



IOM International Organization for Migration

Position Title : **Senior Project Assistant, Communications**  
Duty Station : **Moscow, Russian Federation**  
Classification : **Employee, Grade 6**  
Type of Appointment : **Fixed term, one year with possibility of extension**  
Estimated Start Date : **As soon as possible**

Closing Date : **December 7<sup>th</sup>, 2016**

Reference Code : **VN 2016/27 (E)**

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. IOM is dedicated to promoting humane and orderly migration for the benefit of all. It does so by providing services and advice to governments and migrants.

IOM is committed to a diverse and inclusive work environment. Internal and external candidates are eligible to apply to this vacancy. For the purpose of the vacancy, internal candidates are considered as first-tier candidates.

The United States Refugee Admissions Program (USRAP) operates world-wide with a target of providing resettlement opportunities to 85,000 or more refugees 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. Some 1200 multi-disciplinary staff members work in support of the USRAP which has an annual budget in the range of USD 200 million. 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.

**Context:**

Under the United States Refugee Admissions Program (USRAP), the Resettlement Support Center (RSC) provides critical support and processing services for refugee 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 the RSC for Eurasia, prepares refugee applications for adjudication by and provides support to visiting US Citizenship and Immigration Services (USCIS) officers, facilitates security and medical screenings, provides information about arriving refugees to resettlement agencies in the US and offers Cultural Orientation (CO) training to refugees departing for the US.

Under the general supervision of the Deputy Project Manager, RSC Eurasia and the direct supervision of the Project Officer, RSC Eurasia, the Senior Project Assistant is responsible for supervising communications activities, with the following duties and responsibilities:

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

1. Oversee a team of RSC Eurasia staff members undertaking communications activities in an assigned area or areas related to case consultation, the information center and/or public affairs, including supporting staff development processes such as hiring, providing training, assigning duties and giving feedback to staff members on their performance on a regular basis to ensure high quality work and the accurate completion of communications activities.
2. Oversee communications systems utilized by RSC Eurasia, including, if assigned, email management systems, phone systems, websites and online case inquiry systems, walk-in case consultation spaces and waiting areas. As needed, identify system issues and potential solutions to communications challenges.
3. In relation to case consultation, ensure case consultation spaces are as confidential as possible while remaining secure for staff members and that case consultation spaces can accommodate the existing volume of scheduled and walk-in individuals as well as potential influxes. Work with the Project Officer to ensure staff members undertaking case consultation are adequately trained and provide efficient, effective, accurate, clear and courteous information to all individuals.
4. Oversee the information center, if assigned, ensuring that all communication undertaken by staff members by phone, email, through website(s) and other technological means and, if relevant, in person, are efficient, effective, accurate, clear and courteous. In coordination with the Project Officer, ensure the information provided by the RSC Eurasia information center is up to date, relevant and accessible to all persons, including to at-risk individuals, and that the staff members providing the information are adequately trained.
5. In close coordination with the Project Officer, undertake activities related to public affairs, including, as assigned, planning, developing, designing, producing and distributing materials for individuals served by RSC Eurasia, RSC management, IOM, partners and donors, including print, audio, visual and online materials. As required, oversee responses sent to Congressional inquiries made to RSC Eurasia about cases.
6. Ensure WRAPs, other relevant databases and case files are updated in a timely and effective manner with communications-related content, and supervise communications-related processes being carried out within and between units, including by email and phone.
7. Utilizing reports and other oversight mechanisms, ensure the regular QC of communications-related data in WRAPS and other communications tools such as email systems to ensure the accuracy and clarity of information shared with individuals as well as the RSC's compliance with all USRAP and RSC SOPs. Proactively address communications-related backlogs or other issues in coordination with RSC management.
8. In coordination with the Project Officer, liaise with other teams and units in RSC Eurasia and with external partners such as USCIS, the Refugee Processing Center (RPC), panel physicians, the US Embassy and the United Nations High Commissioner for Refugees (UNHCR). Prepare unit statistics and report regularly to the National / Project Officer or RSC management on relevant activities, problems and solutions related to the workflow and processing pipeline.
9. Train other communications team members to efficiently and effectively manage communications activities, update WRAPS and other databases accurately and to supervise communications team members and activities.

10. Undertake duty travel as needed to participate in communications-related activities, for meetings and for training.
11. Demonstrate a comprehensive understanding of the USRAP, SOPs and WRAPS, as well as the ability to remain professional, impartial and unbiased during all interactions with applicants, colleagues and partners. Develop and implement SOPs as needed.
12. Maintain and promote the confidentiality and integrity of all RSC-related information by implementing control procedures in line with USRAP standards of conduct and data protection rules. Alert RSC management of any non-compliance to SOPs or codes of conduct by RSC staff members.
13. Perform such other duties as may be assigned.

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

### **Education**

- Four years of working experience with Bachelor's degree; six years of working experience with High School Degree/Certificate.

### **Experience**

- Experience in USRAP, particularly in RSC processing activities, such as employment verification, case creation, pre-screening, USCIS adjudications support, scheduling, field support and out-processing, is highly preferred
- Knowledge of USRAP program implementation and familiarity with IOM's administrative, financial and business rules and practices is desirable
- Strong written and verbal communication skills and ability to effectively communicate with and lead a team
- Attention to detail and ability to organize
- Demonstrated proficiency with the World Wide Refugee Admission Processing System (WRAPS)
- Excellent computer skills and a high level of proficiency in spreadsheet and database applications
- Self-motivated and objective driven.

### **Languages**

Fluency in English, and Russian is required.

## ***Required Competencies***

### **Behavioural**

- Accountability – meets deadline, cost, and quality requirements for outputs
- Client Orientation – establishes and maintains effective working relationships with clients
- Continuous Learning - demonstrates interest in improving relevant skills
- Communication – clearly communicates, and listens to feedback on, changing priorities and procedures.

- Creativity and Initiative – actively seeks new ways of improving programmes or services
- Leadership and Negotiation – actively identifies opportunities for and promotes organizational change;
- Performance Management – identify ways for their staff to develop their abilities and careers.
- Planning and Organizing – identifies priority activities and assignments for self and others;
- Professionalism - masters subject matter related to responsibilities.
- Teamwork – Actively contributes to an effective, collegial, and agreeable team environment;
- Technological Awareness – Understands applicability and limitation of technology and seeks to apply it to appropriate work;
- Resource Mobilization – Establishes realistic resource requirements to meet IOM needs.

### ***Other***

Any offer made to the candidate in relation to this vacancy notice is subject to funding confirmation.

Appointment will be subject to certification that the candidate is medically fit for appointment and verification of residency, visa and authorizations by the concerned Government, where applicable.

Only candidates residing in the country of the duty station will be considered. In all cases, a prerequisite for taking up the position is legal residency in the country of the duty station and work permit, as applicable.

As part of an employee's conditions of employment, the Police Certificate Clearance (Справка о несудимости) shall be required prior to commencing your role with IOM Moscow.

### ***How to apply:***


Interested candidates are invited to submit their applications on IOM Personal History Form (enclosed) to [MoscowHR@iom.int](mailto:MoscowHR@iom.int) by December 7<sup>th</sup>, 2016 at the latest, referring to this advertisement.

In order for an application to be considered valid, IOM only accepts IOM Personal History Form duly completed in English.

Only shortlisted candidates will be contacted.

### ***Posting period:***

From 23.11.2016 to 07.12.2016

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