

VACANCY NOTICE



International Organization for Migration (IOM)
The UN Migration Agency

The International Organization for Migration is seeking qualified Turkish Nationals and non-Turkish nationals holding a valid residence permit for the following position based in Gaziantep, Turkey.

Vacancy Notice Number:	SVN#TR/2021/247
Position Title:	Project Assistant (CBCM)-re-advertised
Duty Station:	Gaziantep-Turkey
Classification:	6 months Special Short Term Graded Contract (G5)– with possible extension
Deadline of Applications:	31 January 2022
Number of People to be hired	1
Eligibility:	Internal & External Candidates

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.

General Functions:

The protracted conflict in Syria has exposed large portions of the population to devastating humanitarian conditions. Eight years into the crisis, over 13 million people are still in need of humanitarian assistance inside Syria, including 6.1 million internally displaced. With large-scale population displacements, increased poverty levels and limited livelihood options, the most affected communities are highly dependent on humanitarian aid. Moreover, the social fabrics and support systems have been severely disrupted, leading to limited individual and community capacities to address protection risks and incidents.

In a context where access is limited and remote management and monitoring modalities are often used to deliver assistance, humanitarian workers are in positions of substantial power over the community, and such dynamics leave open the risk of humanitarian workers to abuse this power imbalance to exploit and abuse the affected population and beneficiaries.

Findings from past Whole of Syria assessments indicate a high prevalence of Gender Based Violence (GBV), including sexual exploitation and abuse (SEA) throughout Syria. SEA refers specifically to acts committed against members of the affected population by humanitarian actors, including international and national personnel of the United Nations (UN) and of non-government organizations (NGOs). SEA represents a failure on the part of humanitarian organizations to provide protection and care for communities, especially for the most vulnerable members of the population.

In December 2017, the Syria Strategic Steering Group endorsed a Whole of Syria (WoS) Protection Against Sexual Exploitation and Abuse (PSEA) implementation approach which led to the establishment of inter-agency PSEA networks in various operations of the Syria humanitarian response. The inter-agency PSEA network was established in 2018 and operations in Northeast and Northwest Syria with the Whole of Syria PSEA Coordinator responsible for its coordination and technical support.

Under the overall supervision Whole of Syria SEA Coordinator and the direct supervision of the PSEA Coordinator (Hub level), the successful candidate will provide support the day to day work and implementation of Community Based Complaint Mechanisms (CBCM), as well as support capacity building efforts by the PSEA network.

Major Duties and Responsibilities:

1. Receive complaints and feedback through inter-agency joint SEA referral pathway dedicated channels in a confidential and timely manner.
2. Create an enabling and respectful atmosphere/environment for the complainant to feel comfortable to provide all the required information about the incident they are reporting in order to fill the intake form appropriately.
3. Ensure all the information is accurately filled in the required intake form of the reported complaint.
4. Translate and record the reported complaints on the database and ensure its confidentiality
5. Manage and categorize the database of complaints with full compliance with data protection and security standards.
6. Refer SEA complaints to the Coordinator and non-SEA complaints to the relevant organizations, on a timely manner, for further action.
7. Provide the SEA complainant with information on available GBV services (including medical care, psychosocial support and protection) in their location.
8. Follow-up with the complainant when they reach out for further support and recording the follow-up actions in a timely manner.
9. Prepare daily, weekly, and monthly reports of the complaint's records.
10. Support development of monthly and quarterly reports of anonymous complaints records.
11. Retrieve, compile, summarize, analyze, and present information/data/trends on specific project topics.
12. Support in administrative tasks relating to conducting and tracking capacity building efforts of the PSEA network.
13. Perform other duties as may be assigned.

Required Qualifications:

Education:

- University degree in Social Science, Development Studies or a related field from an accredited academic institution with three years of relevant professional experience; or
- Completed High school from an accredited academic institution, with five years of relevant professional experience.

Experience:

- Experience in humanitarian and emergency assistance.
- Proven experience working with beneficiaries, humanitarian organizations and other stakeholders.
- Proven experience in various activities and topics for community-based protection interventions.
- Proven experience in PSEA work.
Experience working in multi-sector, inter-agency processes.

Languages:

- Fluency in **English** and **Arabic** is required.
- Working knowledge of **Turkish** or **Kurdish** is advantageous.

Required Competencies

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

Values

- **Inclusion and respect for diversity:**
 - Shows respect and sensitivity towards gender, culture, ethnicity, religion, sexual orientation, political conviction and other differences.
 - Encourages the inclusion of all team members and stakeholders while demonstrating the ability to work constructively with people with different backgrounds and orientations.
 - Promotes the benefits of diversity; values diverse points of view and demonstrate this in daily work and decision making.
 - Challenges prejudice, biases and intolerance in the workplace.
- **Integrity and transparency:**
 - Upholds and promotes the Standards of Conduct and Unified Staff Regulations and Rules.
 - Delivers on commitments; manages the organization's resources reliably and sustainably.
 - Embraces and encourages transparency, balancing this with the need for discretion and confidentiality as appropriate.
 - Maintains impartiality and takes prompt action in cases of unprofessional or unethical behaviour.
 - Does not abuse one's position and acts without consideration of personal gain. Is motivated by professional rather than personal concerns.
- **Professionalism:**
 - Demonstrates professional competence and mastery of subject matter and willingness to improve knowledge and skills.
 - Seeks to raise professional standards in self and others through daily work and activities.
 - Adapts quickly to change and is decisive and versatile in face of uncertainty.
 - Shows self-control and persistence when faced with difficult problems and remains calm in stressful situations.
 - Is conscientious and efficient in meeting commitments, observing deadlines and achieving results.

Core Competencies – behavioural indicators *level 1*

- **Teamwork:** Establishes strong relationships with colleagues and partners; relates well to people at all levels.
 - Is fully aware of the team purpose, respects and understands individual and collective responsibilities.
 - Willingly puts in extra effort without being asked and adopts a "hands-on" approach whenever necessary to achieve team objectives.
 - Coordinates own work with that of the team to meet agreed priorities and deadlines.
- **Delivering Results:**
 - Produces quality results and provides quality services to clients.
 - Meets goals and timelines for delivery of products or services.
 - Manages time and resources efficiently, monitoring progress and making adjustments as necessary.
 - Shows understanding of own role and responsibilities in relation to expected results.
- **Managing and sharing knowledge:**
 - Keeps abreast of new developments in own field of competence and creates opportunities for knowledge management initiatives.
 - Shares knowledge and learning willingly, and proactively seeks to learn from the experiences of others.
 - Puts new learning into practice and draws on diverse sources of ideas and inspiration.
 - Contributes to the identification of improvements to work processes and assists in implementing them.
- **Accountability:**
 - Accepts personal responsibility for quality and timeliness of work.

- Takes ownership of all responsibilities within own role and honours commitments to others and to the Organization.
- Operates in compliance with organizational regulations and rules.
- Accepts and gives constructive criticism; acknowledges and corrects mistakes and apply lessons learned for improvement.
- Communication:
 - Presents information using language and sequence of ideas that is easy for recipients to understand.
 - Adapts communication to the recipient's needs, asks questions to clarify, and exhibits interest in having two-way communication.
 - Encourages others to share their views, using active listening to demonstrate openness and to build understanding of different perspectives.
 - Listens carefully and genuinely to the views and positions of others; acts on received information.

Other:

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, accreditation, any residency or visa requirements, and security clearances.

Only candidates residing in either the country of the duty station or from a location in a neighbouring country that is within commuting distance of the duty station will be considered. In all cases, a prerequisite for taking up the position is legal residency in the country of the duty station, or in the neighbouring country located within commuting distance, and work permit, as applicable.

Please be advised that this is a local position and as such only applications from candidates with a valid residence / working permit residing in Turkey will be considered.

How to Apply:

Interested candidates are requested to submit their application including the most recent CV with a cover letter in English with contact details (name, position, phone and e-mail details) of three references by indicating name of the position applied with its VN number in the subject line of the e-mail to iomtrjobs@iom.int or to IOM Birlik Mahallesi Sehit Kurbanı Akboga Sok. No:24 06610, Çankaya, Ankara Turkey by the end of **31 January 2022**.

Please note that only shortlisted candidates will be contacted.