

# Job Description

## Introduction

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 ensuring a workplace where all employees can thrive professionally, while working towards harnessing the full potential of migration. Read more about IOM's workplace culture at [IOM workplace culture | International Organization for Migration](#)

Applications are welcome from first- and second-tier candidates, particularly qualified female candidates as well as applications from the non-represented member countries of IOM. For all IOM vacancies, applications from qualified and eligible first-tier candidates are considered before those of qualified and eligible second-tier candidates in the selection process.

For the purpose of this vacancy, the following are considered first-tier candidates:

1. Internal candidates
2. Candidates from the following IOM Member States that are not represented among staff members in the Professional and higher categories:

Antigua and Barbuda, Bahamas, Barbados, Comoros, Congo (the), Cook Islands, Dominica, Federated States of Micronesia, Grenada, Guinea-Bissau, Holy See, Iceland, Israel, Kiribati, Marshall Islands, Namibia, Nauru, Palau, Saint Kitts and Nevis, Saint Lucia, Samoa, Sao Tome and Principe, Seychelles, Solomon Islands, Suriname, Tonga, Tuvalu, Vanuatu

Second-tier candidates include:

All external candidates, except candidates from non-represented member states of IOM.

## Context

Irregular migration along the Central Mediterranean Route remains one of the most dangerous migration pathways globally. Migrants face heightened risks of trafficking, exploitation, and abuse along the route, with disproportionate impacts on vulnerable groups. In response, the European Union (EU) and the International Organization for Migration (IOM) jointly developed the EU IOM Joint Initiative for Migrant Protection and Reintegration, implemented in 14 countries across West, Central and North Africa, including Cameroon.

The Initiative aims to protect the dignity and rights of migrants, strengthen national migration governance frameworks, and support sustainable reintegration in communities of origin. In Cameroon, the programme is implemented in close coordination with government institutions, local authorities, civil society, and international partners. Activities include protection assistance, voluntary return support, community-based reintegration, Migration Health Assessment Centre (MHAC) health operations, capacity building, and data collection on migration trends.

Under the direct supervision of the Chief of Mission, the Head of Sub-Office will manage the operational, administrative, and programmatic functions of the Sub Office in Douala. They will ensure effective coordination of field activities, high quality implementation of reintegration and community initiatives, and sound management of MHAC health assessment operations.

## Responsibilities

1. Lead, coordinate, and supervise daily field operations across targeted regions, ensuring coherent planning, efficient implementation, risk sensitive decision making, and timely reporting. Provide functional oversight to field staff and ensure adherence to institutional and ethical standards.
2. Coordinate and administrative, logistical, and procurement processes for effective and timely implementation of activities, including full operational oversight of the MHAC clinic in Douala, in compliance with IOM procedures, medical quality standards, and accountability frameworks.
3. Contribute to the design, adaptation, and refinement of programme interventions by developing and updating Standard Operating Procedures (SoPs), workflows, work plans, M&E instruments, and accountability mechanisms in coordination with Assisted Voluntary Return and Reintegration (AVRR), MHAC, and field teams.
4. Maintain and strengthen efficient data collection mechanisms and ensure proper management of beneficiary data, including quality assurance and use of Migrant Management Operational System Application (MiMOSA). Promote the responsible and ethical use of digital tools and Artificial Intelligence (AI) in line with IOM data protection principles and UN AI governance frameworks.

5. Facilitate the mainstreaming of Do No Harm, conflict sensitivity, protection, child safeguarding, and Mental Health and Psychosocial Support (MHPSS) considerations into reintegration and community-based activities. Ensure safe identification and referral of vulnerable individuals in compliance with IOM protection protocols.
6. Promote and uphold high standards of integrity, transparency, and accountability across programme operations. Ensure strict compliance with internal controls, financial rules, procurement standards, ethical conduct policies, and anti fraud/anti corruption guidelines. Identify and mitigate operational and reputational risks through proactive monitoring and corrective actions.
7. Identify implementation challenges, resource gaps, and capacity needs, and propose actionable solutions. Strengthen the capacities of programme staff, community actors, and implementing partners through targeted guidance and capacity building.
8. Provide technical guidance to facilitate community mobilization and support identification of context appropriate reintegration activities. Contribute to communication, visibility, and local ownership of field activities.
9. Maintain strong coordination with government authorities, UN agencies, civil society, implementing partners, and the private sector. Support implementation of the private sector engagement strategy by identifying and facilitating collaboration with potential corporate partners.
10. Support the Chief of Mission in supervising community based reintegration initiatives, selection of grantees, and oversight of consultants and partners, ensuring alignment with donor requirements and mission priorities.
11. Coordinate closely with finance, logistics, procurement, and administrative units to ensure reintegration and community-based activities are implemented on time, within budget, and according to approved specifications.
12. Prepare results-based reports, consolidate qualitative and quantitative information from field teams, and support evidence-based planning, learning, and knowledge management.
13. Supervise HR management, workflow, licensing, quality assurance, and external resource rosters (consultants, medical escorts) for MHAC Douala. Ensure compliance with IOM Health Assessment Programme (HAP) standards and coordination with regulatory health authorities.
14. Ensure that relevant national authorities are informed of IOM's health activities and that all required regulatory approvals for health assessments or related services are obtained and maintained.
15. Support soft emergency preparedness and response, including rapid assessments, early action, and IDP related needs. Ensure integration of durable solutions, resilience, and community stabilization principles into field operations.
16. Perform any other duties as may be assigned to support programme efficiency, ethical conduct, mission coherence, and quality operational delivery.

## Qualifications

### Education

- Master's degree in Development Studies, Social Sciences, International Relations, Political Science, International Law, or a related field from an accredited institution with a minimum of five years of relevant experience; or,

- University degree in the above fields with seven years of relevant professional experience.

## **Experience**

- Experience in assisted voluntary return and reintegration, community-based reintegration, or similar direct assistance work;
- Experience working with UN Agencies, international organizations, or international NGOs;
- Experience in protection (child protection, counter-trafficking, MHPSS) is an asset;
- Experience in field coordination, team supervision, and operational oversight required; and,
- Experience in MHAC or health assessment operations is an added advantage.

## **Skills**

- Strong communication and interpersonal skills;
- Strong organizational, analytical, and strategic thinking skills;
- Ability to work effectively in multicultural environments;
- Ability to guide, supervise, and motivate staff;
- Knowledge of migration governance and operational standards;
- Familiarity with financial rules, procurement procedures, and accountability frameworks; and,
- Understanding of data protection, responsible data use, and digital/AI tools.

## **Languages**

All IOM staff members in all categories are required to be fluent in one of the IOM's official languages (English, French, Spanish).

For this position, fluency in English and French is required (oral and written).

Working knowledge of Spanish is an advantage.

Proficiency of language(s) required will be specifically evaluated during the selection process, which may include written and/or oral assessments.

## **Required Competencies**

IOM's competency framework can be found at this [link](#). Competencies will be assessed during the selection process.

**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 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.

## **Managerial Competencies – Behavioural indicators – Level 2**

- Leadership: Provides a clear sense of direction, leads by example and demonstrates the ability to carry out the Organization's vision. Assists others to realize and develop their leadership and professional potential.
- Empowering others: Creates an enabling environment where staff can contribute their best and develop their potential.
- Building Trust: Promotes shared values and creates an atmosphere of trust and honesty. Strategic thinking and vision: Works strategically to realize the Organization's goals and communicates a clear strategic direction.
- Humility: Leads with humility and shows openness to acknowledging own shortcomings.