and relevant actors IOM Albania will work with a structure of IOM Protection Mobile Team in the area of Devoll Municipality to: identify, and assess vulnerabilities among migrants, provide psycho-social assistance and refer them to specialized service providers, and to support the local actors in the area where the Registration and Temporary Accommodation Center Kapshtica is located.

The engagement of the Non-Staff Hourly Personnel will take place for 40 (forty) working hours per month, based in the Devoll Municipality.

**Overall Objective of Assignment:**

The Non-Staff Hourly Personnel will contribute to the successful implementation of Mobile Units in Albania

to address protection needs of migrants in border areas and support implementation and establish, as needed, referral mechanisms in cooperation with local communities to ensure that P/VoTs and other vulnerable migrants can exercise their rights and receive appropriate and tailored direct assistance based on their individual case assessments. The activities are implemented in line with the support provided for the migrant response in the Western Balkans, by increasing the reception, referrals and registration capacities.

***Core Functions / Responsibilities:***

Under the overall supervision of the Head of Office and direct supervision of the Project Associate and Mobile units Team Leader as well as in coordination Devoll Municipality responsible person, the Non-Staff Hourly Personnel will be responsible for supporting the relevant local stakeholders, Municipality Child Protection Unit and Social Services, Regional Border and Migration Directorate, to address protection needs of migrants in the Kapshtica border area and support implementation of vulnerability screening and ensure referrals in compliance with the Standards Operating Procedures for vulnerable cases in place in coordination and working in team with Non-Staff Hourly Personnel Mobile Team Assistant – AVRR Data collection and interpreter.

***More specifically:***

The Non-Staff Hourly Personnel will be responsible to:

- Assist in implementation of the foreseen Protection and MHPSS activities in a timely manner in the Kapshtica.
- Observe, monitor, and contribute to the screening of migrants and ensure ethical referral of migrants in vulnerable situations.
- Initiate and participate in case management and ensure all vulnerable cases are managed, followed up, with regular coordination and reporting to Project Associate and Mobile units Team Leader in a timely manner.
- Assist in conducting regular service mapping in different sites, participatory assessments, information provision activities.
- In close coordination with other relevant colleagues, ensure screening of vulnerable migrants is conducted on a daily basis, provide the needed support, and report regularly on the numbers of screenings and vulnerabilities identified.
- Assist in identifying gaps and needs in service provision for vulnerable migrants and in identifying deviations from the agreed upon referral pathways.
- Assist in disseminating awareness and community messages related to psychosocial wellbeing.
- Ensure timely implementing and reporting on IOM Protection and MHPSS activities are regularly shared in compliance with the IOM Albania Mobile Team SOPs.
- Participate in relevant meetings as requested.
- Provide Psychological support to migrants in need.
- Implement flow monitoring surveys to collect relevant migration-related data to be available through the IOM Displacement Tracking Matrix.
- Regularly prepare reports on provided assistance and other implemented activities, specifying number and types of assistances provided.
- Coordinate as needed and in compliance with SOPs with all actors which provide support for migrants, including government and civil society institutions, NGOs and/or international organizations present in the field.
- Identify constraints and obstacles to the implementation of the project, propose measures to adjust project routines and activities to better suit the project objectives and overall goals.
- Perform such other duties as may be assigned.

**All duties and responsibilities will be carried out in strict adherence to IOM policies and guidelines, including those related to confidentiality and data protection.**

***Required Qualifications and Experience:***

**Education:**

- Studies in related fields, such as social studies, psychology, social work, anthropology political science, international relations, or development studies with 2 (two) years of professional experience.
- Completed High School degree from an accredited academic institution, with 4 (four) years of relevant professional experience.

**Experience and skills:****Experience:**

- Work experience in social work, assistance of vulnerable populations, or case management scenarios.
- Experience in working with foreign nationals, irregular migrants, trafficked persons, children, and/or other vulnerable populations.
- Experience in counselling, networking, and ensuring access to services.
- Excellent understanding and application of ethical practices within the disciplines and a good understanding of rights-based approaches.
- Proficient in computer applications.
- Good written and spoken communications skills.
- Good interpersonal skills, high loyalty, ability to work in a multi-cultural environment and good working in team.

**Skills:**

- In-depth knowledge of the broad range of migration-related subject areas dealt with by the Organization.

**Languages:**

For all applicants, fluency in Albanian and English is required (oral and written).

**Desirable:**

Working knowledge of one or more of the following languages: Arabic, Farsi, Kurdish, Pashto, Urdu, Dari, Punjabi, and Turkish is an advantage.

**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.
- Courage: Demonstrate willingness to take a stand on issues of importance
- Empathy: Shows compassion for others, makes people feel safe, respected and fairly treated.

**Core Competencies – behavioral 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.

**Other:**

Appointment will be subject to certification that the candidate is medically fit for appointment.

***How to apply:***

Interested candidates are invited to submit the following (all in English language) indicating the Reference Code (**CON 2024-10** with a subject line **“Mobile Team Assistant - Protection and MHPSS”-Devoll**) to: [HumanResourcesTirana@iom.int](mailto:HumanResourcesTirana@iom.int)

- CV or Personal History Form (PHF) [download here](#)
- Cover Letter with the details of competences (including previous thematic expertise, if any)
- [Reference and additional information form](#) signed in each page including three professional referees and their contacts (both email and telephone) potentially previous supervisors, confirming that you agree on our check for references to the referees and the requested additional information.
- List of previous, research publications, if any.

In order for an application to be considered valid, IOM only accepts applications duly completed.

*No late applications will be accepted.*

*Only shortlisted candidates will be contacted.*