



International Organization for Migration (IOM)
The UN Migration Agency

POST DESCRIPTION

I. POSITION INFORMATION	
Position title	Senior Project Assistant, Communications
Position grade	G6
Duty station	San Salvador, El Salvador
Position number	TBC
Job family	Operations
Organizational unit	US Refugee Admissions Program, RSC
Is this a Regional, HQ, MAC, PAC, Liaison Office, or Country Office based position?	Country Office
Position rated on	January 11 th , 2020
Reports directly to	Project Officer, Communications, RSC El Salvador
Number of Direct Reports	-
II. ORGANIZATIONAL CONTEXT AND SCOPE	
<p>The United States Refugee Admissions Program (USRAP) operates world-wide with a target of providing resettlement opportunities to tens of 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.</p> <p>Context:</p> <p>Under the United States Refugee Admissions Program (USRAP), the Resettlement Support Center (RSC) provides 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 the RSC for Latin America (LA). RSC LA prepares 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 individuals to resettlement agencies in the US and offers Cultural Orientation (CO) training to individuals departing for the US.</p> <p>Under the general supervision of the Project Coordinator, Communications, RSC El Salvador and the direct supervision of the Project Officer, Communications, RSC El Salvador, the successful candidate will be based in San Salvador, El Salvador and will have the following duties and responsibilities:</p>	
III. RESPONSIBILITIES AND ACCOUNTABILITIES	

1. Oversee a team of staff members based in San Salvador, El Salvador who are undertaking Communications activities, 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. In close coordination with the USRAP Monitoring Officer in Washington, D.C., assist with monitoring and evaluation activities for RSC LA, including, if assigned, planning monitoring and evaluation activities, designing monitoring and evaluation mechanisms, such as surveys, interview protocols and focus group topics, administering surveys, interviews and focus groups, analysing monitoring and evaluation data and reporting on data to relevant persons.
3. Oversee and plan training activities for RSC LA staff and managers, including serving as the USRAP Training Focal Point in close coordination with the HR-Business Partner, coordinating with management and staff to identify training needs within the RSC Region, planning, organizing and administering trainings, supporting the delivery of trainings, learning to deliver, and delivering, trainings, and reporting to the HR- Business Partner and Staff Learning and Development (SDL) at IOM Headquarters on trainings.
4. In relation to project reporting, provide support as needed to RSC LA management on a Regional level on a wide variety of reporting needs, including compiling information for reports, drafting reports, editing reports and designing reports for internal RSC use, relevant IOM Country Offices and Regional Offices, the USRAP Global Management Team, IOM Headquarters, RSC LA project partners and PRM.
5. Oversee the efficient and effective management of protection-related refugee case expedites, including, if assigned, monitoring RSC LA expedite cases, drafting and updating Standard Operating Procedures (SOPs) related to expediting processing, monitoring the implementation of expedite-related SOPs, maintaining an expedite database, acting as the primary liaison with partners on expedite cases, working with other units and departments to ensure expedite cases are processed efficiently, processing COPE cases and drafting regular reports related to expedite cases in RSC LA.
6. Oversee protection activities related to at-risk individuals served by RSC LA, such as children, the elderly, survivors of sexual and gender-based violence (SGBV), persons with disabilities, lesbian, gay, bisexual, transgender and intersex (LGBTI) persons and other marginalized individuals, including providing training, drafting SOPs, tools and reference materials, monitoring the implementation of SOPs and tools, providing regular reports on at-risk cases, liaising with colleagues and partners on relevant issues, analysing or completing documentation related to refugee minors, counselling refugee minors and arranging the expedition of at-risk cases.
7. Oversee staff undertaking cultural orientation training activities. Assist in drafting training lesson plans in accordance with RSC LA cultural orientation objectives, developing teaching materials, visual aids and bulletin boards supporting the curriculum, and managing and restocking inventories of instructional supplies. Serve as a back-up trainer as needed.
8. In coordination with the Project Officer, liaise as needed with other teams and units in RSC LA 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 team statistics and report regularly to RSC LA management on relevant

<p>activities, problems and solutions related to the workflow and processing pipeline.</p> <p>9. Utilize reports and other oversight mechanisms, conduct regular Quality Control (QC) of Cultural Orientation and communications-related data in <u>START WRAPS</u> and other communications tools such as e-mail systems to verify the accuracy and clarity of information shared with individuals as well as the RSC's compliance with all USRAP and RSC SOPs. Proactively bring communications- and CO-related backlogs and other issues to the attention of supervisors.</p> <p>10. Oversee cultural orientation childcare activities for RSC LA, including monitoring and guiding staff members providing childcare services, helping ensure childcare spaces are appropriate, adequate and well-maintained, training childcare staff members to conduct basic cultural orientation activities designed for children and monitoring the work of childcare staff members.</p> <p>11. Demonstrate a comprehensive understanding of the USRAP, SOPs and <u>START WRAPS</u>, as well as the ability to remain professional, impartial and unbiased during all interactions with refugee applicants, colleagues and partners. Support the development and implementation of SOPs as needed.</p> <p>12. Maintain and ensure 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.</p> <p>13. Perform such other duties as may be assigned.</p>
<p>IV. REQUIRED QUALIFICATIONS AND EXPERIENCE</p>
<p>EDUCATION</p>
<ul style="list-style-type: none"> • University degree in Social Science, International Relations, Regional Studies, or a related field from an accredited academic institution with four years of relevant professional experience. <p>OR</p> <ul style="list-style-type: none"> • High school degree with six years of relevant professional experience.
<p>EXPERIENCE</p>
<ul style="list-style-type: none"> • Delivers on set objectives in hardship situations. • Effectively coordinates actions with other implementing partners. • Works effectively with local authorities, stakeholders, beneficiaries, and the broader community to advance country office or regional objectives.
<p>SKILLS</p>
<ul style="list-style-type: none"> • Strong interpersonal and communication skills • Ability to use own initiative and work under pressure with minimum supervision • Excellent computer skills - Word, Excel and Internet

<ul style="list-style-type: none"> • Attention to detail and ability to organize. • Self-motivated and objective driven 	
V. LANGUAGES	
Required (Specify the required knowledge)	Desirable
Fluency in English and Spanish (oral and written):	
VI. COMPETENCIES¹	
The incumbent is expected to demonstrate the following values and competencies:	
Values - all IOM staff members must abide by and demonstrate these three values:	
<ul style="list-style-type: none"> • <u>Inclusion and respect for diversity</u> respects and promotes individual and cultural differences; encourages diversity and inclusion wherever possible. • <u>Integrity and transparency</u>: maintain high ethical standards and acts in a manner consistent with organizational principles/rules and standards of conduct. <p><u>Professionalism</u>: demonstrates ability to work in a composed, competent and committed manner and exercises careful judgment in meeting day-to-day challenges.</p>	
Core Competencies – behavioural indicators <i>level 2</i>	
<ul style="list-style-type: none"> • <u>Teamwork</u>: develops and promotes effective collaboration within and across units to achieve shared goals and optimize results. • <u>Delivering results</u> produce and delivers quality results in a service-oriented and timely manner; is action oriented and committed to achieving agreed outcomes. • <u>Managing and sharing knowledge</u> continuously seeks to learn, share knowledge, and innovate. • <u>Accountability</u>: takes ownership for achieving the Organization’s priorities and assumes responsibility for own action and delegated work. • <u>Communication</u>: encourages and contributes to clear and open communication; explains complex matters in an informative, inspiring, and motivational way. 	
Managerial Competencies – behavioural indicators <i>level 2</i>	
<ul style="list-style-type: none"> • <u>Leadership</u>: 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 potential. • <u>Empowering others & building trust</u> creates an atmosphere of trust and an enabling environment where staff can contribute their best and develop their potential. • <u>Strategic thinking and vision</u>: work strategically to realize the Organization’s goals and communicates a clear strategic direction. 	
SIGNATURES:	

¹ Competencies and respective levels should be drawn from the Competency Framework of the Organization.

1ST LEVEL SUPERVISOR

DATE

2ND LEVEL SUPERVISOR

DATE