



International Organization for Migration (IOM)
The UN Migration Agency

Vacancy Notice

SVN2023_059

Open to internal and external candidates

Position Title : **Migrant Support Assistant (4 Positions)**
Duty Station : **Port-au-Prince**
Classification : **Employee, Grade Equiv. G4**
Type of Appointment : **Special Short-Term Contract, 6 months with possibility of extension**
Estimated Start Date : **ASAP**

Closing Date : **August 30th, 2023**

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. Applications from qualified female candidates are especially encouraged. For the purpose of the vacancy, internal candidates are considered as first-tier candidates.

Responsibilities:

Reporting directly to the Visa Application Centre (VAC) Coordinator programmatically and directly to the (VAC) Team Leader, the Incumbent will provide administrative support for the VAC in Port-au-Prince operated by IOM.

Particularly s/he will:

Specific duties and responsibilities include:

1. Provide Migrant support service to applicants at all times, in full compliance with the established application procedure for Humanitarian Visa (VITEM III) and Family Reunification Visa (VITEM XI) and internal workflow, as instructed by the VAC Team Leader and overseen by the Programme Coordinator.
2. Assist in the provision of client information: distribution of application forms, information sheets and checklists regarding visa requirements; assist with

telephone and e-mail inquiries from clients(including requirements for submitting visa applications and the location of migrant passport),

3. Providing timely and accurate information to clients; supporting clients with Assisted Data Entry services; inform clients of any changes to visa requirements or submission procedures.
4. Assist in the collection and forwarding of complete applications as per Humanitarian Visa (VITEM III) and Family Reunification Visa (VITEM XI) application checklists.
5. Provide guidance to clients on the proper completion of application forms; review and collect applications along with any supporting/ additional documents, as required; verify the authenticity of supporting documentation.
6. Ensure that every client signs the Consent Form; follow up on applications and passports;
7. Data Capture: enter all applicant data into the existing web-based visa application portal with accuracy and efficiency; assist in maintaining the IOM internal database; compile complete and accurately filled application documents in the required order; hand over all required applicant data, passport and supporting documentation to the VAC Team Leader for forwarding to the Brazilian Embassy; ensure accurate application tracking and updating in the IOM internal database.
8. Collection of Fees: collect the evidence of payment of the visa fees to the Embassy of Brazil (bank deposit slips); collect IOM service fees;
9. Returning of passports, supporting documentation and visa decisions: Assist in returning processed applications, passports and supporting documentation.
10. Reporting: Assist in maintaining accurate and detailed records of all applications and fees received and report these records daily to the VAC Team Leader.
11. Always maintain a professional appearance and migrant friendly demeanor.
12. Immediately inform management of any problems or issues related to her/his daily work and regularly make suggestions on how to improve efficiency and client service.
13. Comply with the IOM Policy for a Respectful Working Environment”, “IOM Confidentiality Agreement”, “IOM Data Protection Manual”, IOM Standards of Conduct”, and the “IOM Policy on Reporting Irregular Practices, Wrongdoing and Misconduct”.
14. Such other duties as may be assigned by the VAC Team Leader, the VAC Coordinator

Required Qualifications and Experience:

Education

- **Education/Training:** High school diploma or equivalent; University degree or equivalent in Business Management, Client Services, Social Science or related discipline

preferred; or an equivalent combination of education, training and experience;

Experience

- **Experience:** Minimum 3 years of relevant professional experience in a similar setting & capacity preferred; Demonstrated ability to maintain accuracy and confidentiality in performing responsibilities;
- Excellent computer skills, especially in MS Office; Strong interpersonal and intercultural skills and attention to detail; excellent ability to work accurately and efficiently under time pressure; Teamplayer.

Languages:

Fluency in French and Creole Haitian is required, working knowledge of English is an advantage.

Required Competencies:

Values - all IOM staff members must abide by and demonstrate these three values:

- Inclusion and respect for diversity respects and promotes individual and cultural differences; encourages diversity and inclusion wherever possible.
- Integrity and transparency: maintain 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

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, accreditation, any residency or visa requirements, and security clearances.

Subject to certain exemptions, vaccination against COVID-19 will in principle be required for individuals hired on or after 15 November 2021. This will be verified as part of the medical clearance process.

How to apply:

Interested candidates are invited to submit their applications via e-mail to smhtirecruitment@iom.int referring to this advertisement in the subject: "SVN2023_059_ Applicant name". Application must contain a CV and a cover letter in a unique file.

Only shortlisted candidates will be contacted.

Posting period:

From 22.08.2023 to 30.08.2023