



## Vacancy Notice

### Open to Internal and External Candidates

Vacancy Number : **UA90VN/2024/17**  
Position Title : **Project Associate (Compliance System Solutions)**  
Duty Station : **Ukraine Sub - Office in Warsaw, Poland**  
Classification : **General Service Staff, Grade G7 ([UN Salary Scale](#))**  
Type of Appointment : **One-Year Fixed Term, with possibility of extension**  
Estimated Start Date : **As soon as possible**  
Closing Date : **19 April 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 is committed to a diverse and inclusive work environment. Internal candidates are eligible to apply to this vacancy. 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 individuals 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 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 services 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 **Deputy Project Manager (Comp., Comms&CO)** and direct supervision of the **Project Coordinator - Compliance** and in coordination with the IOM USRAP Washington Training Coordinator, the Senior Project Assistant (Compliance - Training) will be responsible for supporting all training activities for RSC staff in Warsaw, Poland who are carrying out resettlement- and movement operations-related activities, with the following duties and responsibilities.

## RESPONSIBILITIES AND ACCOUNTABILITIES

1. Alongside the Project Officer (Compliance SSC), serve as START subject matter experts and a touchpoint for START-related questions, concerns, and proposed enhancements from RSC personnel. Assist in implementing issue management procedures as outlined in program governance by refining RSC staff requests before submission to the Refugee Processing Center (RPC). Help the Project Officer (Compliance SSC) conduct analysis with other SSCs on requests to the RPC as needed.
2. Assist RPC START Teams in backlog prioritization efforts by providing analysis and feedback on system enhancements and provide additional analysis and support to START Production Support (SPS) tickets as requested by RPC SPS Team.
3. In coordination with the Project Officer (Compliance SSC), participate in and present at Production Support meetings and other forums as needed, speaking on the top questions/issues/pain points the SSC has heard/received from RSC colleagues so that RPC can maintain situational awareness.
4. Assist with: RSC communication to the RPC; completing and assigning RPC Data Call Requests; participating in RPC and SSC collaboration and knowledge-sharing forums; maintaining awareness of PRM, RPC and RSC policies, plans, initiatives and developments that impact RSC staff; and planning and coordinating various opportunities for RSC involvement in the practice, collaboration, interaction, and education of the new system with the RPC Minimally Lovable Product (MLP) build/development team.
5. Embrace a data protection mindset; motivate colleagues to utilize START functionality like workload views, assignment groups, and filters to track, monitor, and organize work in-system and not outside of the START system.
6. Provide training coordination support and act as a Point of Contact and coordinator for START Training alongside the Project Officer (for RSCs which do not have specialized START Training staff member). As requested, organize additional RSC-led trainings and simulations to reinforce training provided by START Team.
7. As directed by the Project Officer (Compliance SSC), perform monitoring activities through filtering and other mediums on current case processing workflow and data use practices and propose changes or suggest efficiencies where necessary; perform spot check/quality checks on START cases to ensure RSC staff are using functionality as intended; and provide spot check analysis and recommendations to RSC leadership and RPC.
8. Draft RSC updates to existing local SOPs in coordination with local SOP leads (e.g., provide feedback from observations that require local or overall USRAP SOP update).
9. Provide START training sessions and onboarding for new hires at the RSC where necessary, and refresher training for areas where SSC notices challenges or inconsistencies in caseworker performance.
10. In relation to testing and functionality, facilitate and coordinate User Acceptance Testing as needed and serve as the primary contact for the RPC MLP Build / Development Team. Support RPC MLP Build/Development Team with Design and Deployment considerations by analyzing new requirements, design, and build for accuracy and relevancy, with recommended revisions on an as-needed basis.
11. Perform other duties as required.

## Required Qualifications and Experience

### Education

- Bachelor's degree with five years of relevant professional experience; or,
- Secondary education with seven years of relevant professional experience.

### Experience

- Demonstrated proficiency with START is essential;
- 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

- Strong written and verbal communication skills and ability to effectively communicate with and lead a team;
- Excellent computer skills and a high level of proficiency in spreadsheet and database applications.

### Languages

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

Working knowledge of IOM languages: Arabic, French, Russian and/or Spanish is an advantage.

### ***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 five values:**

**Inclusion and respect for diversity:** Respects and promotes individual and cultural differences. Encourages diversity and inclusion.

**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 – 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 actions 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:**

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, or a completed Personal History Form in English by email to: [rscrecpl@iom.int](mailto:rscrecpl@iom.int)**, specifying the vacancy reference number and full name in the subject line (e.g., "UA90VN/2024/17 – Jane SMITH").

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

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.

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### **Posting period:**

From 04 April 2024 to 19 April 2024