



GENERIC POST DESCRIPTION

SECTION 1

Position Information

Position Title	Senior Project Assistant, Compliance (Fraud and Malfeasance)
Position Grade	G6
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	Project Officer, Compliance
Number of Direct Reports	Up to 1 staff member

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 Coordinator, Compliance](#) and direct supervision of the [Project Officer, Compliance](#), 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. If required, oversee a team of [RSC LA](#) staff members undertaking compliance activities in an assigned area or areas, such as project monitoring and evaluation, training, project reporting, project support or protection, 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, DC oversee 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 members, including, if assigned, serving as the USRAP Training Focal Point for [RSC LA](#) in close coordination with the HR-Business Partner, coordinating with management and staff members to identify training needs within the [RSC LA](#) region, planning, organizing and administering trainings, supporting the delivery of trainings, learning to deliver, and delivering, trainings, reporting to the HR-Business Partner and Staff Learning and Development (SDL) at IOM Headquarters on trainings that are held by [RSC LA](#) and contributing to the development of new training packages.
4. Provide necessary support to the [RSC LA](#) project as identified by the Project Manager, [RSC LA](#) and other supervisors, including, if assigned, completing a wide range of special and generally independent projects serving all pillars and remote processing sites of the RSC under the [RSC LA](#) region as well as RSC management and IOM departments that are outside of, but support, [RSC LA](#) activities.
5. 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 missions and regional offices, the USRAP Global Management Team, IOM Headquarters, [RSC LA](#) project partners and PRM.
6. 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](#).

7. 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, if assigned, providing training on how to interview at-risk individuals, 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 minor cases and arranging the expedition of at-risk cases 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 activities, problems and solutions related to the workflow and processing pipeline.

9. Train other compliance team members as needed to efficiently and effectively manage and undertake activities related to monitoring and evaluation, training, project support, project reporting and protection, and to oversee compliance teams and activities.

10. Undertake duty travel as needed to conduct activities related to monitoring and evaluation, training, project support, project reporting or protection, for meetings and to participate in training.

11. Demonstrate a comprehensive understanding of the USRAP, SOPs and START, 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.

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.

13. Perform such other duties as may be assigned.

SECTION 4

Required Qualifications and Experience

EDUCATION

- Completed secondary education required

EXPERIENCE

- Six years of working experience with secondary education; four years of working experience with Bachelor's degree
- 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-motivated and objective drive

SECTION 5

Languages

REQUIRED

External applicants for all positions in the Professional category are required to be proficient in English and have at least a working knowledge of one additional UN Language (Arabic, Chinese, French, Russian, or Spanish).

For all applicants, fluency in <insert required language/s> is required (oral and written).

DESIRABLE

Specify desirable language/s, for example:

Working knowledge of Arabic.

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.

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

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.* ----

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.