



International Organization for Migration (IOM)
The UN Migration Agency

VACANCY NOTICE

OPEN TO INTERNAL & EXTERNAL CANDIDATES

Title: Project Assistant (helpline)
Location: Kabul
Duration: 6 months with possibility of extension
Vacancy No SVN-KBL-014/18
Grade: G-4/1
No. Position: 1
Gender: (Male or Female) (Female candidates are highly encouraged to apply)
Date: 16 January 2018
Closing Date 27 January 2018

I. ORGANIZATIONAL CONTEXT AND SCOPE

Working with the Afghan Administration and host governments around the world, IOM Kabul assists the voluntary return of Afghans through its network of offices in those countries, by providing Return, Reception and Reintegration assistance through its Return, Reintegration and Resettlement Programme (RRR).

Under the overall supervision of the National Program Manager and under the direct supervision of the National Program Officer and in coordination with the Senior project Assistant for the GIZ project, the successful candidate will carry out the following duties and responsibilities:

II. Responsibilities

1. To handle free-of-charge helpline with a part-time chat options, e.g. Skype (which would also link to a GIZ information website), and other options for Afghan nationals in Germany who are interested in returning to Afghanistan;
2. Receive, interview, register and counsel RRR beneficiaries who seeks IOM's assistance under GIZ project;
3. Collect different quotations for various materials and equipment related to beneficiaries' reintegration projects;
4. Prepare and informally translate necessary project documents;
5. Maintain and update all project records and beneficiaries' files;
6. To provide information and pre-departure counseling on the return assistance being provided in the project to Afghans in Germany through free-of-charge helpline;

IOM Kabul

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Email: iomkabul@iom.int Internet: www.iom.int

7. Ensure the collection of on time and meaningful information about overall returnee's situation and other important relevant information to provide to the returnees while returning to Afghanistan;
8. Keep updated with the services and reintegration assistances provided to returnees coming from Germany to Afghanistan;
9. Ensure to provide proper web-based information to returnees from Germany through online and interactive virtual counseling;
10. Keeping record of pre-departure counseling and information provided to the Afghan migrants in Germany;
11. To be able to provide information and pre-departure counseling to Afghan migrants in Germany in three languages; Pashto, Dari and English;
12. Any other tasks as assigned by the program manager.

IV. COMPETENCIES

The incumbent is expected to demonstrate the following technical and behavioural competencies

Behavioural

Accountability

- Accepts and gives constructive criticism
- Follows all relevant procedures, processes, and policies
- Meets deadline, cost, and quality requirements for outputs
- Monitors own work to correct errors
- Takes responsibility for meeting commitments and for any shortcomings

Client Orientation

- Identifies the immediate and peripheral clients of own work
- Establishes and maintains effective working relationships with clients
- Identifies and monitors changes in the needs of clients, including donors, governments, and project beneficiaries

Continuous Learning

- Contributes to colleagues' learning
- Demonstrates interest in improving relevant skills
- Demonstrates interest in acquiring skills relevant to other functional areas
- Keeps abreast of developments in own professional area

Communication

- Actively shares relevant information
- Clearly communicates, and listens to feedback on, changing priorities and procedures
- Writes clearly and effectively, adapting wording and style to the intended audience

- Listens effectively and communicates clearly, adapting delivery to the Audience

Creativity and Initiative

- Proactively develops new ways to resolve problems

Leadership and Negotiation

- Convinces others to share resources
- Presents goals as shared interests

Performance Management

- Provides constructive feedback to colleagues
- Provides fair, accurate, timely, and constructive staff evaluations
- Uses staff evaluations appropriately in recruitment and other relevant HR procedures

Planning and Organizing

- Sets clear and achievable goals consistent with agreed priorities for self and others
- Identifies priority activities and assignments for self and others
- Organizes and documents work to allow for planned and unplanned handovers
- Identifies risks and makes contingency plans

Professionalism

- Masters subject matter related to responsibilities
- Identifies issues, opportunities, and risks central to responsibilities
- Incorporates gender-related needs, perspectives, and concerns, and promotes equal gender participation
- Persistent, calm, and polite in the face of challenges and stress
- Treats all colleagues with respect and dignity
- Works effectively with people from different cultures by adapting to relevant cultural contexts
- Knowledgeable about and promotes IOM core mandate and migration Solutions

Teamwork

- Actively contributes to an effective, collegial, and agreeable team environment
- Contributes to, and follows team objectives
- Gives credit where credit is due
- Seeks input and feedback from others
- Delegates tasks and responsibilities as appropriate
- Actively supports and implements final group decisions
- Takes joint responsibility for team's work

Technological Awareness

- Learns about developments in available technology
- Proactively identifies and advocates for cost-efficient technology solutions
- Understands applicability and limitation of technology and seeks to apply

it to appropriate work

Technical

- Delivers Return and Reintegration solutions customized to the needs of IOM
- Anticipates and understands internal and external issues and opportunities that may impact the Return and Reintegration landscape of IOM
- Adapts best Return and Reintegration practices to the requirements of IOM to Facilitate the achievement of strategic objectives.

V. EDUCATION AND EXPERIENCE

- University Degree in business administration or relevant field with at least 2 years of relevant experience.
- Proficient in MS Office, i.e. Word, Excel and Outlook.

| VI. LANGUAGES | |
|---|----------------------------|
| Required | |
| English Pashto Dari | Fluent Fluent Fluent |
| Advantageous | |
| OTHER LOCALLY SPOKEN LANGUAGES IN AFGHANISTAN | |

Method of Application:

Interested applicants are invited to send their curriculum vitae by the following e-mail address: applications4@iom.int and by **27 January 2018 latest**, referring to this advertisement quoting the above vacancy notice number. Candidates holding IOM contract should submit the internal application form. Sending curriculum vitae above-mentioned e-mail address is mandatory, and please ensure your contact details are correct in your CV (Curriculum Vitae) applicants who failed to do so will not be considered. **We do not accept hard copies.**

Due to the high volume of applications received, only shortlisted candidates will be contacted. Please ensure that the e-mail address that you will indicate in your application is accurate.