



IOM International Organization for Migration  
OIM Organisation Internationale pour les Migrations  
OIM Organización Internacional para las Migraciones

## VACANCY ANNOUNCEMENT VN60/2015

### Part-Time Administrative Assistant/Trainer for the Canadian Orientation Abroad Program (COA)

#### I. General Information

New immigrants to Canada typically have unrealistic expectations and limited understanding of Canadian culture and society. In some cases, future immigrants have no information or have been misinformed. Many have not considered the rights and responsibilities that are implicit for life in Canada. These factors intensify adjustment problems, create settlement barriers and undermine migration processes. The need to adequately inform immigrants selected abroad about the settlement and integration challenges is essential to successful resettlement in Canada.

As a response to this need, in compliance with Citizenship and Immigration Canada's (CIC) Integration Policy, IOM's **Canadian Orientation Abroad Program (COA)** has established a permanent training location in Mexico and is now looking to expand its pre-departure training in a sub-location; that is, in Port-au-Prince, Haiti. Mexico will function as the main office and act as the administrative confluence point for COA in Haiti. COA consists of two pre-departure orientation sessions—a group session, followed by a one-to-one session—, both aimed at providing the future newcomers to Canada with a breadth of relevant information and useful guides for insertion into the Canadian labour market and society.

The pre-departure orientation provided by COA corresponds to the six shared principles upon which CIC and the provinces of Canada have agreed, with respect to the renewal strategy for settlement and integration services.

These principles are:

1. Integration requires both newcomers and Canadians to commit themselves to adapting to the new cultures;
2. Acquisition of one of the official languages of Canada (English and French) is key to successful settlement and integration;
3. Canadians value and should contribute to efforts to assist newcomers to achieve economic and social self-sufficiency as soon as possible;
4. It is important for Canadians to share with newcomers the principles, traditions and values that are inherent in Canadian society such as freedom, equality, and participatory democracy;
5. Settlement and integration services aim to assist newcomers to become self-sufficient as soon as possible, with priority given to those deemed to be most in need within the community;
6. Settlement and integration services across Canada will be flexible, responsive and reasonably comparable.

#### IOM Mexico

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## II. Functions

Under the overall direction and supervision of the IOM Chief of Mission in Mexico and Haiti, in coordination with the COA Coordinator and Facilitator in IOM Mexico, the COA Administrative Assistant and Trainer in IOM Haiti (Port-au-Prince) will be responsible for:

In particular, he/she will:

- Coordinate and conduct pre-departure orientation (COA) sessions for Canada-bound migrants in Port-au-Prince, (in Créole, French and English).
- Find way to register the maximum number of adult immigrants (from the Economic and Family Class categories who have been selected and approved for settlement to Canada) into a COA session.
- In coordination with the COA Mexico Coordinator/Facilitator, and in anticipation of a COA session in Port au-Prince, arrange various logistical details for the visiting COA staff (visa, flights, hotel and airport transfers).
- In coordination with the COA Mexico Coordinator/Facilitator, arrange various logistical details for the delivery of a session, such as locating an appropriate and secure training room for the delivery of a COA session.
- In coordination with the COA Mexico Coordinator/Facilitator, plan and schedule COA sessions before the immigrants' departure for Canada.
- Coordinate with IOM Haiti Procurement Unit for the purchase of food, snacks and drinks for the COA session participants;
- Be responsible of the COA registration process in Haiti; that is, incoming calls, in-person registrations, timely replies to incoming e-mails and/or text messages pertaining to general inquiries about the COA project, registration or session;
- Maintain regular coordination (weekly and after each session) with COA Mexico Coordinator/Facilitator.
- Research and keep abreast of information on immigration to Canada and provide immigrants with accurate information about their settlement.
- Maintain ongoing dialogue with COA Mexico, and other COA facilitators, in order to maintain a well-researched and coordinated approach to program delivery in Mexico and Haiti.
- In coordination with the COA Mexico Coordinator/Facilitator, oversee and ensure that all is ready in advance of each training session: laptop, projector, DVDs and CDs, reference documents, training documents for distribution, etc.
- Through the delivery of COA sessions in Port-au-Prince, increase and develop migrants' awareness and skills necessary to experience a successful adaptation process, especially during their first 12 months of stay in Canada.
- Ensure that COA session delivery is conducted in a training location that supports all of COA training needs (appropriate and safe, working equipment, Internet access, etc.)
- Develop and translate training tools and activities that are specifically adapted to beneficiaries and duration of session.
- Maintain coordination between COA Mexico and IOM Haiti Finance team, and keep abreast of appropriate COA code charging (WBS-FM.0419.MX10) with the COA Manila accounting team.
- Liaise with the Canadian Embassy in Haiti, whenever necessary; be open to receiving and briefing Canadians, and other IOM and CIC dignitaries, CIC immigration managers and officers, in-training interns,

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CIC immigration officers, attend Canadian Embassy-related functions and workshops to discuss Canadian immigration and issues pertaining to immigrant training.

- In coordination between COA Mexico and IOM Haiti, request the timely booking of training room, equipment, meals, etc.
- In coordination between COA Mexico and IOM Procurement Unit, ensure that all purchase and reimbursement matters are timely accomplished.
- In coordination between COA Mexico and IOM Haiti Administrative team, timely request the purchase of necessary training supplies.
- Maintain a COA resource library and inventories of all instructional supplies.
- Ensure security, order and confidentiality of all interactions, transactions, and statistical documents.
- In coordination with COA Mexico Coordinator/Facilitator, assist in the preparation of periodic (quarterly, monthly and final) statistical and narrative reports.
- Ensure that COA statistical information are well maintained and kept up-to-date.
- In coordination with the COA Mexico Coordinator/Facilitator, oversee and schedule the maximum number of COA participants and the timely delivery of COA immigrant sessions in Haiti.
- In coordination with the COA Mexico Coordinator/Facilitator, keep track of participants who did not attend and follow up.
- Be responsible to evaluate all equipment and procurement needs.
- Undertake travel duty as needed in support of COA Haiti activities, if necessary.
- Be ready to research and prepare an article on COA Haiti for the COA Newsletter.
- Prepare and sign COA certificates for COA Haiti participants.
- Perform such other duties as may be assigned.

### III. Desirable Qualifications

- Experience living, studying and/or working in Canada.
- Diploma in Teaching (University degree preferred), or training experience.
- Minimum of 3 years of experience in similar positions.
- Experience working in cross-cultural settings.
- Ability to maintain statistics and write financial reports.
- Mature individual able to pay attention to details and submit timely reports as required.
- Good computers skills, especially in Excel, Internet and e-mail.
- IOM functional competencies required: to be an effective communicator, creative analytical thinker, active learner and strong team player.
- Languages: Thorough knowledge of Creole, French and English.

### IV. Competencies

The incumbent is expected to demonstrate the following technical and behavioral competencies:

#### Accountability

- Accepts and gives constructive criticism.
- Follows all relevant procedures, processes, and policies.
- Meets deadline, cost, and quality requirements for outputs.

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- Monitors own work to correct errors.
- Takes responsibility for meeting commitments and for any shortcomings.

### **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**

- Actively seeks new ways of improving project or services.
- Expands responsibilities while maintaining existing ones.
- Persuades others to consider new ideas.
- Proactively develops new ways to resolve problems.

### **Planning and Organizing**

- Sets clear and achievable goals consistent with agreed priorities for self and others.
- Identifies priority activities and assignments for self.
- Organizes and documents work to allow for planned and unplanned handovers.
- Identifies risks and makes contingency plans.
- Adjusts priorities and plans to achieve goals.
- Allocates appropriate times and resources for own work and that of team members.

### **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.

### **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.

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- Proactively identifies and advocates for cost-efficient technology solutions.
- Understands applicability and limitation of technology and seeks to apply it to appropriate work.

#### **Resource Mobilization**

- Establishes realistic resource requirements to meet IOM needs.

#### **V. Duty Station**

Port-au-Prince, Haïti.

#### **VI. Requirements**

- 1) The applicant must be of Canadian nationality and have the right to work in Haiti
- 2) Thorough knowledge of Creole, French and English
- 3) Previous experience in the UN System (advantage)
- 4) Previous experience in training of large groups (advantage)

#### **VII. Application Submission**

The applicant must send his/her CV, along with 3 recommendation letters and 1 motivation letter to [iommexico@iom.int](mailto:iommexico@iom.int), referring to vacancy announcement VN60/2015. Deadline to apply: **November 27<sup>th</sup> 2015**

Please note that only prescreened applicants will be interviewed.

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