



## IOM Greece CALL FOR APPLICATIONS

Reference Number : **GRCFA22-004**  
Position Title : **Information Assistant (Help Desk)**  
Duty Station : **Various locations around Rzeszow, Poland**  
Type of Appointment : **Special Short-Term Ungraded Contract**  
Closing Date : **Open-Ended**

Established in 1951, IOM is the leading inter-governmental organization in the field of migration and works closely with governmental, intergovernmental and non-governmental partners. The International Organization for Migration (IOM) is committed to the principle that humane and orderly migration benefits migrants and society. As the leading international organization for migration, IOM acts with its partners in the international community to: assist in meeting the growing operational challenges of migration management; advance understanding of migration issues; encourage social and economic development through migration, and; uphold the human dignity and well-being of migrants.

IOM has been active in Poland since 2002 under an agreement with the Polish government and conducts various migration programs, including activities supporting the integration of male and female migrants into Polish society. IOM in Poland implements projects aimed at the private sector to promote ethical recruitment, respect for the rights of migrants and migrant women as well as the elimination of forced labour from value chains and the prevention of human trafficking.

### **Context:**

The conflict in Ukraine has led to the overspill of over a million forcibly displaced persons to Poland. As migratory flows continue unabated, IOM is urgently and significantly boosting its capacity in Poland to provide multi-sectoral assistance to respond to urgent emerging humanitarian needs in a dynamic context. There is an urgent need for the provision of accurate and up to date information on available services, as well as transportation for vulnerable individuals in need.

Under the direct supervision of the Community Support Coordinator, the **Information Assistant (Help Desk)** will have the following duties and responsibilities:

### **Core Functions / Responsibilities:**

1. Represent IOM at the reception centre or border point and in the absence of the community support assistant, act as general point of contact in all matters pertinent to IOM's intervention on site.
2. Monitor and ensure that all activities are in place according to the schedule and the guidelines shared.
3. Support in the orientation and provide official information services to Ukrainian refugees, including third country nationals.
4. Support in the overall management and coordination of services at the facility. Assist in the delivery of services at reception point according to established protocols and agreed procedures.

5. Assist in the oversight of other relevant support staff and volunteers within facility as agreed between actors.
6. Assist the authorities and the coordination mechanisms in relation to issues around contingency planning, emergency preparedness and site's life cycle developments.
7. Support in managing information, including data collection on activities and service provision, and information dissemination to beneficiaries, on-site actors and stakeholders.
8. Report security issues to relevant authorities and IOM and respond to emergency events in coordination with relevant authorities according to established guidance.
9. Encourage and monitor engagement, mobilization, and participation of beneficiaries in site coordination structures with particular emphasis on the inclusion of women, children, elderly, and persons with specific needs into decision-making processes.
10. Ensure meaningful access, accountability, participation, and empowerment for the affected populations. Implement meaningful community engagement & participation activities and ensure that feedback mechanisms are in place and information is accessible and inclusive to all.
11. Guarantee protection mainstreaming in all cross-cutting interventions related to the project.
12. Prepare regular assessments, monitoring and progress reports for all the implemented activities.
13. Ensure the compliance and alignment with the Mission's policies, procedures, and organization's code of conduct in all implemented activities.
14. Perform other related duties that may be assigned.

### ***Required Qualifications and Experience***

#### **Education**

- High school degree/certificate with two years of relevant work experience; or
- University degree from an accredited academic institution.

#### **Experience and Skills**

- Previous experience in a similar role preferred.
- Excellent communication and negotiation skills, personal commitment, efficiency and flexibility;
- Familiar with direct assistance to migrants and/or refugees preferred.
- Experience in working in a multi-cultural environment an advantage.
- Computer literacy in standard software applications (MS Office, etc).
- Ability to work with minimal supervision;
- Strong work ethics and commitment to humanitarian principles;
- Willingness to work under difficult conditions;
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#### **Languages**

Fluency in **Polish** and **Ukrainian** and/or **Russian** is required. Good knowledge of **English** advantage.

### ***Required Competencies***

IOM's competency framework can be found at this [link](#).

#### **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.

## **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:***

IOM is committed to a diverse and inclusive environment.

This post is subject to local recruitment. Only those holding a valid residence and work permit for Poland will be eligible for consideration.

Any offer made to the candidate in relation to this vacancy notice is subject to funding confirmation.

At the time of recruitment, all candidates must disclose any known relative or spouse who works for IOM. Candidates may also be requested to provide documentary evidence of academic degree(s), professional licenses, and proof of no criminal records as relevant to the requirements of the position advertised.

Appointment will be subject to certification that the candidate is medically fit for appointment, verification of residency, visa, and authorizations by the concerned Government, where applicable.

**Vaccination against COVID-19 will be required for IOM personnel who are hired or otherwise engaged by IOM. As part of the mandatory medical entry on duty clearance, candidates will be requested to provide evidence of full vaccination.**

### ***How to apply:***

Interested candidates are invited to submit their application including **a CV and a completed Personal History Form in English by email to: [IOMPolandHR@iom.int](mailto:IOMPolandHR@iom.int)**, specifying the vacancy reference number **PLCFA22-004** and **full name** in the subject line.

Please click this link to access the [Personal History Form \(two pages\)](#).

Due to the volume of applications received, IOM Poland will not be able to respond to all inquiries about the application status and will only contact shortlisted candidates.

### ***Posting period:***

From 12 March 2022 - Open-ended