

VACANCY NOTICE (VN)

Open to Internal and External Candidates

Position Title : **Canadian Orientation Abroad (COA) Facilitator**
Reference No : **VN/UG/011/2024**
Duty Station : **Kampala, Uganda**
Classification : **General Service (G5)**
Type of Appointment : **One Year Fixed Term, with possibility of extension**
Estimated Start Date : **As soon as possible**
Closing Date : **19th June 2024**

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 the inception of IOM in 1951, Movement Operations have been and continue to be a fundamental pillar of the Organization's work. The organized 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 the overall administrative supervision of the Chief of Mission in Uganda, in close coordination with the COA Programme officer in Geneva and the direct supervision of the COA Facilitator & Coordinator in Uganda, the successful candidate will provide support to the COA Programme by assisting and supporting the delivery of pre-arrival information through a hybrid mix of training modalities: in-person, telephonic and/or virtual orientation and by liaising internally within various COA partners (IOM OPS and IOM MHD) on refugee movements and with other IOM departments on administrative matters. They will assist in providing administrative and logistical support on various aspects of COA programme activities in Uganda.

Core Functions / Responsibilities:

1. Assist and support the delivery of pre-arrival information through a hybrid mix of training modalities: in-person, telephonic and/or virtual orientation and needs assessment and referrals to youth and adult refugees in Uganda.
2. 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.

3. Contribute to the creation of agendas, learning outcomes, and facilitation guides for COA staff and participants.
4. Support the COA Coordinator and Facilitator in the preparation of COA delivery planning and scheduling of sessions whether in-person, telephonic and/or virtual orientation.
5. Support, in times of training surges, the COA activities in other locations around the world by conducting in-person mobile training sessions, telephonic and/or virtual sessions to different locations in the larger region.
6. Support, in times when the training in specific languages is needed, with the delivery of in-person, telephonic and/or virtual orientation in other areas of the world.
7. Support the COA Coordinator and Facilitator with planning 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.
8. Support the coordination of refugee programming activities with the COA Coordinator and Facilitator and team on an on-going basis; liaise with other IOM departments and other IOM missions as necessary.
9. Provide selected refugees with personalized referrals to in-Canada Service Provider Organizations (SPOs) when appropriate.
10. Be fully efficient at using the COA data-encoding system (MiMOSA) in coordination with COA Manila staff. Report attendance timely and keep records of all COA participants confidential.
11. Support COA reporting and evaluation objectives on all matters related to refugee programming.
12. Contribute to the development of promotional tools aimed at increasing the uptake of pre-departure services among refugee clients and in disseminating information about COA to stakeholders.
13. In coordination with the COA Coordinator and Facilitator, maintain an inventory of COA materials (COA Participant Workbooks, pens, bags, notebooks, etc.), and support the procurement and distribution of COA training materials and supplies with COA supply chain management staff in COA Manila.
14. Carry out various administrative tasks, including logistics of Travel on Duty (TDY), the organization of meetings and workshops, corresponding with participants, and preparation of background documents and presentations.
15. Contribute to the development of the COA programme by participating in staff development workshops, and exchange programs, and attending mandatory and suggested e-learning courses and in-person or virtual Training of Trainers seminars.
16. Perform such other duties as may be assigned.

Required Qualifications and Experience

Education

- Completed University degree in Political or Social Sciences, Education or 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 refugees;
- Experience providing information and orientation to and engaging with refugees is an advantage;
- Demonstrated ability to work effectively with a variety of stakeholders;
- Experience in leading interactive training seminars or orientation sessions for youth and adults.

Skills

- Clear and concise communication in writing (English).
- Excellent planning, organizational and time management skills.
- Attention to details.
- Proven ability to communicate cross-culturally;
- Speaking more than one of the different languages spoken by refugees in Uganda; especially Swahili, Lingala, Kinyarwanda, Kirundi, Somali, Amharic and Tigrinya
- IOM Functional Competencies required: Effective Communicator, successful negotiation, creative analytical thinker, active learner, strong team player and cross-cultural facilitator.
- Solid computer skills, including proficiency in MS Office Packages (Office, Excel, Power Point, SharePoint, Adobe Pro, Zoom, Outlook)

Languages

- Fluency in English
- Fluency in two or more of these languages in demand in Uganda: Swahili, Lingala, Kinyarwanda, Kirundi, Somali, Amharic and Tigrinya
- Working Knowledge of any other UN languages.

Required Competencies¹

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

VALUES - All IOM staff members must abide by and demonstrate these five values:

Inclusion and respect for diversity: Respects and promotes individual and cultural differences. Encourages diversity and inclusion.

Integrity and transparency: Maintains 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 2

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 actions 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 huganda@iom.int no later than **19th June 2024** Reference Number and Position Title (**VN/UG/011/2024 – Canadian Orientation Abroad (Facilitator)**) 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 [COA Facilitator Prescreening Form](#)

Applications from qualified female candidates are especially encouraged.

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

Posting period: From 05th June 2024 – 19th June 2024.
