

## Call for Applications

Position Title : **Intake Officer (Triage)**

Duty Station : **Geneva, Switzerland**

Classification : **Professional Staff, Grade UG**

Type of Appointment : **Special short-term ungraded, nine months with possibility of extension**

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

Closing Date : **23 June 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.*

Internal and external candidates will be considered for this vacancy. For the purposes of this vacancy, internal candidates are defined as staff members holding a regular, fixed-term or short-term graded or ungraded contract, including Junior Professional Officers (JPOs), staff on Special Leave Without Pay (SLWOP), and staff members on secondment/loan released by the Organization, unless otherwise specified in their contract. Staff members holding a regular, fixed-term or short-term graded contract will not retain their contract type if appointed to an ungraded position.

### **Context:**

IOM's Office of Internal Oversight (OIO) undertakes preliminary assessment and investigations into alleged violations of IOM's regulations, rules, and relevant administrative instructions, such as fraud, theft and embezzlement, corruption, sexual exploitation and sexual abuse, abuse of privileges and immunities or of authority, abusive conduct (e.g., harassment, discrimination and sexual harassment), whistle-blower retaliation or other acts or omissions in conflict with the general obligations of IOM personnel. OIO is seeking applicants with experience in conducting such preliminary assessments (and/or investigations) of an administrative nature.

Under the overall supervision of the Deputy Inspector General - Investigations and the direct supervision of the Chief, Intake Division, the Intake Officer (Triage) will be responsible and accountable for the following duties:

### **Core Functions / Responsibilities:**

1. Participate in the handling and management of the OIO intake processes for all of IOM's complaint pathways.
2. Contribute to the management of OIO's internal databases dealing with allegations and complaints, including OIO's Outlook folder as well as the use and input of case documents and data for OIO's case management system and Sharepoint.
3. Conduct assessments of allegations and complaints of misconduct in a timely and efficient manner.

4. Gather relevant information and evidence, including questions for staff and other relevant parties, obtain and analyze potential documentary and electronic evidence, and conduct wide-ranging research needed to assess allegations of misconduct.
5. Draft Preliminary Assessments, Referrals and Closure Reports on allegations and complaints.
6. For assigned cases, maintain OIO's allegations and complaints databases.
7. Participate in investigations, as requested.
8. Conduct quality assurance for written work products produced by Intake Division, as requested.
9. Contribute to the development of guidelines, templates and Standard Operating Procedures to improve the quality of investigations and related documents.
10. Perform such other duties as may be assigned.

### ***Required Qualifications and Experience:***

#### **Education**

- Master's degree in Law, Criminology, Forensic Accounting, or a related field from an accredited academic institution with two years of relevant professional experience; or
- University degree in the above fields with four years of relevant professional experience.

#### **Experience**

- Minimum two years of relevant experience in law or investigatory work, and/or internal oversight, including criminal or administrative investigations, is required; and,
- Experience working within an international organization investigative unit and on dealing with complaints of fraud, abusive conduct (i.e. harassment, sexual harassment, discrimination, and abuse of authority), and/or SEA is highly desirable.

#### **Skills**

- Demonstrated knowledge of preliminary assessment and/or investigative procedures, including applying legal due process.
- Familiarity with basic concepts of electronic evidence and internet searches.

#### **Languages**

IOM's official languages are English, French, and Spanish. All staff members are required to be fluent in one of the three languages.

For this position, fluency in English is required (oral and written). Working knowledge of another official UN language (Arabic, Chinese, French, Russian, and Spanish) is an advantage.

Proficiency of language(s) required will be specifically evaluated during the selection process, which may include written and/or oral assessments.

#### **Notes**

The selected candidate for this position will work remotely.

<sup>1</sup> Accredited Universities are the ones listed in the UNESCO World Higher Education Database (<https://whed.net/home.php>).

## ***Required 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.
- **Empathy:** Shows compassion for others, makes people feel safe, respected and fairly treated.

## **Core Competencies** – behavioural indicators

- **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.

## **Managerial Competencies** – behavioural indicators

- **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.

IOM's competency framework can be found at this link.

[https://www.iom.int/sites/default/files/about-iom/iom\\_revised\\_competency\\_framework\\_external.pdf](https://www.iom.int/sites/default/files/about-iom/iom_revised_competency_framework_external.pdf)

Competencies will be assessed during a competency-based interview.

## ***Other:***

Internationally recruited professional staff are required to be mobile. 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 background verification and security

clearances. Subject to certain exemptions, vaccination against COVID-19 will in principle be required for individuals hired on or after 15 November 2021. This will be verified as part of the medical clearance process.

Vacancies close at 23:59 local time Geneva, Switzerland on the respective closing date. No late applications will be accepted.

***How to apply:***

Interested candidates are invited to submit their applications via PRISM, IOM e-Recruitment system, by 23 June 2024 at the latest, referring to this advertisement.

IOM only accepts duly completed applications submitted through the IOM e-Recruitment system. The online tool also allows candidates to track the status of their application.

Only shortlisted candidates will be contacted.

For further information please refer to: [www.iom.int/recruitment](http://www.iom.int/recruitment)

***Posting period:***

From 10.06.2024 to 23.06.2024

***No Fees:***

IOM does not charge a fee at any stage of its recruitment process (application, interview, processing, training or other fee). IOM does not request any information related to bank accounts.

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