



Vacancy Notice 2024-06 Open to Internal and External Candidates

Position Title: **Project Assistant (Cultural Orientation) – 2 positions**
Duty Station: **Shengjin, Albania**
Classification: **General Service Staff, Grade 5**
Type of Appointment: **One Year Fixed Term graded, 1 (one) year with possibility of extension.**
Estimated Start date: **01 March 2024**
Closing Date: **11 February 2024**

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.

IOM is committed to a diverse and inclusive environment. Applications from qualified female candidates are especially encouraged. 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 thousands of refugees each year. IOM provides a range of assistance 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.

Under the United States Refugee Admissions Program (USRAP), Resettlement Support Centers (RSCs) provide critical support and processing assistance 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 several RSCs which prepare applications for adjudication by

and provide support to visiting US Citizenship and Immigration Services (USCIS) officers, facilitate security and medical screenings, provide information about arriving individuals to resettlement agencies in the US and offer Cultural Orientation (CO) training to individuals departing for the US.

Under the overall supervision of the IOM Head of Office in Albania and direct supervision of the Project Coordinator (Albania), the successful candidate will be based in Shengjin, Albania and will have the following duties and responsibilities:

Responsibilities and Accountabilities:

1. Undertake cultural orientation activities in an assigned area such as training, cultural orientation scheduling and, as required, guide and assist in monitoring teams of Project Clerks and Project Assistants in organizing and completing cultural orientation activities in an assigned area.
2. Verify START is updated as needed with cultural orientation-related content and assist supervisors in overseeing cultural orientation related processes being carried out within and between units, including by email and phone.
3. Utilizing reports and other oversight mechanisms, conduct regular QC of cultural orientation-related data in START to verify the accuracy and clarity of information shared with individuals as well as the RSC's compliance with all USRAP and RSC SOPs. Proactively bring to the attention of supervisor's cultural orientation-related backlogs or other issues.
4. In coordination with supervisors, liaise as needed with other teams and units in RSC and other RSCs. Provide regular reports on the work being accomplished within the team to supervisors and team members.
5. Train other cultural orientation team members as needed to efficiently and effectively manage cultural orientation activities, update START and other databases accurately and to assist in monitoring cultural orientation team members and activities.
6. Undertake duty travel as needed to participate in cultural orientation-related activities, for meetings and for training.
7. Demonstrate an in-depth understanding of the USRAP, SOPs and START, as well as the ability to remain professional, impartial and unbiased during all interactions with applicants and colleagues.
8. Maintain 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.
9. Undertake cultural orientation training activities, including providing training for a range of resettlement countries throughout the region, featuring student-centered activities in all classes, assisting in drafting training lesson plans in accordance with RSC cultural orientation objectives, assisting in the development of teaching materials, visual aids and bulletin boards supporting the curriculum and assisting in managing and restocking inventories of instructional supplies.

10. In order to develop and maintain cultural orientation training-related skills, participate in and contribute to teacher trainings and staff development seminars and engage in self-directed study for professional development, including reading resettlement updates, language tutorials, attending cultural orientation-related workshops and seminars.
11. Perform such other duties as may be assigned.

Required Qualifications and Experience:

Education:

- Bachelor's degree with three years of relevant professional experience; or
- Secondary education with five years of relevant professional experience.

Experience:

- Teaching, training and curriculum development.
- Experience within USRAP Cultural Orientation (CO) or programmes for other resettlement countries is desirable.
- Experience in leading interactive training seminars or orientation sessions for youth and adults.

Skills:

- Strong interpersonal and communication skills.
- Ability to use own initiative and work under pressure with minimum supervision.
- Excellent computer skills - Word, Excel and Internet.
- Attention to detail and ability to organize.
- Self-motivated and objective driven.

Languages:

Fluency in English (oral and written) is required.

Working knowledge of Dari and/or Pashto and Albanian would be an advantage.

Required Competencies:

The incumbent is expected to demonstrate the following values and competencies:

Values:

All IOM staff members must abide by and demonstrate these five values:

- Inclusion and respect for diversity: Respects and promotes individual and cultural differences. Encourages diversity and inclusion.

- Integrity and transparency: Maintain 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: Demonstrates willingness to take a stand on issues of importance.
- Empathy: Shows compassion for others, makes people feel safe, respected and fairly treated.

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.

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.

How to apply:

Interested candidates are invited to submit the following (all in English language) indicating the **Vacancy Notice Number (2023-16)** with a subject line “**Project Assistant (Cultural Orientation)**” to: HumanResourcesTirana@iom.int.

- CV or Personal History Form (PHF) [download here](#)
- Cover Letter with the details of competences (including previous similar experience, 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, as well as confirming that you agree on our check for references to the referees and the requested additional information.

Internal candidates with the required qualifications are invited to submit the internal application form in English at the above e-mail address.

To download Personal History Form please refer to: <https://albania.iom.int>

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

Only shortlisted candidates will be contacted.

Posting period: 29 January 2024 to 11 February 2024