



International Organization for Migration (IOM)
The UN Migration Agency

Vacancy Notice 2024-09 Open to Internal and External Candidates

Position Title: **Senior Project Assistant (Compliance)**
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: **29 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. If required, oversee a team of RSC staff members undertaking compliance activities in an assigned area or areas, such as project monitoring and evaluation, training, project reporting, project support or protection, 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. In close coordination with the USRAP Monitoring Officer in Washington, DC oversee monitoring and evaluation activities for RSC, including, if assigned, planning monitoring and evaluation activities, 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.
3. Oversee and plan training activities for RSC staff members, including, if assigned, serving as the USRAP Training Focal Point for RSC in close coordination with the HR-Business Partner, coordinating with management and staff members to identify training needs within the RSC region, 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) at IOM Headquarters on trainings that are held by RSC and contributing to the development of new training packages.
4. Provide necessary support to the RSC project as identified by the Project Manager, RSC 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 Eurasia as well as RSC management and IOM departments that are outside of, but support, RSC activities.
5. In relation to project reporting, provide support as needed to RSC management on a regional level on a wide variety of reporting needs, including compiling information for reports, drafting reports, editing reports and designing reports for internal RSC use, relevant IOM missions and regional offices, the USRAP Global Management Team, IOM Headquarters, RSC project partners and PRM.

6. Oversee the efficient and effective management of protection-related refugee case expedites, including, if assigned, monitoring RSC expedite cases, drafting and updating Standard Operating Procedures (SOPs) related to expediting 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, processing COPE cases and drafting regular reports related to expedite cases in RSC Eurasia.
7. Oversee protection activities related to at-risk individuals served by RSC Eurasia, 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 on relevant issues, analysing or completing documentation related to refugee minors, counselling refugee minor cases and arranging the expedition of at-risk cases as needed.
8. In coordination with the Project Officer (Compliance, Inclusion & AAP, Communications, Cultural Orientation) liaise as needed with other teams and units in RSC 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 team statistics and report regularly to RSC management on relevant activities, problems and solutions related to the workflow and processing pipeline.
9. Train other compliance team members as needed to efficiently and effectively manage and undertake activities related to monitoring and evaluation, training, project support, project reporting and protection, and to oversee compliance teams and activities.
10. Undertake duty travel as needed to conduct activities related to monitoring and evaluation, training, project support, project reporting or protection, for meetings and to participate in training.
11. Demonstrate a comprehensive understanding of the USRAP, SOPs and START, as well as the ability to remain professional, impartial and unbiased during all interactions with refugee applicants, colleagues and partners. Support the development and implementation of SOPs as needed.
12. 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 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:

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

Experience:

- Demonstrated proficiency with START is desired;
- Experience in USRAP, particularly in RSC processing activities, is preferred;
- Knowledge of USRAP program implementation and familiarity with IOM's administrative; financial and business rules and practices is desirable.

Skills:

- Excellent computer skills - Word, Excel and Internet;
- Strong interpersonal and communication skills;
- Ability to work under pressure with minimum supervision is required;
- Attention to detail and the ability to organize is required;

Languages:

Fluency in English and Albanian (oral and written) is required.
Working knowledge of Dari and/or Pashto 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 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.

Managerial Competencies – behavioural indicators 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 leadership and professional potential.
- Empowering others: Creates an enabling environment where staff can contribute their best and develop their potential.
- Building Trust: Promotes shared values and creates an atmosphere of trust and honesty.
- Strategic thinking and vision: Works strategically to realize the Organization's goals and communicates a clear strategic direction.
- Humility: Leads with humility and shows openness to acknowledging own shortcomings.

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 (2024-09)** with a subject line “**Senior Project Assistant (Compliance)**” 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: 16 February to 29 February 2024