



Organization or Agency: **International Organization for Migration (IOM)**  
Position Title: **Community Resources Center Referral Focal Point**  
Organizational Unit: **Transition and Recover Division**  
Duty Station: **Ninawa (Baa) - Iraq**  
Type of Contract: **Sub-Contract to Stars & Orbit**  
Grade: **Equivalent to G4**  
Duration of Appointment: **Six (6) months, with possibility of extension subject to satisfactory performance and funds availability**  
Closing Date: **16<sup>th</sup> January 2023**  
Reference Code: **CFA2022/IRQ/268**

*IOM is committed to a diverse and inclusive environment. Applications from qualified female candidates are especially encouraged, as well as the internal and external candidates are eligible to apply to this vacancy. For the purpose of the vacancy, the internal candidates are considered as first-tier candidates.*

#### **Context/Reporting line:**

Under the general guidance of the Head, Transition and Recovery Division, the overall supervision of the National Operations Officer, the administrative supervision of the Head of Sub office (HoSO), and the direct supervision of the Senior Administrative Assistant (CRC) in close coordination with the Team Leader, the successful candidate will perform the following responsibilities:

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

1. Develop referral pathways with CRC area coverage, including where CRC is located and other districts of the same governorate.
2. Conduct on a regular basis mission jointly with the CRC teams within CRC area coverage.
3. Conduct timely and regular (daily) referrals of the cases, while maintaining a complete record (Using CRC's referral tracking tools) of all referred cases' details and actions taken then Conduct full and regular follow-up internally and/ or externally on the referred cases' status, persons-in-charge, to understand whether the beneficiaries have effectively accessed relevant procedures and/or availed themselves of the needed service(s) and rights.
4. Attend Monthly referral focal point meetings with the senior community resource center assistant to ensure adherence to standards of care and quality of service provided.
5. Support the implementation of Post return monitoring as part of durable solutions and accordingly conduct referrals during interaction with returnees who report different needs.
6. Participate in the data collection on the field level mainly for post-return monitoring, check-in calls, and arrival calls as part of the durable solutions approach.
7. Collaborate with other IOM divisions and to ensure a coordinated and collaborative response to the provision of services and assistance for those benefiting from registration and referrals.
8. Perform any other duty as assigned.

## Required Qualifications

### *Education:*

- Bachelor's degree in Sociology, Psychology, Social Sciences, IT/ICT (Information and communication), from an accredited academic university or institute.

### *Experience and Skills:*

- At least 2 years of relevant professional experience.
- Previous experience in international organizations.
- Previous experience providing protection and/or GBV case management services.
- Previous experience providing counselling and/or psychosocial support services.
- Strong computer skills – basic web design and database management, experience of GIS software would be an advantage.
- Experience working with people with different backgrounds and under challenging circumstances.
- Excellent organizational, communication, coordination, and time-management skills.
- High ability to interpret, analyze, and synthesize information in a fast-paced environment.
- Excellent reporting skills, reliability, flexibility, commitment, and patience.
- Excellent knowledge of Microsoft Office applications (especially Word, Excel, Access).

### *Languages:*

- Fluency in English and Arabic is required.

### *Behavioral Competencies*

- Work prioritization and ability to multitask.
- Shares knowledge and experience.
- Positive, constructive attitude.
- Ability to work and act under pressure with discretion in a politically sensitive environment with a minimum of comfort.
- Responds positively to critical feedback and differing points of view.
- Ready to work independently, under tight deadlines.
- Displays cultural, gender, religion, race, nationality and age sensitivity and adaptability
- Ability to work in a multi-cultural team environment with a positive attitude.
- Highest standards of integrity, discretion, and loyalty.
- Strives for supportive working environment and positive working relationship.
- Creates a respectful office environment free of harassment, retaliation, and promotes the prevention of sexual exploitation and abuse (PSEA).

### *IN/234 - Policy and Procedures for Preventing and Responding to Sexual Exploitation and Abuse*

*IOM has a policy of zero tolerance of sexual exploitation and abuse (SEA) by IOM staff members and the employees or any other persons engaged and controlled by IOM Contractors. The staff members and all contract type holders shall protect against and prevent sexual exploitation and abuse (PSEA).*

### **How to apply:**

**While this vacancy is open to both Internals and Externals, priority shall be given to qualified Internal applicants.**

Interested candidates are invited to submit their applications via this link:

<https://jobs.my-soc.org/apply/20221114123827/iZhZCJBluvfVxpgsSqjFcb5d9>

In order for an application to be considered valid, IOM only accepts online profiles duly completed.  
Only shortlisted candidates will be contacted.

**Posting period:**

From: 09/01/2023 to: 16/01/2023