

Position Title : **Project Officer (Child Protection)**
Duty Station : **Amman, Jordan**
Classification : **Professional Staff, Grade P2**
Type of Appointment : **Fixed term, one year with possibility of extension**
Estimated Start Date : **As soon as possible**
Closing Date : **01 August 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.

IOM is committed to a diverse and inclusive work environment. Read more about diversity and inclusion at IOM at www.iom.int/diversity.

Applications are welcome from first- and second-tier candidates, particularly qualified female candidates as well as applications from the non-represented member countries of IOM. For all IOM vacancies, applications from qualified and eligible first-tier candidates are considered before those of qualified and eligible second-tier candidates in the selection process.

For the purpose of this vacancy, the following are considered first-tier candidates:

1. Internal candidates
2. Candidates from the following non-represented member states:
Antigua and Barbuda; Barbados; Botswana; Cabo Verde; Comoros; Congo (the); Cook Islands; Guinea-Bissau; Holy See; Iceland; Kiribati; Lao People's Democratic Republic (the); Latvia; Madagascar; Marshall Islands; Micronesia (Federated States of); Namibia; Nauru; Palau; Saint Kitts and Nevis; Samoa; Sao Tome and Principe; Solomon Islands; Suriname; The Bahamas; Tonga; Tuvalu; Vanuatu

Second tier candidates include:

All external candidates, except candidates from non-represented member states.

Context:

The United States Refugee Admissions Program (USRAP) operates world-wide with a target of providing resettlement opportunities to thousands of refugees 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 programme. The Department of Mobility Pathways and Inclusion, specifically the Resettlement and Movement Management Division (RMM), has the organizational responsibility to provide direction, oversight and guidance to IOM's global support to all resettlement programs.

Under the United States Refugee Admissions Program (USRAP), Resettlement Support Centers (RSCs) provide critical support and processing assistance for resettlement to the United States of America (US). As part of an Memorandum of Understanding (MOU) between IOM and the US State Department Bureau for Population Refugees and Migration (PRM), IOM manages

several RSCs which prepare applications for adjudication by and provide support to visiting US Citizenship and Immigration Services (USCIS) Officers, facilitate security and medical screenings, provide information about arriving individuals to resettlement agencies in the US and offer Cultural Orientation (CO) training to individuals departing to the US.

Under the overall supervision of the Deputy Project Manager, Compliance, Communications, Cultural Orientation and Inclusion (CCCI) and direct supervision of the Project Coordinator, Inclusion and Accountability to Affected Populations (AAP), the Project Officer (Child Protection) will be based in Amman, Jordan Country Office and will be responsible and accountable for following duties:

Core Functions / Responsibilities:

1. Act as a Focal Point in Middle East and North Africa (MENA) region on Child Protection and other Social Inclusion issues, providing knowledge, guidance, support and direct input to USRAP projects working with beneficiaries who are children or are individuals with a heightened level of vulnerability. In this capacity, support vetting processes such as Best Interest Assessments (BIAs) and Best Interest Determinations (BIDs), guide staff interactions with beneficiaries, provide training and guidance, produce practical tools and liaise as needed on child protection and other social inclusion issues.
2. Carry out BIAs for minors as needed in MENA region to inform case processing decisions and ensure assessments are well documented and appropriate actions are taken to address any concerns that arise from these assessments. Support the coordination of BIA and BID panels and liaise with partners on BIAs and BIDs as needed.
3. In close coordination with the National Project Officer (Child Protection) in Washington, D.C., support the development and maintenance of Standard Operating Procedures (SOPs) to guarantee safety and protection measures for children and other vulnerable applicants are effectively implemented and monitored where USRAP activities are carried out.
4. Provide regular, targeted training to staff in MENA region on best practices for interviewing and working with populations who have experienced trauma, particularly children. This includes, but is not limited to, sensitive interviewing skills, communication approaches and strategies for managing vicarious trauma. Coordinate with the USRAP Training Unit in IOM Washington, D.C. to ensure training on children and social inclusion topics is up to date, relevant and effective.
5. Engage in wider social inclusion activities for USRAP within MENA region, ensuring that the project's work with beneficiaries with disabilities, beneficiaries with diverse sexual orientation, gender identity, gender expression and sex characteristics (SOGIESC) and older beneficiaries is inclusive, accommodating and appropriate, that our processes are supportive of diverse populations and that USRAP staff members are trained to use respectful and practical tools to assist these populations.
6. In consultation with the Social Inclusion Officer in Washington, D.C., propose and integrate child-friendly and age, disability, gender and SOGIESC-inclusive facilities, language, activities and protection safeguards throughout the USRAP process and where appropriate in MENA region. This includes, but is not limited to, RSC physical spaces (interview rooms, waiting areas, etc.) and RSC program counselling at all stages of the process.
7. Proactively stay current with child protection principles and best practices and ensure USRAP processing is in alignment with these principles. Take initiative to collect available information, conduct further research, and advise on country conditions in the host countries. Regularly engage with IOM's Gender and Diversity Unit, disability expert and SOGIESC Focal Point to maintain knowledge of other areas of social inclusion and ensure USRAP processing is in line with IOM's institutional guidance and recommendations.

8. Help coordinate the pipeline management of expedited caseloads, ensuring that cases are prioritized accordingly to program guidelines through regular monitoring in START case management database. Maintain high standards of quality in the processing of expedited cases through use of Tableau reports, effective monitoring, and close coordination with case processing units. Serve as a Focal Point, as necessary, for urgent and sensitive cases and ensure proper documentation of actions taken in START. Regularly share information on expedited caseloads with the National Project Officer (Child Protection) in Washington, D.C.
9. Support RSC management in providing information to and liaising with external partners in MENA region, including US resettlement agencies, UN High Commissioner for Refugees (UNHCR), PRM and Non-Governmental Organisation (NGO) implementing partners, on issues of concern in order to facilitate and promote child protection and social inclusion throughout the USRAP process.
10. Report regularly to the RSC Manager and Deputy Project Manager (CCCI) on relevant activities, issues and solutions in MENA region. Takes initiative on proposing, developing and implementing process improvements as they relate to management of the expedite pipeline and its workflows.
11. Maintain and guarantee confidentiality of all USRAP matters and implement quality control procedures in line with IOM and RSC codes of conduct to uphold program and data integrity.
12. Prepare as needed briefing materials, trainings, background information and updates.
13. Perform such other duties as may be assigned.

Required Qualifications and Experience:

Education

- Master's degree in Psychology, Social Work, Social Science 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

- Experience in resettlement, particularly in USRAP;
- Experience in child protection training, consulting or practice;
- Experience in social work (e.g. direct contacts with vulnerable/at risk groups);
- Experience in liaising with child protection actors (Government authorities, the United Nations (UN) and non-UN child protection focused agencies, non-government organizations, etc.);
- Experience in refugee migration related issues.

Skills

- Completed formal training or awareness-raising about PSEA is an advantage;
- Knowledge of the regional context is an asset;
- Takes responsibility and manages constructive criticism;
- Works effectively with all clients and stakeholders;
- Promotes continuous learning; communicates clearly;
- Takes initiative and drives high levels of performance management;
- Plans work, anticipates risks, and sets goals within area of responsibility;
- Displays mastery of subject matter;
- Contributes to a collegial team environment; and,
- Incorporates gender-related needs, perspectives, and concerns, and promotes equal gender participation.

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

¹ 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 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 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 level 2

- **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.p

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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.

This selection process may be used to staff similar positions in various duty stations. Recommended candidates endorsed by the Appointments and Postings Board will remain eligible to be appointed in a similar position for a period of 24 months.

The list of NMS countries above includes all IOM Member States which are non-represented in the Professional Category of staff members. For this staff category, candidates who are nationals of the duty station's country cannot be considered eligible.

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 01 August 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

Posting period:

From 19.07.2024 to 01.08.2024

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.

Requisition: VN 2024 457 Project Officer (Child Protection) (P2) Amman, Jordan (59021740) Released
Posting: Posting NC59021741 (59021741) Released