



Open to Internal and External Candidates

Position Title : **Project Focal Point, Communications**
Duty Station : **Lima, Perú**
Classification : **General Services Staff – Grade 5**
Type of Appointment : **Fixed term, one year with possibility of extension**
Estimated Start Date : **As soon as possible**

Closing Date : **27th May 2024**

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 environment. Internal and external candidates are eligible to apply to this vacancy. For the purpose of the vacancy, internal candidates are considered as first-tier candidates.

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 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 Mobility Pathways and Inclusion, 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), 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 technical supervision of the Deputy Project Manager, CCCI and direct supervision of the Project Coordinator, Peru, and technical guidance of Project Coordinator Communications, RSC El Salvador, the successful candidate will be based in Lima, Peru and will have the following duties and responsibilities:

Core Functions / Responsibilities:

- Undertake communications activities in an assigned area or areas related to case consultation, the information center and/or public affairs and, as required, guide and assist in monitoring teams of Project Clerks and Project Assistants in organizing and completing communications activities in an assigned area.
- Efficiently and effectively undertake case consultation assistance for individuals who appear in-person at RSC LA, providing efficient, effective, accurate, clear and courteous information to individuals during case consultation, and training all Project Clerks and Project Assistants involved in case consultation to provide such information.
- Provide information to individuals through the RSC LA information center, ensuring that all communication undertaken by phone, email, through website(s) and other technological means and, if relevant, in person, is efficient, effective, accurate, clear and courteous. Verify the information provided by the RSC LA information center is up to date, relevant and accessible to all persons, including to at-risk individuals, and that the staff members providing the information are adequately trained.
- In coordination with supervisors, assist with activities related to public affairs, including, as assigned, developing, designing, producing and distributing materials for individuals served by RSC LA, RSC management, IOM, partners and donors, including print, audio, visual and online materials.
- Verify START is updated as needed with communications-related content and assist supervisors in overseeing communications-related processes being carried out within and between units, including by email and phone.
- Utilizing reports and other oversight mechanisms, conduct regular QC of communications-related data in START and other communications tools such as email systems 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 supervisors communications-related backlogs or other issues.

- In coordination with supervisors, liaise as needed with other teams and units in RSC LA and other RSCs. Provide regular reports on the work being accomplished within the team to supervisors and team members.
- Train other communications team members as needed to efficiently and effectively manage communications activities, update START and other databases accurately and to assist in monitoring communications team members and activities.
- Undertake duty travel as needed to participate in communications-related activities, for meetings and for training.
- 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.
- 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.
- Perform such other duties as may be assigned.

Required Qualifications and Experience

Education

- Completed secondary education required.

Experience

- Five years of working experience with secondary education; three years of working experience with Bachelor's degree.

Skills

- Thorough knowledge of English
- Excellent computer skills - Word, Excel, and Internet
- Ability to use own initiative and work with minimum supervision

- Strong interpersonal and communication skills
- Attention to detail and ability to organize
- Self-motivated and objective driven

Languages

- IOM's official languages are English and Spanish, all staff members are required to be fluent in one of the three languages.
- Desirable: Working knowledge of another official UN language (Arabic, Chinese, French and Russian) is an advantage.

Required Competencies

The incumbent is expected to demonstrate the following values and 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: 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

- 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

- Only applications that meet the requested profile will be considered.
- All applications must be submitted in English (CV and cover letter), applications submitted in another language will not be considered.
- Those applications received on the date after the call closes or that do not specify the reference code will not be considered.
- This call is only open to national citizens or foreigners legally authorized to work in the country.
- Any job offer in connection with this special vacancy notice is subject to the availability of project funds.
- The hiring of this candidate is subject to the validation of references and medical approval. You must have the complete COVID vaccination certificate and/or programming of the second and/or third dose, as well as verification of residence, visa and authorizations by the local government, if applicable

How to apply:

Interested candidates are invited to apply by sending an email to rrhlima@iom.int with the subject: "RRHH 33_2024 Project Focal Point, Communications" attaching their ID or passport, cover letter (English) and CV (English) in PDF format renamed as follows: "CV LAST NAMES_NAMES", until May 27th, 2024 at 11:59 pm.

Only shortlisted candidates will be contacted.

Posting period:

From 14.05.2024 to 27.05.2024