



International Organization for Migration (IOM)
The UN Migration Agency

SVN-2023-015

Fully on-site position

Position Title : **Project Assistant, Communications G4 - Unit RSC (2 position)**

Duty Station : **San José, Costa Rica**

Classification : **G-4**

Type of Appointment : **Special Short Term, 6 months**

Estimated Start Date : **As soon as possible**

Closing Date : **May 8th, 2024**

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.

The International Organization for Migration (IOM) does not discriminate on the basis of disability, age, gender identity and expression, sexual orientation, nationality, racial identity, religious beliefs, among others. IOM is committed to a diverse and inclusive environment and therefore its staff come from a wide range of socio-economic backgrounds and world perspectives. Candidates from women, people of African descent and LGBTIQ+ people who are qualified and meet the requirements of each vacancy are especially encouraged.

IOM is committed to a diverse and inclusive environment. Applications from qualified female candidates are especially encouraged. For the purpose of the vacancy, the following candidates are considered as first-tier candidates:

1. Internal candidates
2. Qualified applicants from the following NMS countries:

Algeria, Angola, Antigua and Barbuda, Bahamas, Belize, Benin, Burundi, Cambodia, Cape Verde, Cameroon, Central African Republic, Czech Republic, Comoros, Djibouti, El Salvador, Gabon, Gambia, Guyana, Holy See, Iceland, Israel, Lesotho, Libya, Luxembourg, Madagascar, Maldives, Malta, Marshall Islands, Montenegro, Micronesia, Mongolia, Namibia, Nauru, Papua New Guinea, Paraguay, Republic of Congo, Saint Vincent and the Grenadines, Samoa, Seychelles, Somalia, Suriname, Swaziland, Tanzania, Timor Leste, Togo, Trinidad and Tobago, Vanuatu, Venezuela, Vietnam, Yemen

3. External female candidates.

The United States Refugee Admissions Program (USRAP) operates world-wide with a target of providing resettlement opportunities to 85,000 or more 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. 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 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 arrivals to resettlement agencies in the US and offers Cultural Orientation (CO) training to individuals departing for the US.

Under the general supervision of the Project Manager, RSC LA, the direct supervision of the Project Officer, Communications, Compliance and CO, RSC LA, and with monitoring and guidance from the Senior Project Assistant, RSC LA, the Project Assistant is responsible for undertaking communications activities, with the following duties and responsibilities:

Responsibilities and Accountabilities

1. Assist with communications activities in an assigned area or areas, such as such as case consultation, the information center and/or public affairs.
2. Assist in providing efficient and effective case consultation services for individuals who appear in-person at RSC LA, by providing efficient, effective, accurate, clear and courteous information to individuals during case consultation.
3. Provide information to individuals through the RSC ACRONYM information center, ensuring that all communication undertaken by phone, email, through website(s) and other technological means and, if relevant, in person, is efficient, effective, accurate, clear and courteous. Assist in verifying that the information provided by the RSC LA 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.
4. In close coordination with supervisors, as requested, assist with activities related to public affairs, including, as assigned, assisting with producing and distributing materials for individuals served by RSC LA, RSC management, IOM, partners and donors, including print, audio, visual and online materials.
5. Update WRAPS as needed with communications-related content.
6. Undertake quality checks (QC) of communications-related data in WRAPS and other communications tools such as email systems as directed by Communications team members or supervisors. Proactively bring to the attention of supervisors communications-related backlogs or other issues.
7. Provide regular reports on the work being accomplished to the Project Focal Point, Communications, and/or supervisors and team members.
8. Undertake duty travel as needed to participate in meetings or training.
9. Demonstrate an in-depth understanding of the USRAP, SOPs and WRAPS, as well as the ability to remain professional, impartial and unbiased during all interactions with applicants and colleagues.

10. 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 or RSC management of any non-compliance to SOPs or codes of conduct by RSC staff members.
11. Perform such other duties as may be assigned

Required Qualifications and Experience

The incumbent is expected to demonstrate the following technical and behavioral competencies:

EDUCATION AND EXPERIENCE

- Completed secondary education required.
- Four years of working experience with secondary education; two years of working experience with Bachelor's degree.

Experience

Four years of working experience with secondary education; two years of working experience with Bachelor's degree

Skills

- Thorough knowledge of English
- Attention to detail and ability to organize
- Excellent computer skills - Word, Excel and Internet
- Strong interpersonal and communication skills
- Ability to work under pressure with minimum supervision

Languages

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 English and Spanish is required (oral and written).

Salary

792,461.54

Required Competencies

The incumbent 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: maintain 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 1

- 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.

How to apply:

The candidate should send his/her application **through the following Microsoft Form**: <https://forms.office.com/e/b3qKdNsg31>.

The form will request vacancy code, position title, duty station, grade, and unit. Please complete as it follows:

- **Vacancy Code: SVN-2023-015**
- **Position Title: Project Assistant, Communications**
- **Duty Station: San Jose, Costa Rica**
- **Grade: G4**
- **Unit: RSC**

Candidates must submit their offer by **May 8th, 2024**. No applications will be considered after this date.

Any application not presented using the Microsoft Form, will not be taken into consideration.

In case of receiving applications from foreigners living in Costa Rica, they must have a valid work permit.

Only short-listed candidates will be contacted.

You can check the Post Description on <https://costarica.iom.int/es/vacantes>.