

Call for Application (CFA)

Position Title	CVAC Client Service – Intern (2 Positions)
Classification, Position Grade	N/A
Duty Station	Kampala-Uganda
Type of Appointment	Internship (6 Months)
Date of Issue	3 January 2024
Closure Date	17 January 2024
CFA No.	CFA/UG/001/2024
Organizational Unit	CANVAC

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.

Background and Context:

The International Organization for Migration (IOM) is committed to ensuring orderly and humane governance of migration, promoting international cooperation on migration issues, and assisting in the search for practical solutions to migration issues.

IOM will be providing administrative visa-related services through the Canada Visa Application Centre (CVAC), aimed at making the visa application process timelier and more convenient.

Under the overall supervision of the CVAC Global Project Manager and direct supervision of CANVAC Client Service Team Leader programmatically and directly to the Chief of Mission administratively, the incumbent will provide administrative support for the CVAC operated by IOM.

Core Functions / Responsibilities:

- Always provide client services to applicants, in full compliance with the Immigration, Refugees and Citizenship Canada (IRCC) contractual obligations and service standards.

- Assist in providing information to the applicants: distribution of forms and checklists; provision of accurate and timely replies to applicants' enquiries through phone, email, chat and in person; assistance and guidance with value added services.
- Assist in collecting visa applications and sorting the documents: verification of completeness and correctness of visa application forms; completeness check of the supporting documents; sorting of the documents with relevant checklist; assistance to applicants if the documents are incomplete.
- Delivery and collection of applications and passports: secure transfer of the visa applications and passports to/from the IRCC specified visa offices; sorting and counting of applications and passports; secure return of passports to applicants and delivery to courier.
- Compliance with IOM Staff Rules and Regulations and with all IOM Policies including: "IOM Standards of Conduct", "IOM Policy for a Respectful Working Environment", "IOM Policy on Reporting Irregular Practices, Wrongdoing and Misconduct", "IOM Confidentiality Agreement", "IOM Data Protection Principles", "IOM Information Security Policy".
- Perform any other related duties that may be assigned by the Team Assistant or VAC Management.

ELIGIBILITY REQUIREMENTS

Applicants to IOM internships must, at the time of application, meet one of the following requirements:

- Be enrolled in the final academic year of a first university degree programme (minimum bachelor's level or equivalent); or
- Be enrolled in a graduate school programme (second university degree or equivalent, or higher); or
- Have graduated with a university degree and, if selected, must commence the internship within one year of graduation. (applicants who graduated since January 2023 will be accepted)
- All applicants must be between 20 and 36 years of age.
- Applicants should have a working knowledge (both oral and written) of English.

EDUCATION

- Completed or final year of enrolment in bachelor's degree program in the fields of Business Administration, Social Work, Communication and Human Resources or any other from UNESCO accredited Institution.

EXPERIENCE

- Ability to use own initiative and work under pressure with minimum supervision
- Excellent written and oral communication skills in English with minimal supervision.

- Strong interpersonal and communication skills
- Attention to detail and ability to organize
- Self-motivated and objective driven

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.
- **Courage:** Demonstrates willingness to take a stand on issues of importance.
- **Empathy:** Shows compassion for others, makes people feel safe, respected and fairly treated.

Core Competencies – behavioural indicators Level 3

- Accountability- Takes ownership for achieving the organization's priorities and assumes responsibility for own action and delighted work.
- Communication – Encourages and contributes to clear and open communication. Explains complex matters in an informative, inspiring and motivational way.
- Teamwork – Develops and promotes effective collaboration within and across units to achieve shared goals and optimize results.
- Delivering results – produces and delivers quality services 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.

How to apply:

Interested applicants may send their applications to huganda@iom.int no later than **17 January 2024**. Reference Number and Position Title (**CFA/UG/001/2024 - CVAC Client Service - Intern should** be specified in the SUBJECT field.

Required: After sending your application through huganda@iom.int, YOU ARE REQUIRED to fill in the recruitment Questionnaire using the link: - **Pre-Screening Form**.

Applications from qualified female candidates are especially encouraged.

Only short-listed candidates will be invited for an interview.

Posting period:

From 03 January 2024 to 17 January 2024