



VN-MY10-2024-010
Open to Internal and External Candidates

Position Title : **Cultural Orientation Trainer**
Duty Station : **Kuala Lumpur, Malaysia**
Classification : **G5 equivalent**
Type of Appointment : **UNOPS ICA**
Estimated Start Date : **As soon as possible**

Closing Date : **04 April 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. Applications from qualified female candidates are especially encouraged. For the purpose of the vacancy, internal candidates are considered as first-tier candidate.

Context:

Under the overall supervision of Chief of Mission in Malaysia and direct supervision of the Senior Cultural Orientation Trainer and technical supervision of the AUSCO Global Coordinator the successful candidate will be responsible and accountable for carrying out CO courses in Malaysia and other locations as required.

Core Functions / Responsibilities:

1. Undertake cultural orientation activities in an assigned area or areas, such as such as training, scheduling, or childcare and, as required.
2. Undertake cultural orientation training activities, including providing training for refugees, featuring student-cantered activities in all classes, assisting in drafting training lesson plans in accordance with core-content and objectives, assisting in the development of teaching materials, visual aids and bulletin boards supporting the curriculum and assisting in managing and restocking inventories of instructional supplies.
3. Undertake scheduling activities for Malaysia, including, if assigned, providing all individuals requiring cultural orientation classes the opportunity to attend, assisting in planning and organizing duty travel in an efficient and effective manner and providing logistical duty travel support is provided when necessary.
4. Assist in overseeing cultural orientation childcare activities, including, if assigned, monitoring and guiding staff members providing childcare services, helping ensure

childcare spaces are appropriate, adequate, and well-maintained, training childcare staff members to conduct basic cultural orientation activities designed for children and monitoring the work of childcare staff members.

5. Through oversight and quality check (QC) measures, verify statistics is updated as needed with CO-related content, including scheduling data and case updates.
6. Prepare and submit monthly program narrative and statistical reports on activities to Senior Cultural Orientation Trainer and AUSCO Regional Coordinator regularly. Provide supervisors with relevant information as needed.
7. In coordination with supervisors, liaise as needed with other teams. Provide regular reports on the work being accomplished within the team to supervisors and team members.
8. Assist to train other team members as needed to efficiently and effectively manage cultural orientation activities, update TEAMS and other databases accurately and to monitor and guide team members and activities.
9. In order to develop and maintain CO training-related skills, participate in and contribute to teacher trainings and staff development seminars and engage in self-directed study for professional development, including reading resettlement updates, language tutorials, attending cultural orientation-related workshops and seminars.
10. Undertake duty travel as needed to participate in cultural orientation-related activities, for meetings and for training.
11. Demonstrate an in-depth understanding of the CO Programmes, SOPs, Core Content as well as the ability to remain professional, impartial and unbiased during all interactions with applicants and colleagues.
12. Maintain the confidentiality and integrity of all CO-related information by implementing control procedures. Alert the Senior Cultural Orientation Trainer, AUSCO Regional Coordinator, Chief of Mission or AUSCO Global Coordinator of any non-compliance to SOPs or codes of conduct.
13. Perform such other duties as may be assigned by the Senior Cultural Orientation Trainer, Chief of Mission and Regional Coordinator.

Required Qualifications and Experience

Education

- Bachelor's degree, preferably Social Sciences/Education or related discipline from an accredited academic institution with three years of experience, or
- High School degree in above field with five years of relevant professional experience

Experience

- Three years of teaching and/or training experience.
- Living experience in Australia (or other Western country) are an advantage.
- Experience in working with refugees are an advantage.

- Experience of working in a cross-cultural setting.
- Must be able to travel and willing to relocate if necessary.

Skills

- Excellent interpersonal, communication and presentation skills. Personal commitment, efficiency, flexibility, and drive for results. Respect for diversity and creative thinking. Ability to work effectively and harmoniously with colleagues from varied cultures and professional backgrounds.
- Ability to use own initiative and work under pressure with minimum supervision.
- Excellent computer skills - Word, Excel, and Internet.
- Attention to detail and ability to organize.
- Self-motivated and objective driven.

Languages

Fluency in English and Bahasa Malaysia is required.

Required Competencies

■ 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 - Behavioural 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 actions and delegated work.
- Communication: Encourages and contributes to clear and open communication. Explains complex matters in an informative, inspiring and motivational way.

Other


Any offer made to the candidate in relation to this vacancy notice is subject to funding confirmation.

Appointment will be subject to certification that the candidate is medically fit for appointment and verification of residency, visa and authorizations by the concerned Government, where applicable.

How to apply:

Interested candidate are invited to submit their application via email to vnionkualalumpur@iom.int indicating the reference code above **(VN-MY10-2024-010)** as subject. The deadline for applications is **04 April 2024**.

Applications should include:

- a) a cover letter, indicating the dates of availability;
- b) a curriculum vitae;
- c) duly completed IOM Personal History Form (may be downloaded from  [PHF \(1\).xlsx](#))

Only shortlisted candidates will be contacted.

Posting period: 22 March 2024 to 04 April 2024)