

**Canadian Orientation Abroad (COA) Administrative Programme Support and Facilitator
(G5)**

VACANCY NOTICE (VN)

Open to Internal and External Candidates

Position Title : **Canadian Orientation Abroad (COA) Administrative Programme Support and Facilitator**
Reference No : **VN/UG/011/2023**
Duty Station : **Kampala, Uganda**
Classification : **General Service (G5) 1 Position**
Type of Appointment : **Fixed term, one year with possibility of extension**
Estimated Start Date : **As soon as possible**
Closing Date : **09th June 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. Internal candidates are eligible to apply to this vacancy and are considered as first-tier candidates

ORGANIZATIONAL CONTEXT AND SCOPE

Since 1998, in partnership with the Government of Canada, the International Organization for Migration (IOM) has been providing pre-arrival Information and Orientation sessions to refugees approved for resettlement to Canada in over 60 locations worldwide. This flagship Programme is Canadian Orientation Abroad (COA).

Under (i) the direct supervision of the COA Coordinator and Facilitator in COA Uganda; (ii) the overall administrative supervision of the IOM Uganda office; (iii) and the technical support of the COA Global Programme Manager in Geneva and Global Management team in Ottawa and Manila, the successful candidate will provide administrative support to the COA Programme by assisting and supporting by liaising internally within the COA Uganda team, with various COA partners in IOM (IOM OPS and IOM MHD) on refugee movements, and with other IOM departments on administrative matters. S/he will provide administrative and logistical support on various aspects of COA Programme activities in Uganda.

Core Functions / Responsibilities:

1. Support the COA coordination with registration and scheduling of COA sessions, calling refugee clients, preparing participant lists, assisting with narrative reports, translation of materials into target languages and with the maintenance of up-to-date and accurate statistical sheets.

2. Prepare participant lists for all eligible clients only.
3. Support the coordination of refugee programming activities with the COA Coordinator and team on an on-going basis; liaise with other IOM partners (IOM Operations and IOM Migration Health Division) for all incoming Advanced Booking Notifications (ABN).
4. Assist, support and deliver pre-arrival information and orientation sessions to refugees in Uganda and in surrounding countries, through a hybrid mix of training session modalities: in-person, virtual (through Zoom) and telephonic, prepare needs assessments and referrals to youth and adult refugees in Uganda.
5. Keep abreast of changes in curriculum content of pre-departure orientation, be fully familiar with the content of COA Toolboxes of Activities for adults and youth, research information about resettlement to Canada and through mentoring and coaching and the mastering of various tools and platforms, become an expert facilitator at delivering information sessions specifically designed for refugees.
6. Support COA coordination with other IOM departments (HR Logistics/Procurement, Finance), Refugee Camp Management and other IOM missions as necessary.
7. Support COA coordination with IOM Uganda Finance department and Logistics Unit to make sure that refugee clients, if eligible, get the travel reimbursement and are provided accommodation when required.
8. Support COA coordination with logistic and administrative support in generating Purchase Requests (PR), using the correct WBS and following up on charges and payments.
9. Support COA coordination with relevant food vendors, if necessary, to ensure that snacks and meals are provided on time while maintaining high standard of food, presentation and hygiene.
10. Support COA coordination with making arrangements for the purchase and implementation of Person Protection Equipment (PPE) in times of the pandemic: masks (for distribute to COA participants), sanitizing products (to use outside and inside the COA training rooms) and implementation of training room distancing.
11. Timely report to COA Canadian team COACanada@iom.int any refugee clients who did not/could not attend a COA session and justify the reason.
12. Be fully efficient at using the COA data-encoding system (MiMOSA) in coordination with COA Manila staff and submit report attendance in a timely manner.
13. Maintain records of all COA participants confidential.
14. In coordination with the COA Coordinator and team, maintain an inventory of COA materials (COA Participant Workbooks, pens, bags, notebooks, etc.), support the procurement and distribution of COA training materials and supplies with the COA supply chain management staff in IOM-COA Manila.
15. Carry out various administrative tasks, including logistics of Travel on Duty (TDY), the organization of meetings and workshops, corresponding with participants.
16. Contribute to development of the COA Programme by participating in staff development workshops, exchange programs, attend mandatory and suggested eLearning courses and in-person or virtual Training of Trainers seminars.
17. Provide informal translation and interpretation services when needed.
18. Perform such other duties as may be assigned.

Required Qualifications and Experience

Education

- University degree in Administration, Management, Political or Social Sciences or in a related field from an accredited academic institution with three years of relevant professional experience; or
- High school diploma with five years of relevant professional experience

Experience

- Experience working with in an organization
- Experience in training or teaching methodologies.
- Experience providing administrative support.
- Demonstrated ability to work effectively with a team.
- Experience in working independently and reporting to a team

Skills

Clear and concise communication in writing (English).

Excellent planning, organizational and time management skills.

Attention to details.

Proven ability to communicate cross-culturally.

Solid Computer skills, including proficiency in MS Office Packages (Office Excel, Power Point, SharePoint, Adobe Pro, Zoom, Outlook, MS Teams).

Languages

- Fluency in English
- Fluency in Kiswahili, Somali, Lingala, Luganda, Kirundi, Kinyarwanda, Amharic and Tigrinya is desirable
- Working Knowledge of any other UN languages.

Required Competencies

The incumbent is expected to demonstrate the following values and competencies:

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 – behavioral indicators *level 1*

- **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.

How to apply:

For an application to be considered valid, IOM will only accept applications which should include a cover letter (not more than one page) and résumé highlighting the required education and experience.

Interested applicants may send their applications to hruganda@iom.int no later than **09th June 2023**. Reference Number and Position Title: **VN/UG/011/2023 – Canadian Orientation Abroad (COA) Administrative Programme Support and Facilitator (G5)** should be specified in the SUBJECT field.

Required: After sending your application through hruganda@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 17th May 2023 to 09th June 2023