



IOM International Organization for Migration

Special Vacancy Notice AT2021/05

Open to Internal and External Candidates

Position Title : **Operations Assistant (Vulnerable Cases)**
Duty Station : **IOM Country Office for Austria, Vienna**
Classification : **General Service Staff, Grade G4 (full-time)**
Type of Appointment : **Special Short Term, 9 months with possibility of extension**
Estimated Start Date : **As soon as possible**
Closing Date : **02 January 2022**

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:

The project implemented by both the Operations Unit and the Unit for Assisted Voluntary Return and Reintegration aim to support the Austrian Return System by providing capacity building to stakeholders as well as by providing direct return and reintegration assistance to voluntary returnees. The projects are implemented in close coordination with IOM offices in the countries of return as well as in cooperation with relevant stakeholders in Austria.

Under the overall supervision of the Head of Office of the Country Office for Austria and the direct supervision of the Head of Operations, the incumbent is working on the implementation of projects related to Assisted Voluntary Return and Reintegration and Operations unit.

Core Functions / Responsibilities:

1. Contribute to the implementation and coordination of the assigned assisted voluntary return and reintegration activities.
2. Provide general support in arranging movements with regards to Assisted Voluntary Return from Austria in full compliance with IOM standards and guidelines.

3. Prepare and coordinate voluntary return of migrants, especially of those in vulnerable situations, with respective stakeholders in Austria as well as with counterparts in the countries of return and provide direct assistance to migrants.
4. Attend official meetings, appointments and duty travel (including as escort of persons in vulnerable situations) as appropriate in close coordination with the supervisor.
5. Contribute to the development of AVRR guidelines and training materials for stakeholders in the Austrian Return System with a special focus on AVRR of persons in vulnerable situations.
6. Provide content-wise support in the preparation and conduction of meetings, trainings, events.
7. Assist in drafting project proposals and contribute to other project development activities of the unit.
8. Perform any other tasks that may be assigned.

Required Qualifications and Experience

Education

- University degree at bachelor or equivalent or higher and a minimum of two years of work experience ideally in the field of migration; the university degree should ideally have been completed in the field of medical science or social sciences, e.g. sociology, social anthropology, political sciences, psychology or related; OR
- Completed school diploma or equivalent from an accredited academic institution and a minimum of four years of work experience ideally in the field of migration with focus on assistance to migrants in vulnerable situations.

Experience

- Working experience with persons in vulnerable situations such as persons with medical needs, minors, elderly etc.
- Sound understanding of medical conditions and medical terminology is a definite advantage
- Knowledge of movement related aspects relating to persons in vulnerable situations would be an advantage.
- Comprehensive knowledge of the Austrian and EU migration and asylum policies and actors is an asset
- Experience in liaising with NGOs and governmental actors.
- Work experience with an international organization is an asset
- Excellent organizational and coordination skills
- Good communication skills
- Excellent computer skills (MS Office)
- Driving licence/ class B is an asset.
- Moderation and presentation skills especially in digital setting is an asset.

Languages

Fluency in **English** and **German** is required. Dari/Farsi, Arabic or Russian is desirable.

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.

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

Other

Any offer made to the candidate in relation to this special 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.

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 applications by 02 January 2022, 23:59 at the latest to iomviennacohr@iom.int referring to this vacancy and using the subject line "*Family Name* – application SVN AT2021/05".

In order for an application to be considered valid, the application must contain a letter of motivation, a CV (both in English) and a duly filled in Personal History Form (available at <https://austria.iom.int/sites/default/files/PersonalHistoryForm.xls>).

Only shortlisted candidates will be contacted.

Posting period:

From 14.12.2021 till 02.01.2022