



IOM International Organization for Migration

CALL FOR APPLICATIONS
Reference code SVN2023-22

Open to Internal and External Candidates

Position Title : **PSEA/AAP Project Associate**
Duty Station : **Chisinau, Moldova**
Classification : **General Service Staff**
Type of Appointment : **Special Short-Term Ungraded**
Duration: **Six months with possibility of extension**
Estimated Start Date : **As soon as possible**

Closing Date : **28 August 2023**

Established in 1951, IOM is a Related Organization of the United Nations, and as the leading UN agency in the field of migration, 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 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.

Context:

Following the launch of military operations across Ukrainian territory on 24 February 2022, substantive flows and displacements across Ukraine and toward neighbouring countries have been reported countries in the following days. As response to the Ukrainian crisis, IOM Moldova has increased operational activities which requires additional administrative staff.

Under the overall supervision of the Chief of Mission in IOM Moldova and the direct supervision of the PSEA/AAP Project Officer, the incumbent will be responsible for:

Core Functions / Responsibilities:

AAP

1. Receive, handle, refer and record calls from refugees, third country nationals, and other affected vulnerable people on enquiring for information, requesting assistance, sharing feedback, or lodging a complaint about IOM services by sharing information in the language understood by a diverse group of stakeholders and guaranteeing situational sensitivity during the phone call in line with the guidelines provided in the IOM Moldova AAP CFM SOPs.
2. Provide accessible and timely information on organizational procedures, structures and processes that may impact communities to support informed decisions and engage communities in dialogue as part of information provision.
3. Promote transparency, and accountability to the affected population by being accountable towards the AAP unit.
4. Conduct Post Distribution/Assistance Monitoring interviews with households, community and project beneficiaries, and other relevant local stakeholders on feedback related to IOM services.

5. Provide information to beneficiaries on various topics about IOM project activities, feedback and complaint mechanisms, beneficiary criteria, entitlements, and other services IOM Moldova in person or via communication channels such as Telegram, Whatsapp, Viber, and social media.
6. Carry out monitoring visits and assessments to project implementation sites, check suggestion boxes, and collect data on progress in achieving targets outlined in project documents and cluster requirements.
7. Assist the supervisor in delivering trainings, draft reports, meeting minutes, revising guidelines, FAQs and other related documents and/or activities related to external coordination with different stakeholders.
8. Conduct any other duties or responsibilities as assigned or requested by the supervisor.

PSEA

1. Assist supervisor in activities related to PSEA coordination by drafting reports, taking meeting minutes and record information accordingly.
2. Assist supervisor in organizing and delivering trainings, recording and tracking compliance, support the registration of all participants (staff and non-staff) within the IOM system and the delivery of certificates, register vendors, make payments, and other related activities to training organization.
3. Assist supervisor in development of communication and awareness-raising strategies and tools to ensure appropriate PSEA messaging and knowledge on prohibited behaviours as well as how to report allegations of misconduct, including SEA within communities and amongst beneficiaries; facilitate the localization of SEA messaging.
4. Conduct PSEA info sessions to affected people where and when necessary,
5. Conduct any other duties or responsibilities as assigned or requested by the supervisor.

Required Qualifications and Experience

Education

- Bachelor's degree in social services, psychology, information management, geography, statistics, or other related fields with three years of working experience; or
- High School diploma with five years of relevant experience.

Experience

- Experience in the fields of protection mainstreaming and accountability to affected populations.
- Experience in communications and customer service-related activities.
- Experience working with vulnerable populations an advantage.
- Experience in basic monitoring and evaluation activities would be an advantage.
- Work experience in field visits under humanitarian programming would be an advantage.
- Experience in basic monitoring and evaluation activities would be an advantage.

Skills

- Good written and oral communication skills, effective in representation.
- Knowledge or experience (or willingness to learn) maintaining internal tracking tools.
- Ability to thoroughly follow up on cases internally and externally.
- Knowledge or experience in monitoring activities and conducting field visits.
- Ability to work with and maintain strict confidentiality, when necessary.

Languages

Fluency in English, Romanian and Russian is required (oral and written). Working knowledge of Ukrainian language is an advantage.

Required Competencies

The successful candidate is expected to demonstrate the following values and competencies:

Values - all IOM staff members must abide by and demonstrate these three values:

- Inclusion and respect for diversity: respects and promotes individual and cultural differences; encourages diversity and inclusion wherever possible.
- 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.

Core Competencies – behavioural indicators *level 2*

- 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 action and delegated work.
- Communication: encourages and contributes to clear and open communication; explains complex matters in an informative, inspiring and motivational way.

Other

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

Appointment will be subject to certification that the candidate is medically fit for appointment, security clearances and a valid COVID certification.

A prerequisite for taking up the position is legal residency in the country of the duty station and work permit, as applicable.

How to apply:

Interested applicants are invited to send the Personal History form

https://civic.md/userfiles/attachments/14191/IOM_Personal_History_Form.xls and cover letter in English to: harchisinau@iom.int

Please, indicate the position you are applying for and reference code in the subject line of your message.

Closing date for applications is **28 August 2023**.

In order for an application to be considered valid, IOM only accepts the Personal History Forms duly completed.

Only shortlisted candidates will be contacted.

Posting period:

From 14.08.2023 to 28.08.2023