



Organization or Agency: **International Organization for Migration (IOM)**
Position Title: **Referral Focal Point**
Organizational Unit: **Transition and Recovery Division**
Duty Station: **Anbar (Fallujah)- Iraq**
Type of Contract: **Sub-Contract to Stars & Orbit**
Grade: **Equivalent to G5**
Duration of Appointment: **Three (3) months, with possibility of extension subject to satisfactory performance and funds availability**
Closing Date: **15th January 2022**
Reference Code: **CFA2022/IRQ/006**

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 Senior Program Coordinator (Durable Solutions and Community Engagement), the administrative supervision of the Head of Sub office (HoSO), and the direct supervision of the CRC Programme Officer, the Referral Focal Point will perform the following duties:

Core Functions / Responsibilities

1. Develop referral pathways with CRC area coverage.
2. Update and maintains contact with service providers and ensures to update the service mapping on a regular basis.
3. Conduct on a regular basis field visits jointly with the CRC teams within CRC area coverage.
4. Closely liaise with the CRC teams and other implementing partners, to ensure that complete and reliable information is collected to build and update the profile of the referred case.
5. Contribute to mapping of relevant government, humanitarian, recovery, and stabilization in CRC area coverage.
6. Facilitates CRC Administrator regular meetings with relevant government, humanitarian, recovery, and stabilization in CRC area coverage.
7. Participate in existing Clusters coordination forums at the governorate level.
8. 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.
9. Conduct full and regular follow-up on the referred cases' status, persons-in-charge, to understand whether the beneficiaries have effectively accessed relevant procedures and/or actually availed themselves of the needed service(s) and rights.
10. Contribute to development of the current referral tools and pathways.
11. Ensure the quality of the referrals.
12. Report in the appropriate documents the feedbacks, the assessments made by the teams and the needs in terms of referrals.
13. Follow-up and coordinate the internal referrals between the teams.
14. Participate in the field teams' training about the data collection on the field.
15. Provide relevant analyses and reporting of the collected data according to the Project Officer and Project Manager's requests.
16. Propose improvements of the follows up tools and assessment forms as needed.

17. Regularly analyze and report any obstacles, feasible solutions, concerns, and generate comprehensive lessons learnt to improve both the beneficiaries' environment and the CRC's teams' dynamics, procedures, and practices.
18. Assist with any other duties as deemed necessary by the supervisor(s).

Required Qualifications

Education:

- Bachelor's degree in Sociology, Humanities, Development, IT/ICT (Information and Communication Technology) or other relevant fields from an accredited academic university or institute.

Experience and Skills:

- Minimum 3 years of relevant work experience ideally related to protection monitoring (or similar field-bound activities) and reporting in the context of humanitarian programming.
- Strong computer skills – basic web design and database management, experience of GIS software would be an advantage.
- Demonstrated excellent knowledge of, specifically, protection and gender concepts, beneficiary selection criteria in humanitarian programming and referral pathways.
- Demonstrated excellent knowledge of and experience in using electronic databases and information and communication technology (ICT) platforms for digital data collection and automated reporting.
- Good knowledge of the state and community-based landscape, i.e., the organizations' mandates, target groups, capacities, activities etc.
- 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.
- Ability to productively work under pressure and circumstances of insecurity.
- Excellent reporting skills, reliability, flexibility, commitment, and patience.
- Ability to gain trust and build relationships with co-workers, communities, and authorities.
- Excellent knowledge of Microsoft Office applications (especially Word, Excel, Access).

Languages:

- Fluency in English and Arabic is required.
- Any other language is an advantage.

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 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).

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/20220105142239/EMVdtCGs2SWIXNxIYuA9R6Kv0>

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: 05.01.2022 to: 15.01.2022