



Terms of Reference

I. POSITION INFORMATION	
Position title	Canadian Orientation Abroad (COA) Facilitator (Refugees)
Position grade	G5
Duty station	Accra, Ghana
Job family	Migration
Organizational unit	Operations
Is this a Regional, HQ, MAC, PAC, liaison office or country office based position?	Country office with regional responsibility
Appointment type	OYFT
Reports directly to	COA Coordinator (Ghana)
Number of direct reports	n/a
VACANCY-SPECIFIC INFORMATION	
Estimated closing date	25 August 2019
Estimated start date	ASAP
II. ORGANIZATIONAL CONTEXT AND SCOPE	
<p>Under the direct supervision of the COA Refugee Coordinator-Facilitator in IOM Ghana, the administrative supervisor in IOM Ghana and the overall programmatic supervision of the COA Global Programme Manager, the successful candidate will be the Facilitator for the delivery of Canadian Orientation Abroad's Adult and Youth sessions and programming in the Western and Central Africa region.</p> <p>S/he will be responsible for supporting the successful implementation of the full range of COA adult and youth-specific services in coordination with the IOM Ghana-based Coordinator-Facilitator, the Global Programme Manager, the Refugee Programme Officer and the COA Curriculum Development Officer. In addition, s/he will support the Coordinator-Facilitator in keeping COA Ghana and Western and Central (WCA) region informed of relevant logistical and programmatic developments in the implementation of the Adult and Youth Information and Orientation programmes, the MiMOSA scheduling tool, as well as the youth and adult Needs Assessment and Referral (NARs) services. S/he will also be responsible for contributing to the development of new materials and content and for promoting IOM's refugee programming to relevant stakeholders.</p>	
III. RESPONSIBILITIES AND ACCOUNTABILITIES	
<p>In coordination with the COA Coordinator-Facilitator; the COA Facilitator for Western and Central Africa region will:</p> <ol style="list-style-type: none">1. Assist in the delivery of pre-arrival orientation sessions and needs assessment and referrals to youth and adult refugees in the WCA region;2. Keep abreast of changes in content of pre-departure orientation and information sessions specifically designed for refugees; contribute to the creation of agendas, standard operations procedures, learning outcomes, and facilitation guides for COA staff;3. Research and develop pre-departure information and orientation materials, specific for refugees in coordination with the COA Curriculum Development Officer;4. Support the Coordinator-Facilitator in the preparation of COA annual site budgets;5. Support the COA activities in the WCA region by conducting TDY in a large region; entering data on the MiMOSA scheduling tool; drafting training schedules and agendas; preparing narrative reports and articles, and translating materials into target languages;6. Support the coordination of refugee programming activities with the COA Coordinator-Facilitator on an ongoing basis; liaise with other IOM departments and other IOM missions as necessary;7. Provide selected refugees with personalized referrals to in-Canada service provider organizations (SPOs) when appropriate;8. Keep records of all COA participants and report attendance using the MiMOSA tool in coordination with COA Manila staff and COA management;9. Contribute to the development of promotional tools aimed at increasing the uptake of pre-departure services among refugees and in disseminating information about COA to stakeholders;	

10. In coordination with the COA Coordinator-Facilitator, support the procurement and distribution of COA training materials and supplies with COA Manila supply chain management staff;
11. Carry out various administrative tasks, including logistics of TDY travel, the organization of meetings and workshops, correspond with participants, preparation of background documents, presentations and success stories;
12. Contribute to the development of the COA programme by participating in staff development workshops, exchange programs, Training-of-Trainers seminars, and assist with COA training in other COA training regions;
13. Perform such other duties as may be assigned.

IV. REQUIRED QUALIFICATIONS AND EXPERIENCE

EDUCATION

- University degree in Political or Social Sciences, Law and/or International Relations, 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 providing information and orientation to and engaging with refugees is an advantage;
- Proven ability to communicate cross-culturally; clear and concise communication in writing (English);
- Demonstrated ability to work effectively with a variety of stakeholders;
- Experience in leading interactive training seminars or orientation sessions for youth and adults.

V. LANGUAGES

Required

Advantageous

English and French (Fluent)

Arabic

VI. 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: 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.

Core Competencies – behavioural 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 action and delegated work.
- Communication: encourages and contributes to clear and open communication; explains complex matters in an informative, inspiring and motivational way.

Notes

Internals of the Organization and NMS candidates, as well as external female candidates, will be considered as first-tier candidates. This vacancy is also open to second-tier candidates.

The appointment is subject to funding confirmation.

Appointment will be subject to certification that the candidate is medically fit for appointment, accreditation, any residency or visa requirements, and security clearances.

How to apply:

Interested candidates with required qualifications and skills should directly send their CV and Cover Letter in English to accravacancies@iom.int not later than 4.30 pm (Accra time) on 25 August 2019.

- Please mention the Position Title on the subject line.
- Your Cover letter should clearly state the reason why you are interested in applying to the position and how your qualifications are consistent with the Terms of Reference.
- Please do not attach any supporting document
- Only complete applications will be considered
- Only short listed candidates will be contacted
- Written examination may be required