



International Organization for Migration (IOM)
The UN Migration Agency

Call for Applications SVN 2022/XK0963

Open to Internal and External Candidates

Position Title : **Community Engagement Assistant**
Duty Station : **Ferizaj, Kosovo (UNSC 1244)**
Classification : **General Service Staff (G5)**
Type of Appointment : **Special Fixed Term, 6 months with possibility of extension**
Estimated Start Date : **As soon as possible**
Closing Date : **September 18, 2022**

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:

IOM works to help ensure the orderly and humane management of migration, to promote international cooperation on migration issues, to assist in the search for practical solutions to migration problems and to provide humanitarian assistance to migrants in need, including refugees and internally displaced people. As part of its activities in Kosovo, IOM assists in providing humanitarian assistance and protection-sensitive responses to migrants.

Under the overall supervision of the Chief of Mission, and the direct supervision of Senior Community Engagement Officer, the successful candidate will be assigned the following:

Core Functions / Responsibilities:

- Closely collaborate with Senior Community Engagement Officer and Community Engagement Officer, IOM field team and all on-site actors in jointly addressing communities' needs and in mobilizing the communities.

- Supporting the Assessment and addressing communities' information needs, provide comprehensive, timely and accurate information through accessible channels, in the relevant languages, and in a culturally sensitive way.
- Support the engagement of communities in decision-making, through structured community meetings, Youth and Women Committees, and FGDs that guarantee inclusion, participation, and representation.
- Maintain and monitor effective feedback mechanisms (help desks, info boards, suggestion boxes, service and actor mapping, etc.) and, based on feedback from beneficiaries, suggest specific actions and inclusive community engagement activities that promote resilience, self-reliance and accountability.
- Effectively support community-based volunteer-teams to respond to site's and host community's needs, thus strengthening security and stability.
- Perform other related duties that may be assigned.

Required Qualifications and Experience

Education

- University degree in Social or Political Science, Psychology, Communications, Education or a related field from an accredited academic institution with minimum three years of work experience.
- Master's degree in above fields is an advantage.

Experience/

- Experience in liaising with governmental and diplomatic authorities as well as with international institutions;
- Experience in working in a multi-cultural environment;
- Experience in the usage of computers and office software packages (MS Word, Excel, etc) and knowledge of spreadsheet and database packages, experience in handling of web-based management systems;

Skills

- Strong organizational and communication skills.
- Ability to work under time pressure and in camp setting.
- Ability to prioritize work, multi-task and meet deadlines.
- Strong interpersonal skills and flexibility, responsibility, integrity, teamwork, self-motivated.
- Able to work with little supervision, focused, well organized, detail-oriented.
- Strong computer skills, proficiency in Microsoft Office.
- Driving license (cat B) with 5 years of driving experience.
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Languages

- Fluency in English and local languages: Albanian and/or Serbian (oral and written).
- Knowledge of Pashto or Dari is an 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.

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

How to apply:

Interested candidates are invited to submit their applications – Personal History Form (click [here](#) to download) and Cover Letter to iompristinaapplications@iom.int by September 18, 2022 midnight at the latest, referring to **SVN 2022/XK0963** in the subject line.

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

Only shortlisted candidates will be contacted.

Posting period:

From 07.09.2022 – 18.09.2022