



IOM International Organization for Migration
المنظمة الدولية للهجرة

Position Title: **CCCM Accountability/CFM Assistant**
Organizational Unit: **CCCM**
Duty Station: **Iraq, Ninawa (Jaddah Camp)**
Type of Contract: **Stars Orbit, Subcontracted to IOM**
Type of Appointment: **Four (4) Months with Possibility of Extension**
Grade: **Equivalent to G4**
Closing Date: **May 26, 2018**
Reference Code: **SVN2018/IRQ/080**

Context:

Under the overall supervision of the CCCM program coordinator and national officer and the direct supervision of the CCCM officer, the CCCM Accountability Assistant will be responsible for the following functions:

Core Functions / Responsibilities:

1. Work closely with the camp management organization to facilitate the expansion of the camp accountability mechanism to cover all six Jad'ah camps, including introduction of new tools.
2. Work to build the capacity of the camp management organization and accountability partner, through staff training, introduction of new tools, and field monitoring.
3. Attend the opening of the feedback boxes on a weekly basis and attend the complaints area to ensure impartial and timely documentation, analysis and response to the feedback and complaints received.
4. Receiving and responding to complaints and feedback from camp residents through multiple channels of engagement (like feedback boxes, complaints area and from IDP Information Centre), tracking complaints and ensuring that adequate referrals are made and necessary actions are taken or response are given.
5. Responsible for any follow-up of the cases that arise in the feedback.
6. Responsible of updating IDPs, Camp management and partners about the actions taken to address the complaints received through multiple channels of engagement.
7. Participate as needed in regular camp coordination meetings with camp manager and CCCM Coordinator.
8. Any other project related duties as requested by CCCM programme coordinator and national officer and CCCM officer.

Behavioral

- Promotes knowledge sharing and learning culture in the office and the field;
- Ability to develop and maintain effective work relationships with other sections and colleagues within the organization;
- Ability to develop and maintain effective work relationships with national authorities and other organizations;
- Focuses on impact and results, and responds positively to constructive feedback;
- Consistently approaches work with energy and a positive attitude;
- Remains calm, in control and good humored even under pressure;
- Demonstrates openness to change and ability to manage complexities;

- Actively works towards continuing personal learning and development and applies newly acquired skills.

Technical Skills

- Good communication, report writing, presentation and people's skills. Understanding and tolerant to complex social-political religious, cultural environments is necessary.
- Drive for results with effective resource management skills.
- Ability to work under extreme pressure in difficult conditions while maintaining security awareness.
- Flexibility and focus on processes and their improvements.
- Ability to work effectively and harmoniously with colleagues from varied cultures.
- Ability to work with minimal supervision.

Desirable Qualifications:

(Education, Experience and Competencies)

- Strong combination of training and experience in field of operations, and relevant experience of working in IDP camp environments;
- Bachelor's degree (or equivalent) and ability to use basic computer programs (outlook, word, excel, powerpoint)
- Operational and field experience in camp management and CCCM programme development, implementation and evaluation;
- Operational and field experience in accountability mechanisms;
- Experience in conflict/ emergency zones and in working in a high-risk environment;
- Experience in liaising with governmental authorities and local communities, as well as national and international institutions;
- Excellent leadership, coordination and information management skills;

Languages

- Fluency in written and spoken Arabic and English

How to apply:

Interested candidates are invited to submit their applications via a link:

<http://iomiraq.net/vacancies/cccm-accountabilitycfm-assistant>

In order for an application to be considered valid, IOM only accepts online profiles duly completed. Only shortlisted candidates will be contacted.

Posting period:

From: 16.05.2018 to 26.05.2018