

ICMPD Generic Job Profile

UCC/UH Counsellor¹

Functional Overview

Under the overall supervision of the ICMPD Project Manager and the Ukrainian Consultation Centre (UCC)/Unity Hub (UH) Coordinator, the UCC/UH Counsellor supports the technical and administrative functions of the UCC in the respective duty station, ensuring the effective and efficient operation of the UCC/UH, in accordance with ICMPD rules and procedures.

The UCC/UH Counsellor supports the implementation of the UCC/UH, ensuring effective communication, information and service delivery. The incumbent contributes to the organisation of events and activities organised by the UCC/UH. The UCC/UH Counsellor works collaboratively with the UCC/UH Coordinator and counsellors, administrative support staff, project teams, relevant local counterparts and the relevant Units at Headquarters (HQ), ensuring the effective and timely delivery of UCC/UH activities and services.

Key Results

Service Delivery and Beneficiary Advisory Support: Timely, accurate, and beneficiary-oriented information and consultations provided to Ukrainian displaced persons in the respective duty station, in line with established procedures and guidance of the UCC/UH Coordinator. Support includes explaining relevant administrative and consular procedures, providing pre-consular assistance limited to guidance on documentation preparation (without validation or decision-making authority), and referring beneficiaries to official consular and institutional channels. In addition, relevant information and general advice are provided regarding access to healthcare, education and employment opportunities in the respective duty station, ensuring timely and accurate referral to competent authorities and service providers in line with established referral mechanisms.

Stakeholder Information and Referral Support: Information collected and consolidated from relevant stakeholders and service providers related to ongoing programmes and services for Ukrainian displaced persons. Stakeholder mapping and referral mechanisms supported and applied to facilitate effective onward referrals for UCC/UH beneficiaries.

Project Implementation Support: Support provided to the UCC/UH and project implementation team in the effective and timely implementation of UCC/UH activities, ensuring alignment with project priorities and donor requirements. Participation in project activities carried out in accordance with agreed workplans and instructions.

Information Management, Reporting, and Outreach Support: Systematic documentation of beneficiary inquiries supported, with internal databases, mailing lists, and tracking systems updated and maintained accurately. Contributions made to regular reporting and upkeep of records. Website

¹ This profile is classified at M1.

and social media content updated in coordination with the project team to support outreach and visibility of UCC/UH services.

Training, Knowledge Sharing, and Capacity Development: Active participation ensured in trainings and workshops provided by the project team to maintain up-to-date knowledge on the rights and obligations of Ukrainian displaced persons under Temporary Protection. Relevant information applied in daily service delivery and shared within the team as appropriate.

Administrative and Operational Support: Support provided in the procurement of equipment for the Centre/Hub, as well as in the preparation of minutes and notes of internal meetings. Administrative tasks carried out in accordance with ICMPD procedures and established UCC/UH processes. Other tasks performed as required in support of UCC/UH operations and overall project implementation.

Required Expertise

- Solid organisational, planning and prioritising skills and abilities.
- Experience and knowledge of the respective duty station and/or Ukrainian legislation, the overall situation of Ukrainian displaced persons in EU MS, understanding the socio-political atmosphere in the region.
- Analytical skills to gather, analyse and compile information, identifying critical relationships and patterns among data and proposing workable solutions.
- General knowledge in the area of migration in Ukraine and the respective duty station.
- Ability to work effectively with people of different nationalities and cultural backgrounds.
- Capability to establish effective relationships across the organisation at all levels.

Qualifications, Experience and Language Skills

- Bachelor's degree or equivalent in a relevant field. High school diploma or equivalent with two additional years of relevant work experience may be accepted in lieu of the Bachelor's degree.
- Minimum of 2 years of position-specific experience.
- Working experience with international organisations is an asset.
- Experience working with the respective duty station(s) or Ukrainian administration or state agencies is an asset.
- Experience in working with local authorities and businesses.
- Experience managing teams and administrative procedures.
- Solid IT skills.
- Solid organisational skills.
- Strong sense of client orientation and good understanding of effective service delivery, community engagement, outreach and social work.
- Proficiency in verbal and written Ukrainian (required), knowledge of English and the language of the respective duty station is an asset.