



Organization or Agency: **International Organization for Migration (IOM)**
Position Title: **Referral Focal Point**
Organizational Unit: **Community Resource Center/RRU**
Duty Station: **Iraq – East Mosul (Al-Tarir)**
Type of Contract: **Sub-Contracting (Stars & Orbit)**
Grade: **Equivalent to G4**
Duration of Appointment: **Six (6) months with the possibility of extension**
Closing Date: **December 18, 2018**
Reference Code: **SVN2018/IRQ/189**

IOM is committed to a diverse and inclusive environment. Applications from qualified female candidates are especially encouraged as well as the 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:

Under the general guidance of Head of Ninawa Office and Head of Returns and Recovery unit; and under the direct supervision of the Project Officer, the incumbent will be responsible for below tasks, in particular:

Core Functions / Responsibilities:

1. Develop referral pathways with CRC area coverage;
2. Update and maintains contact with service providers, and ensures to update the service mapping on a regular basis;
3. Conduct on a regular basis field visits jointly with the CRC teams within CRC area coverage;
4. Closely liaise with the CRC teams and other implementing partners, to ensure that complete and reliable information is collected to build and update the profile of the referred case;
5. Contribute to the mapping of relevant government, humanitarian, recovery and stabilization in CRC area coverage;
6. Facilitates CRC Administrator regular meetings with relevant government, humanitarian, recovery, and stabilization in CRC area coverage;
7. Participate in existing Clusters coordination forums at the governorate level;
8. Conduct timely and regular (daily) referrals of the cases, while maintaining a complete record (using CRC's referral tracking tools) of all referred cases' details and actions taken;
9. Conduct full and regular follow-up on the referred cases' status, persons-in-charge, to understand whether the beneficiaries have effectively accessed relevant procedures and/or availed themselves of the needed service(s) and rights;
10. Contribute to the development of the current referral tools and pathways;
11. Ensure the quality of the referrals;

12. Report in the appropriate documents the feedbacks, the assessments made by the teams and the needs concerning referrals;
13. Follow-up and coordinate the internal referrals between the teams
14. Participate in the field teams' training about the data collection on the field
15. Provide relevant analyses and reporting of the collected data according to the Project Officer and Project Manager's requests;
16. Propose improvements of the follows up tools and assessment forms as needed
17. Regularly analyze and report any obstacles, feasible solutions, concerns, and generate comprehensive lessons learned to improve both the beneficiaries' environment and the CRC's teams' dynamics, procedures, and practices;
18. Assist with any other duties as deemed necessary by the supervisor(s).

Competencies

- Work prioritization and ability to multitask;
- Ability to maintain a high level of accuracy, confidentiality concerning financial and employee files;
- Excellent interpersonal skills;
- Shares knowledge and experience;
- Positive, constructive attitude;
- Ability to work and act under pressure with discretion in politically sensitive environment with a minimum of comfort;
- Responds positively to critical feedback and differing points of view;
- Ready to work independently, under tight deadlines;
- Displays cultural, gender, religion, race, nationality and age sensitivity and adaptability
- Ability to work in a multi-cultural team environment with a positive attitude;
- Highest standards of integrity, discretion and loyalty;
- Strives for supportive working environment and positive working relationship;
- Focuses on result for the client and responds positively to feedback.

Required Skills and Experience

Education:

- Bachelor's degree in sociology, humanities, development, other relevant social sciences, information (and communication) technology (IT/ICT) - advanced university degree is highly desirable.

Experience & Skills:

- Minimum Two-years relevant experience ideally related to protection monitoring (or similar field-bound activities) and reporting in the context of humanitarian programming;
- Strong computer skills – basic web design and database management, experience of GIS software would be an advantage.
- Demonstrated excellent knowledge of, specifically, protection and gender concepts, beneficiary selection criteria in humanitarian programming and referral pathways;

- Demonstrated excellent knowledge of and experience in using electronic databases and information and communication technology (ICT) platforms for digital data collection and automated reporting;
- Good knowledge of the state and community-based landscape, i.e. the organizations' mandates, target groups, capacities, activities etc;
- Experience working with people with different backgrounds and under challenging circumstances;
- Excellent organizational, communication, coordination and time-management skills;
- High ability to interpret, analyze, and synthesize information in a fast-paced environment;
- Ability to productively work under pressure and circumstances of insecurity;
- Excellent reporting skills, reliability, flexibility, commitment and patience;
- Ability to gain trust and build relationships with co-workers, communities and authorities;
- Excellent knowledge of Microsoft Office applications (especially Word, Excel, Access);
- Must be from / live in governorate of operation

Language:

- Excellent command of English and working knowledge of Arabic.
- Any other language is an asset.

How to apply:

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

<http://www.iomiraq.net/vacancies/referral-focal-point>

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: 04.12.2018 to 18.12.2018