

Job Description

Introduction

Established in 1951, IOM is a Related Organization of the United Nations and the leading UN agency in the field of migration. Working closely with governmental, intergovernmental, and non-governmental partners, IOM promotes humane and orderly migration for the benefit of all. It saves lives and protects people on the move, drives solutions to displacement, and facilitates pathways for regular migration, while providing services and advice to governments and migrants.

IOM is committed to fostering a respectful, inclusive, and supportive workplace where all employees can thrive professionally and feel valued. By creating such an environment, IOM aims to better harness the full potential of migration and strengthen its support to people on the move.

IOM invites candidates from diverse backgrounds to apply and provides reasonable accommodation throughout the recruitment process when required. Learn 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:
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, Timor-Leste, Tonga, Trinidad and Tobago, Tuvalu, Vanuatu

Second-tier candidates include:

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

Organizational Context and Scope

The International Organization for Migration (IOM) has been operational in the Central African Republic (CAR) since 2006, working in close collaboration with the Government of CAR (GoCAR), United Nations agencies, Civil Society Organizations (CSOs), and international partners to address the complex migration, humanitarian, and development challenges exacerbated by decades of conflict, displacement, and instability.

IOM in CAR is expanding its operational scope to meet growing challenges with a comprehensive, multi-sectoral response, including:

- Humanitarian Assistance and Protection: Delivering lifesaving aid (shelter, Water, Sanitation and Hygiene (WASH), health, and Non-Food Items (NFIs)) and protection services to Internally Displaced Persons (IDPs), returnees, refugees, and vulnerable migrants, including Gender-Based Violence (GBV) prevention, child protection, and anti-trafficking support.
- Displacement Tracking and Data Management: Deploying the Displacement Tracking Matrix (DTM) to provide real-time mobility and needs assessments, informing humanitarian response and policy decisions.
- Migration Governance and Policy Support: Strengthening GoCAR's capacity to manage migration through legal frameworks, border management, and regional cooperation, while advocating for rights-based migration policies.
- Community Stabilization and Resilience: Implementing quick-impact projects (infrastructure, livelihoods, social cohesion) to reduce tensions and foster inclusive recovery in displacement-affected areas.

- **Reintegration and Recovery:** Supporting sustainable return and reintegration of displaced populations through socio-economic programs, psychosocial support, and Housing, Land and Property (HLP) rights advocacy.

Under the overall supervision of the Chief of Mission with technical guidance from the Global AVR Programme, RO Regional Thematic Specialist and Headquarters (HQ) Protection, Migrant Protection Unit (MPX), and Return and Reintegration (RR) units, the Head of Protection, Return and Reintegration Unit will be responsible and accountable for the following:

Responsibilities

1. Establish IOM protection response, including case management (General Protection, Gender Based Violence, Child Protection, and Counter Trafficking), in coordination with the MHPSS and MHD teams and AVR. Ensure timely identification, mitigation, and monitoring of protection risks.
2. Ensure proper implementation of all the phases of the return process, in line with IOM principles and parameters as presented in the IOM's Policy on the full spectrum of return, Readmission and Reintegration, and in line with the Global AVR Programme.
3. Provide day-to-day supervision and management of all protection activities and staff, ensuring dignified and efficient service delivery. Oversee the quality of protection screening and safe identification of individuals needing assistance.
4. Coordinate IOM protection operations for the provision of post-arrival assistance and protection to third-country nationals removed from the US.
5. Establish, strengthen, and maintain effective coordination and liaison with relevant internal and external stakeholders and counterparts on Protection matters, and ensure recommendations provided on protection are applied and monitored with the aim of creating and maintaining a safe and dignified environment for the Third-Country Nationals (TCNs). Ensure consistent protection mainstreaming across all interventions.
6. Lead, in coordination with MPX and RR technical experts at Headquarters, the respective RO RTS, and Global Assisted Voluntary Returns (GAVR) provide technical and programmatic advice, guidance and expertise to staff and partners on site on RR and protection matters, including protection mainstreaming throughout the management of the MRC and specialized protection, including GBV risk mitigation, prevention and response; Child Protection (CP), including Best Interest Procedure (BIP).

7. Ensure the development of relevant tools and implementation of early identification of protection risks, including through conducting regular safety audits, referral pathways, protection analysis and risk mitigation.
8. In coordination with the RO, HQ and GAVR, support the establishment of partnership agreements, as required, including with UNHCR in alignment with existing frameworks and cooperation.
9. Develop, establish, and ensure the continual review and adaptation of risk assessments and Standard Operating Procedures (SOPs) and other tools for RR and protection casework, specialized protection such as GBV and CP, in close coordination with the MHPSS team.
10. Manage and oversee protection analysis and response at the temporary accommodation facilities and MRCs, including the implementation of activities through relevant partners and service providers as needed.
11. Manage and supervise the work of protection staff and provide guidance as needed. Advise senior management on the optimal protection unit structure; ensure drafting and review of relevant terms of reference and oversee recruitment of protection staff.
12. In cases of Child Protection needs, oversee the BIP for unaccompanied and separated children, in support of a dedicated child protection team.
13. Ensure capacity building of staff and partners on protection, including case management, Protection Information Management (PIM), MiMOSA, community-based protection, data protection, protection mainstreaming, diversity and inclusion, child safeguarding, CP (including BIP), GBV, AVRR and related topics. Coordinate closely with Protection from Sexual Exploitation, Abuse and Harassment (PSEAH) Officer and AAP regarding relevant capacity development for protection staff and partners, as well as with MHPSS to ensure all protection staff are trained on PFA.
14. Ensure establishment and functioning of PIM system and access to protection information for the population through diverse channels, and oversee messaging and communications, protection information desks, and coordination with stakeholders. Ensure compliance of the protection team with the IOM Data Protection Policy.
15. Prepare, consolidate, and analyze regular reports on protection activities, challenges, and recommendations for the Chief of Mission and Country Office operational teams.
16. Represent the Protection team in internal and external coordination meetings.
17. Ensure the provision of administrative and logistical support to meet program needs, including procurement and tracking of program items/stock.
18. Perform such other related duties as may be assigned.

Qualifications

Required Qualifications and Experience

Education

- Master's degree (or higher) in Social Work, International Law, Political or Human Science, Public Administration Management, or a related field from an accredited academic institution, with at least seven years of relevant professional experience, preferably in similar roles; or,
- University degree in the above fields from an accredited academic institution, with at least nine years of relevant working experience, preferably in similar roles.

Accredited Universities are those listed in the UNESCO World Higher Education Database.

Experience

- Professional experience in leading and overseeing protection programming in contexts of migration or displacement, Return and Reintegration, addressing refugee and IDP issues, in adherence to relevant inter-agency protection standards and guidelines, showing increasing levels of responsibility;
- Demonstrated experience leading the coordination and implementation of AVR programmes;
- Demonstrated experience and expertise directly implementing and coordinating large, specialized protection programming such as Migrant Protection or/and Child Protection Case Management (including Child Best Interest Procedure) and addressing GBV;
- Demonstrated experience working with other sectors and partners in implementing, measuring, and providing training on protection mainstreaming;
- Experience in using MiMOSA;
- Experience and expertise in Protection information management, more specifically in protection analysis, protection monitoring, or results-based protection are an asset;
- Experience in coordinating migrant responses in Migrant Resources Centres, or similar contexts with Protection operations, programme development and management, and/or partnerships management, with demonstrated experience in coordinating activities as part of humanitarian or mixed migrants' responses;
- Experience in leading and supervising multidisciplinary teams;
- Excellent track record of effective working relationships with government and non-government partners, including donors;
- Professional experience should include fieldwork in multiple duty stations; and,
- Working experience in the hardship conditions is an asset.

Skills

- Demonstrated work ethics and commitment to humanitarian principles;
- Proven leadership and negotiation skills, particularly in a multi-stakeholder and multi-cultural environment;
- Understanding of complex protection environments;
- Proven strategic coordination and stakeholder engagement skills;
- Demonstrated strategic leadership, analytical and creative thinking;
- Ability to work under extreme pressure; and,
- Flexibility and focus on processes and their improvements.

Languages

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

Working knowledge of another official UN languages (Arabic, Chinese, Russian, and 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:

1. **Inclusion and respect for diversity:** Respects and promotes individual and cultural differences. Encourages diversity and inclusion.
2. **Integrity and transparency:** Maintains high ethical standards and acts in a manner consistent with organizational principles/rules and standards of conduct.
3. **Professionalism:** Demonstrates ability to work in a composed, competent, and committed manner and exercises careful judgment in meeting day-to-day challenges.

4. **Courage:** Demonstrates willingness to take a stand on issues of importance.
5. **Empathy:** Shows compassion for others, makes people feel safe, respected, and fairly treated.

Core Competencies – behavioural indicators Level 3

- **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 3

- **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.