



International Organization for Migration (IOM)

The UN Migration Agency

SVN IE014-07-2022

Open to Internal and External Candidates

Position Title : **Migrant Service Assistant**
Duty Station : **Various Locations (Dublin, Galway, Limerick, Sligo, Cavan, Carlow, Cork and other locations)**
Classification : **Ungraded**
Type of Appointment : **Hourly**
Estimated Start Date : **As soon as possible**

Established in 1951, IOM is the leading inter-governmental organization in the field of migration and 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:

Under the overall supervision of the Chief of Mission, the direct supervision of the Field Coordinator, the Migrant Service Assistant will be responsible for providing effective and efficient assistance to beneficiaries of temporary and international protection, with a specific focus on the needs related to the transfer from emergency accommodation to transitional accommodation.

Core Functions / Responsibilities:

1. Coordinate with assigned focal points at emergency accommodation locations to schedule visits and screenings.
2. Undertake visits to assigned locations to carry out electronic registration, vulnerability screening and follow up activities.
3. Disseminate key information to migrants. Carry out a mapping of services and assistance available to migrants in the local area. Inform beneficiaries of all relevant services available. Refer cases with vulnerabilities identified as necessary.
4. Inform beneficiaries of their temporary accommodation assigned and assist in the coordination of logistics including transfer date.

5. Provide information session to migrants prior to transfer from emergency to temporary accommodation, accompany migrants during the transfer and ensure that migrants are aware how to access services in the new location.
6. Provide translation and interpretation services as necessary.
7. Maintain up-to-date case records of all assigned cases and promptly complete all data entry and reporting requirements.
8. Carry out administrative duties as requested.
9. Participate in relevant meetings and trainings.
10. Perform other duties as may be assigned.

Required Qualifications and Experience

Education

- University degree from an accredited academic institution in Social Sciences or other relevant field.

Experience and skills

- Counselling/Social work experience considered an advantage.
- Effective organizational skills and ability to establish priorities and plans, ability to work under pressure and cope with deadlines.
- Demonstrated problem solving attitude and skills.
- Good written and spoken communications skills, good interpersonal skills, ability to work in a multi-cultural environment.
- Fluent in English, both written and spoken, knowledge of Ukrainian and/or Russian is considered an advantage.
- Good knowledge of MS Office applications.e.g. Excel, Word, Outlook, etc. and experience using case management software and advantage.
- Driver's licence with practical experience is a desirable asset.

Languages

Fluency in English is required.

Knowledge of Ukrainian or Russian is an advantage.

Required Competencies

The incumbent is expected to demonstrate the following values and competencies:

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 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.

IOM's competency framework can be found at this [link](#).

Other

As part of the mandatory medical entry on duty clearance, candidates will be requested to provide evidence of full vaccination against COVID-19

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

Appointment will be subject to certification that the candidate is medically fit for appointment and verification of residency, visa and authorizations by the concerned Government.

This post is subject to local recruitment. Only persons holding a valid residence and work permit in Ireland will be eligible for consideration.

How to apply:

Interested candidates are invited to submit their applications in English (CV and motivation letter) to iomdublin@iom.int, quoting Vacancy **Number SVN 014-07-2022**

Only shortlisted candidates will be contacted.