



International Organization for Migration (IOM)  
The UN Migration Agency

## Open to Internal and External Candidates SPECIAL VACANCY NOTICE

Position Title : **Outreach Assistant (Family Assistance Programme)**  
Duty Station : **Berlin, Germany**  
Classification : **General Service Staff, Grade G4**  
Reference Code : **SVN-DE1-2020-18-EXT**  
Type of Appointment : **Special Short-Term Contract, until End of 2020 with possibility of extension**  
Estimated Start Date : **As soon as possible**  
  
Closing Date : **17 September 2020**

*Established in 1951, IOM is the leading inter-governmental organization 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.*

IOM is committed to a diverse and inclusive work environment. Internal candidates are eligible to apply to this vacancy and are considered as first-tier candidates.

### **Context:**

Under the overall guidance of the **Chief of Mission**, and under the direct supervision of the **Senior Project Assistant (FAP)**, the Outreach Assistant accomplishes the following duties:

### **Core Functions / Responsibilities:**

1. Provide beneficiaries with accurate information in a timely manner. This will include distributing information sheets, the Integration Handbook and visa requirement checklists; responding to telephone and e-mail inquiries from beneficiaries (including requirements for submitting visa applications); and informing beneficiaries of any changes to visa requirements or submission procedures;
2. Assist in providing in-person counselling relating to family reunification of families of refugees and subsidiary protection holders to Germany;
3. Support outreach activities to recognized refugees, subsidiary protection holders and representatives to answer questions and provide remote guidance on form filling, visa requirements and general information;

4. Assist in reaching out to beneficiaries in countries where the project is not present in order to provide information about the family reunification visa application procedures to subsidiary protection holders and their families;
5. Maintain high level of accuracy of data capture, by ensuring that the information collected and recorded in the case management system are correct, complete and updated at all time;
6. Maintain records of all applications and contact with principle applicants and report these records periodically in a timely manner;
7. Assist in identifying Unaccompanied Minors (UAMs) and vulnerable migrants awaiting family reunification and flag those to the FAP Team Leader;
8. Inform management of any problems or issues immediately while regularly suggesting how to improve efficiency and service;
9. Take active steps to mitigate fraud and malfeasance, and to monitor the integrity of records containing individual data; and,
10. Perform any other duties as may be assigned.

### ***Required Qualifications and Experience***

#### **Education**

- University degree in Political Science, Migration Studies, International Relations or a related field from an accredited academic institution, with two year of relevant professional experience, preferably in similar roles.

OR

- Secondary School Diploma and at least four years of relevant working experience.

#### **Experience**

- Practical experience of how to multi-task, prioritize and work independently;
- Knowledge of German institutions and German migration policies is an asset;
- Demonstrated experience and knowledge on migration with a focus on Family Reunification is an asset;
- Previous work experience with national, regional or international public bodies would be an advantage.
- Proficiency with Microsoft Office applications, including Word, Excel, and Outlook is required. Proficiency with Microsoft Dynamics CRM is considered an asset.

#### **Languages**

Fluency in **English** is a requirement. Knowledge of other official IOM language as well as **Arabic and/or German** would be considered as advantage.

## **Required Competencies**

### **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.

### **Core Competencies** – behavioural indicators *level 1*

- 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**

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.

In all cases, a prerequisite for taking up the position is legal residency in the country of the duty station, and work permit, as applicable.

### **How to apply:**

Interested candidates are invited to submit their application including a cover letter not exceeding more than one page, CV and relevant certificates on Mandatory Requirements by email to [HRDGermany@iom.int](mailto:HRDGermany@iom.int).

Due to the volume of applications received, IOM Germany Human Resources will not be able to respond to all inquiries about the application status and will only contact shortlisted candidates.

### **Posting period:**

From 03.09.2020 to 17.09.2020