



International Organization for Migration (IOM)
The UN Migration Agency

Vacancy Notice 2024-07 Open to Internal and External Candidates

Position Title: **Senior Project Assistant (Inclusion and AAP)**
Duty Station: **Shengjin, Albania**
Classification: **General Service Staff, Grade 6**
Type of Appointment: **One Year Fixed Term graded, 1 (one) year with possibility of extension.**
Estimated Start date: **15 March 2024**
Closing Date: **20 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 inclusion and accountability to affected populations (AAP) activities in relation to RSC activities in Albania, including ensuring protection, inclusion and AAP standards and guidelines are implemented and upheld; spearheading and managing initiatives that promote meaningful and sustained inclusion of all relevant populations; regularly reviewing and advising on the accessibility of facilities and activities; enhancing accountability mechanisms including complaints and feedback mechanisms (CFMs); and providing relevant training as needed.
2. In close coordination with relevant USRAP Global, RMM and Protection division colleagues and taking a whole-of-organisation approach towards diversity, intersectionality, and the inclusion of marginalised groups, implement and support the continued use of the *Protection Mainstreaming in Resettlement and Movement Management* principles and MAAP minimum standards and their associated tools in Albania. Monitor, collect and report feedback on their implementation, integrating new tools as needed. Ensure all personnel understand the principles and minimum standards, have access to relevant trainings and guidance, understand the use of the principles and guidelines in decision-making, and can explain how they are relevant and applicable to their work. As needed, help design new guidance and tools.
3. Liaise with RSC colleagues on the support provided to vulnerable individuals, including those related to children, older people, people with disabilities and people with diverse SOGIESC, and provide updates to management on that support regularly. Ensure visual materials, case management materials (such as the scripts utilised by personnel), and other materials and tools are fit for purpose for regional needs, appropriate for a diverse range of individuals, and suited to meet the needs of vulnerable cases. Liaise with the Senior Programme Coordinator (Inclusion & AAP) on these materials as well as on topics as data collection, management, and protection. As needed, provide advice on vulnerability and protection in relation to humanitarian exception requests.
4. Oversee the efficient and effective management of protection-related refugee case expedites, including monitoring RSC (Resettlement Support Center) expedite cases in START, drafting and updating SOPs related to expedite processing, monitoring the implementation of expedite-related SOPs, maintaining an expedite database, acting as the primary liaison with partners on expedite cases, working with other units and

- departments to ensure expedite cases are processed efficiently and drafting regular reports related to expedite cases in RSC (Resettlement Support Center).
5. Support the coordination of Best Interest Assessments (BIA) on children and completing documentation related to refugee minors counselling and arranging the expedition of at-risk cases as needed. In this capacity, support screening processes, training such as Best Interest Assessments (BIAs) and Best Interest Determinations (BIDs), guide staff interactions with beneficiaries, provide guidance on working with minors, produce practical tools and liaise as needed on child protection and other inclusion issues.
 6. Utilising relevant guidance and institutional AAP and protection tools, assess the accessibility of IOM facilities and other spaces in which RSC personnel are operating in Albania. Work closely with the Project Coordinator, Senior Program Coordinator (Inclusion and AAP) and the RMM Programme Officer (MAAP) on resolving any accessibility issues that need to be addressed. Ensure all Standard Operating Procedures (SOPs) take accessibility and inclusion into account when directing personnel how to implement their work.
 7. Support USRAP and other institutional monitoring efforts by sharing relevant information about the concerned populations, briefing monitoring teams on protection, inclusion and AAP-related activities, assisting in strategizing monitoring mechanisms based on the working landscape of Albania, and making connections with relevant community-based organisations (CBOs), civil society organisations (CSOs), organisations for persons with disabilities (OPDs), and organisations related to age, gender and sexual orientation, gender identity, gender expression and sex characteristics (SOGIESC). When required, set up focus group discussions and other forums enabling community feedback, ensuring both accessibility and inclusion, and provide feedback on other monitoring tools such as surveys and interview protocols.
 8. In line with RSC guidance, and guidance published by the IOM AAP team, improve the performance of community feedback mechanisms (CFMs) in RSC offices in the region. Ensure the CFM has multiple channels; that community feedback is recorded in a structured manner; and that individuals who raise feedback receive a meaningful reply within a specified timeframe. Ensure there is a structured system for recording feedback, so it can be processed in an orderly, transparent manner. Improve outreach efforts, organise regular group feedback sessions, and work to record CFM metrics. Provide capacity building on CFMs, work with other IOM units to harmonise feedback mechanisms and collaborate with management to address the issues raised.
 9. Assist in increasing staff's knowledge of protection, inclusion and AAP topics through regular, accurate, accessible, and inclusive information sharing that advises both management and personnel and answers questions in a timely manner. In collaboration with training colleagues, support and provide training to RSC personnel on inclusion and AAP topics in Albania. Ensure learners are furnished with the tools necessary to link the training to their daily work and to evaluate the effectiveness of their learning experience over an established period of time. Collaborate with protection colleagues to ensure that RMM staff have received appropriate protection training.

10. Work closely with the Senior Programme Coordinator (Inclusion & AAP) and the RMM Programme Officer (MAAP) to ensure all trainings, tools, collaborations, and feedback mechanisms utilised throughout the Albania are designed to ensure they are accessible to all personnel and beneficiaries, regardless of their age, gender, disability, or any other factors. Promote coordination, collaboration and documentation of best practices and lessons learned between IOM Country Offices in Albania, institutional protection/AAP/PSEA personnel and HQ by participating in protection and AAP working groups, networks, and other forums.
11. Coordinate closely with other IOM units in the offices and region to ensure that protection, inclusion, and AAP activities are growing more closely aligned between RSCs and other IOM areas of work. Seek to fit RSC inclusion and AAP activities into existing systems and initiatives within the mission and region, rather than duplicating efforts. As necessary, provide support to both management and personnel in identifying and adjusting approaches to protection, inclusion, and AAP issues, including complaints and feedback mechanisms, to align throughout the region.
12. Participate in relevant mission-level and regional meetings related to protection, inclusion, and AAP, ensuring close coordination on participation and information sharing with mission management, RSC management, mission-level protection colleagues, other protection-related colleagues in the region, and the Senior Programme Coordinator (Inclusion & AAP) and RMM Programme Officer (MAAP). Ensure that the Senior Programme Coordinator (Inclusion & AAP) and the RMM Programme Officer (MAAP) are kept well-informed of activities, regional challenges, locally developed guidance and tools, trainings and other inclusion and AAP activities.
13. Maintain and promote the confidentiality and integrity of all relevant paperwork in line with standards of conduct and data protection rules. Alert the direct supervisor or management of any non-compliance to SOPs or codes of conduct by IOM staff members or partners.
14. Perform other relevant duties as assigned.

Required Qualifications and Experience:

Education:

- University degree in international relations, political science, or a related field from an accredited academic institution with four years of work experience; or,
- Completed secondary education with six years of relevant working experience.

Experience:

- At least 4-6 years of relevant experience (please see above) in such areas as protection, inclusion, AAP, migrant assistance, refugee resettlement, monitoring and evaluation, diversity, equality and inclusion, social work, etc,

- Experience planning, facilitating, and evaluating training required, with experience facilitating training in a humanitarian setting preferred,
- Prior experience with protection analysis and/or the production of reports preferred,
- Experience with USRAP programs is preferred,
- Experience with processing systems such as START, MiMOSA and iGATOR is preferred; and,
- Experience working in a multi-cultural setting.

Skills:

- Thorough knowledge of English language,
- Strong interpersonal and communication skills,
- Attention to detail and ability to organise,
- Self-motivated, objective driven and able to use own initiative and work under pressure with minimum supervision; and,
- Computer/software literate with good knowledge in Microsoft Office.

Languages:

Fluency in English and Albanian (oral and written) is required.

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 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.

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 (2024-07)** with a subject line “**Senior Project Assistant (Inclusion and AAP)**” 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: 06 February 2024 to 20 February 2024