



GENERIC POST DESCRIPTION

SECTION 1

Position Information

Position Title	Project Assistant, Cultural Orientation
Position Grade	G5
Duty Station	San Salvador, El Salvador
Position Number	00000000
Job Family	Operations
Organizational Unit	US Refugee Admissions Program, RSC
Is this a Regional, HQ, MAC, PAC, Liaison Office, or a Country Office based position?	Country Office
Position rated on	(to be filled by Classifier)
Reports directly to	Senior Project Assistant, Cultural Orientation
Number of Direct Reports	0

SECTION 2

Organizational Context and Scope

The United States Refugee Admissions Program (USRAP) operates world-wide with a target of providing resettlement opportunities to thousands of 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. The Department of Mobility Pathways and Inclusion, 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 United States Refugee Admissions Program (USRAP), Resettlement Support Centers (RSCs) provide critical support and processing assistance 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 several RSCs which prepare applications for adjudication by and provide support to visiting US Citizenship and Immigration Services (USCIS) officers, facilitate security and medical

screenings, provide information about arriving individuals to resettlement agencies in the US and offer Cultural Orientation (CO) training to individuals departing for the US.

Under the overall supervision of the Project Manager and direct supervision of the Senior Project Assistant, Cultural Orientation, the successful candidate will be based in [San Salvador, El Salvador](#) and will have the following duties and responsibilities:

SECTION 3

Responsibilities and Accountabilities

1. Undertake cultural orientation activities in an assigned area or areas, such as such as training, scheduling or childcare and, as required, guide and assist in monitoring teams of Project Clerks and Project Assistants in organizing and completing cultural orientation activities in an assigned area.
2. Undertake cultural orientation training activities, including leading training sessions for a range of resettlement countries throughout the region, featuring student-centered activities in all classes, assisting in drafting training lesson plans in accordance with [RSC LA](#) cultural orientation objectives, assisting in the development of teaching materials, visual aids and bulletin boards supporting the curriculum and assisting in managing and restocking inventories of instructional supplies.
3. Undertake cultural orientation scheduling activities for [RSC LA](#), including, if assigned, providing all individuals requiring cultural orientation classes the opportunity to attend, assisting in planning and organizing circuit rides in an efficient and effective manner and providing logistical circuit ride support is provided when necessary. Train Project Assistants and Project Clerks to provide appropriate scheduling assistance.
4. Assist in overseeing cultural orientation childcare activities for [RSC LA](#), including, if assigned, monitoring and guiding staff members providing childcare assistance, 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.
5. Through oversight and quality check (QC) measures, verify START is updated as needed with cultural orientation-related content, including scheduling data and case updates. Provide supervisors with relevant information needed for regular reports on cultural orientation activities, including program narratives and statistical reports.
6. In coordination with supervisors, liaise as needed with other teams and units in [RSC LA](#) and other RSCs. Provide regular reports on the work being accomplished within the team to supervisors and team members.
7. Train other cultural orientation team members as needed to efficiently and effectively manage cultural orientation activities, update START and other databases accurately and to monitor and guide team members and activities.

8. In order to develop and maintain cultural orientation training-related skills, participate in and contribute to teacher trainings and staff development seminars and engage in self-directed study for professional development, including reading resettlement updates, language tutorials, attending cultural orientation-related workshops and seminars.
9. Undertake duty travel as needed to participate in cultural orientation-related activities, for meetings and for training.
10. Demonstrate an in-depth understanding of the USRAP, SOPs and START, as well as the ability to remain professional, impartial and unbiased during all interactions with applicants and colleagues.
11. Maintain 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 the Project Focal Point, Project Coordinator or RSC management of any non-compliance to SOPs or codes of conduct by RSC staff members.
12. Perform such other duties as may be assigned.

SECTION 4

Required Qualifications and Experience

EDUCATION

- Completed secondary education required

EXPERIENCE

- Five years of working experience with secondary education; three years of working experience with Bachelor's degree
- Experience in teaching adults and/or youth in a classroom setting
- Experience working directly with vulnerable populations
- Thorough knowledge of English
- Ability to use own initiative and work under pressure with minimum supervision

SKILLS

- Excellent computer skills – Word, Excel, and Internet
- Strong interpersonal and communication skills
- Attention to detail and ability to organize
- Self-motivation and objective driven

SECTION 5

Languages

REQUIRED

For all applicants, fluency in English and Spanish is required (oral and written).

SECTION 6

Competencies¹

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 – Choose a level.

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.

---- *If direct reports (10th row above) for PAS is greater than zero, then the managerial competencies below are inserted.* ----

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

MANAGERIAL COMPETENCIES - Behavioural indicators – Choose a level.

Leadership: 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 leadership and professional potential.

Empowering others: Creates an enabling environment where staff can contribute their best and develop their potential.

Building Trust: Promotes shared values and creates an atmosphere of trust and honesty.

Strategic thinking and vision: Works strategically to realize the Organization's goals and communicates a clear strategic direction.

Humility: Leads with humility and shows openness to acknowledging own shortcomings.

SECTION 7

Signatures

1 st Level Supervisor	Date
	Click here to enter a date.
2 nd Level Supervisor	Date
	Click here to enter a date.