



Vacancy Notice

Open to Internal and External Candidates

Vacancy Number : **UA90VN/2024/34**
Position Title : **Project Assistant, Communications**
Duty Station : **Ukraine Sub - Office in Warsaw, Poland**
Classification : **General Service Staff, Grade G4 ([UN Salary Scale](#))**
Type of Appointment : **One-Year Fixed Term, with possibility of extension**
Estimated Start Date : **As soon as possible**
Closing Date : **28 August 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 general supervision of the **Project Coordinator, Communications, RSC Eurasia**, the direct supervision of the **Project Associate, Communications, RSC Eurasia**, and with monitoring and guidance from the **Project Focal Point, Communications, RSC Eurasia**, the Project Assistant is responsible for undertaking communications activities, with the following duties and responsibilities:

RESPONSIBILITIES AND ACCOUNTABILITIES

1. Assist with communications activities in an assigned area or areas, such as case consultation, the information centre, and/or public affairs.

2. Assist in providing efficient and effective case consultation services for individuals who appear in person at RSC Eurasia by delivering efficient, practical, accurate, precise, and courteous information to individuals during case consultation.
3. Provide information to individuals through the RSC Eurasia information centre, ensuring that all communication is undertaken by phone, email, website(s), and other technological means and, if relevant, in person, is efficient, effective, accurate, precise, and courteous. In addition, assist in verifying that the information provided by the RSC Eurasia information centre is up to date, relevant, and accessible to all persons, including at-risk individuals, and that the staff members providing the information are adequately trained.
4. In close coordination with supervisors, as requested, assist with activities related to public affairs, including, as assigned, producing, and distributing materials for individuals served by RSC Eurasia, RSC management, IOM, partners, and donors, including print, audio, visual, and online materials.
5. Update START as needed with communications-related content.
6. Undertake quality checks (QC) of communications-related data in START and other communications tools, such as email systems, as directed by Communications team members or supervisors. Proactively bring to the attention of supervisor's communications-related backlogs or other issues.
7. Provide regular reports on the work being accomplished to the Project Focal Point, Communications, supervisors, and team members.
8. Undertake duty travel as needed to participate in meetings or training.
9. Demonstrate an in-depth understanding of the USRAP, SOPs, and START and the ability to remain professional, impartial, and unbiased during all interactions with applicants and colleagues.
10. Maintain the confidentiality and integrity of all RSC-related information by implementing control procedures per USRAP standards of conduct and data protection rules. Alert the Project Focal Point or RSC management of any non-compliance to SOPs or codes of conduct by RSC staff members.
11. Perform such other duties as may be assigned protection rules. Alert the Project Officer, Project Coordinator or RSC management of any non-compliance to SOPs or codes of conduct by RSC staff members.

Required Qualifications and Experience

Education

- Bachelor's degree from an accredited institution with two years of relevant professional experience, or
- High school diploma with four years of relevant experience.

Experience and Skills

- Experience in using office software packages (MS Word, Excel, etc.) and databases is considered desirable.
- Experience in client-facing communication or customer care settings is considered desirable.
- Experience working with migrants, refugees, or other vulnerable groups is considered desirable.

- Attention to detail and ability to organize.
- Excellent computer skills - MS Office (Word, Excel) and Internet.
- Strong interpersonal and communication skills.
- Ability to work under pressure with minimum supervision.

Languages

Required fluency in **Ukrainian and Russian**.

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 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 actions and delegated work.
- **Communication:** Encourages and contributes to clear and open communication. Explains complex matters in an informative, inspiring and motivational way.

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.

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: rscrcpl@iom.int**, specifying the vacancy reference number and full name in the subject line (e.g., "UA90VN/2024/34 – 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 14 August 2024 to 28 August 2024