



## Call for Applications

Open for external and internal candidates

Reference Number : **PLCFA24-006**  
Position Title : **Field Protection Assistant – Case Manager**  
Duty Station : **Warsaw, Poland**  
Classification : **General Service Staff**  
Type of Appointment : **Special Short Term Ungraded Contract**  
Estimated start date : **As soon as possible**  
Closing Date : **8 February 2024**

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 boosting its capacity in Poland to provide multi-sectoral assistance to respond to urgent emerging humanitarian needs in a dynamic context.

Under overall supervision of Field Protection Coordinator, and the direct supervision of Field Protection Site Leader, the successful candidate will provide support in the implementation of protection activities in the assigned site(s) in close coordination with other protection partners, stakeholders, and authorities. Staff members in field-based positions might be required to be mobile.

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

1. Conduct vulnerability assessments with migrants and refugees and provide comprehensive case management to the most vulnerable persons ensuring access to rights and services.
2. Provide migrants and refugees with information and contribute to the development of leaflets, and outreach messaging to ensure correct dissemination of information.
3. Organize information meetings and other community awareness raising sessions for beneficiaries.
4. Contribute to protection services mapping and work on protection referral pathways.
5. Cooperate and navigate work with internal units like MHPSS, Basic Needs and LMI.
6. Draft correspondence on protection issues, briefing notes, graphics, statistical tables, and other forms of documentation.

7. Report on situation and specific protection needs of people at the reception centers and other spots within assigned site(s).
8. Respond to complex information requests and inquiries; set up and maintain files/records.
9. Participate in meetings and conferences; maintain effective coordination with shelters' coordinators, local authorities, partners, intergovernmental and non-governmental organizations and other stakeholders relevant to assignment.
10. Actively participate in meetings with case management actors to discuss case management and collect feedback on existing risks, challenges, and gaps in service provision for protection cases.
11. Provide inputs for the development of Standard Operations Procedures (SOP) and concept papers and provide general support for the development of new projects.
12. Implement measures to ensure confidentiality when handling personal information and data of migrants and refugees.
13. Perform other related duties as assigned.

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

### **Education**

- High School diploma with five years of relevant experience; or,
- Bachelor's degree, preferably in social work, from an accredited academic institution with three years of relevant professional experience.

### **Experience and Skills**

- Prior work experience with international humanitarian organizations, non-government or government institutions/organization in a multi-cultural setting;
- Experience in working with migrants, refugees, internally displaced persons, victims of trafficking, GBV and other vulnerable groups;
- Experience in liaising with governmental authorities, national/international institutions, United Nations agencies and non-governmental organizations.
- Strong interpersonal and communication skills in a multi-cultural setting;
- Strong organizational, facilitation, communication, writing and presentations skills;
- Proficient in a Microsoft Office environment and office software packages. Knowledge of spreadsheet and database packages, experience in handling of web-based management systems;
- Strong work ethics and commitment to humanitarian principles;
- Driving licence.

### **Languages**

Fluency in **Polish**, **Ukrainian** and/or **Russian** is required. Basic **English** is necessary. Any additional language would be an asset.

## ***Required Competencies***

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

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

**Values** - all IOM staff members must abide by and demonstrate these values:

- **Inclusion and respect for diversity** respects and promotes individual and cultural differences; encourages diversity and inclusion wherever possible.
- **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:**

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 send completed **Personal History Form** and **CV in English** to [iompolandapplications@iom.int](mailto:iompolandapplications@iom.int) email specifying the Vacancy Reference Number **PLCFA24-006** and full name in the subject line (e.g., "PLCFA24-006–Jane SMITH").

Please click this link to access [Personal History Form](#)

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 9 January 2024 until 8 February 2024