

Position Title : **Community Liaison Officer**
Duty Station : **Tangerang, Indonesia**
Classification : **Professional Staff, Grade P2**
Type of Appointment : **Special short-term graded, nine months with possibility of extension**
Estimated Start Date : **As soon as possible**
Closing Date : **18 May 2023**

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; Aruba (Netherlands); Botswana; Cabo Verde; Comoros; Congo (the); Cook Islands; Curaçao; Fiji; Grenada; Guinea-Bissau; Holy See; Iceland; Kingdom of Eswatini; Kiribati; Lao People's Democratic Republic (the); Madagascar; Marshall Islands; Micronesia (Federated States of); Namibia; Nauru; Palau; Saint Kitts and Nevis; Saint Lucia; Seychelles; Solomon Islands; Suriname; The Bahamas; Timor-Leste; Tonga; Tuvalu; Vanuatu

Second tier candidates include:

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

Context:

Established in 1951, the International Organization for Migration (IOM) is a related organization of the United Nations (UN), and as the leading UN agency 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.

Operational in Indonesia for more than 40 years, IOM Indonesia is one of the largest IOM missions in the world working on a wide range of activities in partnership with the Government of Indonesia, civil society, private sector actors, migrants and communities. IOM Indonesia is engaged in several thematic areas, including: Counter-Trafficking Labour Migration/Labour Mobility and Social Inclusion (CT-LM/LMSI), Disasters, Climate and Resilience (DCR),

Immigration and Border Governance (IBG), Refugee Care, Migration Health, Migration Governance and Resettlement and Voluntary Returns.

Under the overall supervision of the Chief of Mission (CoM) and the direct supervision of the Senior Programme Coordinator in the relevant sub-office, the Community Liaison Officer will be responsible for interpreting, translating, counselling and assisting in the delivery of social services to refugee populations living among host community in the respective area of responsibility. The role includes nationwide travel as necessary.

Core Functions / Responsibilities:

1. Perform interpreting and translating duties for IOM, United Nations High Commissioner for Refugees (UNHCR) and governments of resettlement countries in dealing with matters pertaining to refugees under IOM and UNHCR care in Indonesia.
2. Provide interpretation services for refugee resettlement interviews.
3. Through the provision of interpretation and translation services, support programme staff in the implementation of Basic Needs, Empowerment, Mental Health, and Psychosocial Support (MHPSS), Protection and Medical programming. This may take place in community accommodations, learning centers, hospitals and in the field generally.
4. Assist programme staff in information dissemination, awareness raising, dispute resolution and general counseling for the refugee population via phone and/or on-site interpretation as needed.
5. Contact refugees under IOM care to obtain information pertaining to resettlement, Assisted Voluntary Return and Reintegration (AVRR) and/or partners' informational needs.
6. In coordination with the Communications unit, DCR, and RCA programme team, support the promotion of Accountability to Affected Populations (AAP) and appropriate communications with communities through functional two-way communication channels between beneficiaries and IOM/partners.
7. In coordination with the Social Cohesion focal point, support the design and implementation of activities designed to contribute to the peaceful coexistence between the refugee and local communities.
8. Provide inputs towards programme strategy, with a specific focus on social cohesion programming, based on innate knowledge of particular refugee groups.
9. Support IOM to build positive relationships with refugee communities under IOM care and maintain a strong rapport and trust. Suggest improvements to programme design and delivery through continuous feedback from the community, monitoring tools, and analysis of Complaints and Feedback Mechanisms (CFM) trends.
10. Maintain strong communication and coordination with IOM programme staff, including by informing IOM of specific issues of concern or individual vulnerabilities within the refugee community.
11. Draft regular reports as requested.
12. Perform duty travels as necessary.
13. Perform such other duties as may be assigned.

Required Qualifications and Experience:

Education

- Master's degree in International Relations, Political Science, Language Study, Linguistics, or a related field from an accredited academic institution with two years of relevant professional experience; or
- University degree in above field with four years of relevant professional experience.
- Training or certification as an interpreter and/or translator in the required language will be a distinct advantage.

Experience

- Experience working with asylum seekers/refugees in detention, host community or refugee camp environments;
- Experience working in Asia region will be preferred;
- Previous experience in interpretation;
- Experience working with vulnerable groups and providing humanitarian assistance; and,
- Prior work experience with international humanitarian organizations, non-government or government institutions/organization in a multi-cultural setting is an advantage.

Skills

- Ability to work effectively and harmoniously within a team from varied cultures and professional background;
- Strong organizational and communication skills (written and spoken);
- Excellent interpersonal skills;
- Effectively applies knowledge of relevant languages to deliver accurate translations in accordance with defined requirements. Has training or certification as an Interpreter in the required language an advantage;
- Maintains confidentiality and discretion in appropriate areas of work;
- Ability to write clear and concise reports;
- Discreet, patient and detail and client-oriented; and,
- Proficient in Microsoft Office.

Languages

IOM's official languages are English, French, and Spanish.

For this position, fluency in English is required (oral and written). Working knowledge of either Bahasa Indonesia, Dari, Farsi, Arabic or Pashto 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.

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

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 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 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 18 May 2023 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 05.05.2023 to 18.05.2023

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: SVN 2023 137 Community Liaison Officer (P2) Tangerang, Indonesia (58118128) Released

Posting: Posting NC58118129 (58118129) Released