

## Open to Internal and External Candidates SPECIAL VACANCY NOTICE

Position Title : **Outreach Assistant (Family Assistance Programme)**  
Duty Station : **Berlin, Germany**  
Reference Code : **SVN-DE1-2021-13**  
Classification : **General Service Staff, Grade G4**  
Type of Appointment : **Special Short-Term Contract – 9 months (40hrs/week),  
with possibility of extension**  
Estimated Start Date : **3 January 2022**  
Closing Date : **18 November 2021**

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 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:***

Under the overall guidance of the Chief of Mission (COM) and the Head of the Policy and Project Support Unit, as well as the direct supervision of Senior Project Assistant (FAP), the incumbent is responsible for 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 at least two years of relevant professional experience, preferably in similar roles;

OR

Completed High School degree from an accredited academic institution, with at least four years of relevant professional experience.

#### **Experience and Skills**

- 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 and Arabic is required. Knowledge of German or of an official IOM language (French, Spanish) is an advantage.

## Required Competencies

The incumbent is expected to demonstrate the following values and 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.

IOM's competency framework can be found under the following [link](#).

### 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.

The appointment will be subject to certification that the candidate is medically fit and verification of residency, visa and authorizations by the concerned Government, where applicable.

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

***How to apply:***

Interested candidates are invited to submit their applications including a cover letter (not exceeding one page), CV and relevant certificates and references by email at [HRDGermany@iom.int](mailto:HRDGermany@iom.int).

**Please indicate your name, reference code and position title in the email subject.**

Due to the large volume of applications, only shortlisted candidates will be contracted.

***Posting period:***

From 04.11.2021 to 18.11.2021.

***Contact:***

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Human Resources Team  
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