



SVN NO10/2024/005

Position Title : **Project Assistant (Case Management)**
Duty Station : **Oslo, Norway**
Classification : **General Service Staff, Grade 5**
Type of Appointment : **Special Short Term Graded (SST Graded), until 31 December 2024, with possibility of extension**
Estimated Start Date : **As soon as possible**
Closing Date : **24 April 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 environment. Internal and external candidates are eligible to apply to this vacancy. For the purpose of the vacancy, internal candidates are considered as first-tier candidates.

Context:

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 nongovernmental partners. IOM is dedicated to promoting humane and orderly migration for the benefit of all.

Assisted Voluntary Return and Reintegration (AVRR) is one of the key IOM expertise areas with more than 40 years of experience worldwide. IOM Norway collaborates with the Norway Government in providing assistance to beneficiaries to voluntarily return to their countries of origin in a safe and dignified manner. IOM assistance includes counselling, support with travel documents, departure, transit and arrival assistance as well as reintegration.

Under the overall supervision of the Programme Coordinator and direct supervision of the Senior Programme Associate (AVRR), the successful candidate will be based in Oslo, Norway and will have the following duties and responsibilities:

Core Functions / Responsibilities:

1. Assist in implementing the Voluntary Assisted Return Programme (VARP) through support to AVRR movements in Norway in line with institutional tools, policies and guidelines including MiMOSA.
2. Process AVRR cases, including registration of incoming cases, support in distribution of cases to other caseworkers, systematic follow-up with colleagues and relevant stakeholders on cases with incomplete information, preparing travel arrangements, sharing guidance and following up with IOM missions in Countries of Origin regarding reintegration support payments.

3. Organize and arrange international travel as well as domestic transportation in Norway and Countries of Origin.
4. Serve as focal point for donor coordination meetings with case workers to provide updates on cases and discuss IOM's plans to move forward with case management, highlighting any challenges in accordance with the donor requirements.
5. Liaise with municipalities and local stakeholders where the migrants are awaiting their case to be processed and participate in all relevant networks related to assistance for Victims of Trafficking (VoTs).
6. Respond to general written and oral enquiries from authorities and/or from AVRR clients and their representatives regarding voluntary return and reintegration from Norway to the Countries of Origin.
7. Provide general counselling on IOM's AVRR services to voluntary returnees by email, over the phone, and in person at the IOM office.
8. Support outreach activities, including providing training to Reception Center staff, briefings to potential returnees and local stakeholders, as well as individual counselling to potential returnees on IOM Norway's AVRR services.
9. Verify entries done on MiMOSA by all case managers as well as distribution of cases through the joint mailing list.
10. Provide departure assistance at the airport, in coordination with the Operations team, and per the departure schedule of beneficiaries.
11. Assist returnees in obtaining required travel and other necessary documents, including but not limited to communicating with Country of Origin embassies/consular offices accredited to Norway for the issuance of travel documents, obtaining required documents and procuring official translations.
12. Carry out any needed administrative tasks related to movement assistance, including but not limited to establishing and maintaining AVRR files and data, collecting and filing travel documents, receipts, and other supporting documentation.
13. Perform such other duties as may be assigned by the Programme Associate and/or Programme Coordinator.

Required Qualifications and Experience

Education

- University Degree in fields relating to AVRR (e.g. social work, political/social science, migration issues) with three years of relevant professional experience or;
- High School Diploma from an accredited academic institution, with at least five years of relevant professional experience

Experience and skills

- Ability to use own initiative and work under pressure with minimum supervision;
- Relevant work experience in the area of migration (e.g. migrant counselling or consular work) is considered a distinct advantage;
- Demonstrated proficiency with Microsoft Office applications, including Word, Excel, and PowerPoint;
- Strong interpersonal and communication skills;
- Ability to work effectively and harmoniously in a team of colleagues of varied cultural and professional backgrounds.

Languages

For all applicants, fluency in English is required (oral and written). Knowledge of Norwegian and any other languages is an advantage.

Required Competencies

IOM's competency framework can be found at this [link](#).

Values

- Inclusion and respect for diversity: respects and promotes individual and cultural differences; encourages diversity and inclusion wherever possible.
- 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 action and delegated work.
- Communication: encourages and contributes to clear and open communication; explains complex matters in an informative, inspiring and motivational way.

Other

IOM is committed to a diverse and inclusive environment.

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 and verification of residency, visa and authorizations by the concerned Government, where applicable.

This post is subject to local recruitment. Only persons holding a valid residence and work permit for Norway will be eligible for consideration.

As part of the mandatory medical entry on duty clearance, candidates will be requested to provide evidence of vaccination against COVID-19.

How to apply:

Interested candidates are invited to submit their applications to iomoslohr@iom.int by **24th April 2024 23:59** (Oslo time), referring to this advertisement in the subject line (SVN NO10/2024/005) and including the following documents in English:

- a) CV
- b) Cover Letter

In order for an application to be considered valid, IOM only accepts applications duly completed.

IOM reserves the right to contact shortlisted candidates only.

Posting period:

From 11 April 2024 to 24 April 2024