

ICMPD Generic Job Profile

MRC Counsellor¹

Functional Overview

Working closely with the respective Migration Resource Centre (MRC) Coordinator, the MRC Counsellor assists with the implementation of MRC activities and workplans, in support of effective communication, information and service delivery. They contribute to the organisation of events and outreach activities organised by the MRC. They work collaboratively with the MRC Coordinator and other Counsellors, administrative support staff, project teams, relevant local counterparts, and Units at Headquarters, ensuring the effective and timely delivery of MRC activities and services, in accordance with ICMPD rules and procedures.

Key Results

Support to MRC Activities: Via various means and platforms such as face-to-face, phone and online, counselling, guidance, referral and information provided to a variety of clients (prospective or returning migrants, migrants, families of migrants, etc.) who visit or attend MRC activities, initiating and following up on referrals, linking them with relevant agencies depending on their needs, e.g. technical and vocational institutes to upgrade their skills or with the relevant authorities for the processing of their documents for overseas employment. Outreach activities supported via the use of media and social media and participation in online discussions, forums or symposiums, conferences, and other related events. In collaboration with the MRC Coordinator the MRC website and database, Facebook page and other social media accounts regularly updated.

Support to Outreach Activities: In cooperation with relevant agencies both in the public and private sector, networks and contacts effectively established. Community events and outreach activities organised such as briefings in academic and training institutions, symposia with civil society, training of education or emigration consultancies, and the setting-up of booths, kiosks, or similar structures in public places to disseminate information and materials on safe, orderly, and regular migration, including on return and reintegration.

Preparation of Information Materials: In collaboration with the ICMPD team and whenever applicable, with consultants or experts, research or mapping undertaken of available migration-related programmes, services, and activities of various stakeholders. Knowledge materials compiled on migration that are helpful in the full operation and functioning of the MRC. Additional knowledge products and information materials revised, prepared, or further developed, as necessary, such as brochures, handbooks, audio-visual products, web-based information documents, etc. Online discussions relevant to migration, regularly maintained and populated, initiating regular and timely responses to issues raised and information requested.

Support to the MRC Coordination Activities: Assistance provided to the respective MRC Coordinator to ensure the timely, efficient, and effective implementation of MRC activities, and with the monitoring and updating of the workplans, as necessary, ensuring that outputs and outcomes are aligned and integrated with the national priorities and strategies of government partners, and of the projects. Substantive contributions provided to the preparation of relevant reports, responses to client feedback and monitoring and reporting to relevant agencies on any policy or programmatic recommendations. Information materials compiled and

¹This profile is classified at M1.

prepared for dissemination. The MRC database regularly updated recording relevant activities, events and outreach activities undertaken. Effective support provided to the MRC Coordinator in preparing weekly, quarterly and annual progress reports, work plans and budget, meeting agendas and minutes, activity and mission reports, expenditure plans and advance budget requests on agreed formats, and other documentary requirements.

Required Expertise

- Solid organizational, planning and prioritizing skills and abilities.
- Upon consultation with the supervisor, ability to make decisions in full compliance with ICMPD's operational regulations and rules.
- Analytical thinking to gather, analyse and compile information, identifying critical relationships and patterns among data and proposing workable solutions.
- An understanding of migration dynamics in the country.
- Experience in the area of migration in the country.
- High sense of initiative and good judgement to be able to work independently with minimum supervision.
- Strong sense of client orientation and good understanding of effective service delivery, community engagement, outreach, and social work.
- 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 in office administration and management.
- Experience in working with local authorities and businesses.
- Solid organisational skills.
- Proficiency in verbal and written English and the language(s) of the duty station.
- Proficiency in the use of standard IT tools.

¹This profile is classified at M1.