



International Organization for Migration (IOM)
The UN Migration Agency

Position Title : **Caseworker (PSS)**

Duty Station : **Khartoum, Sudan**

Classification : **G5**

Type of Appointment : **Special, six months with possibility of extension**

Estimated Start Date : **As soon as possible**

Closing Date : **December 06, 2018**

Reference Code : **SVN 34 2018 (N)**

Established in 1951, IOM is the leading inter-governmental organization in the field of migration and 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 and external candidates are eligible to apply to this vacancy. For the purpose of the vacancy, internal candidates are considered as first-tier candidates.

Context:

Sudan is at the centre of migration routes from the Horn of Africa and West Africa towards North Africa and onwards to Europe and the Middle East. In line with IOM's mandate, IOM Sudan works to uphold the human dignity and well-being of migrants and to advance the understanding of migration issues in the region. Since 2015, IOM has operated a Migrant Resource and Response Centre (MRRC) in Khartoum, which acts as a hub for information and services to migrants. Services provided, both directly and through referral, include basic medical assistance, psycho social support, Assisted Voluntary Return (AVRR) of stranded migrants from Sudan to countries of origin, and MRRC mobile response team to assistance to migrants who for one reason or another are not able to approach the MRRC in person, including migrants in administrative detention. Good communication with beneficiaries and effective coordination with MRRC partners, including relevant government and non-governmental agencies and representatives of migrant communities, is essential to the functioning of the MRRC.

Under the overall guidance of the Head of Migration Management Development Unit and the direct supervision of the MRRC Case Manager, and in close coordination with IOM Sudan MHPSS Coordinator and other relevant colleagues at IOM Sudan and MRRC partners, the successful candidate will be responsible for day-to-day case management and case work at the MRRC, including liaison with MRRC partners as required, in compliance with IOM policies and standards as well as donor requirements.



Core Functions / Responsibilities:

1. Provide overall support in the day-to-day implementation of the AVRR programme and activities under the Migration Management unit, with a specific focus on the MHPSS component;
2. Carry out screening interviews with migrants at the MRRC, at premises of MRRC partners or at the place of residence of the beneficiary to identify their specific needs and determinate their eligibility for IOM assistance;
3. Assist the day-to-day implementation and monitoring of the AVRR programme and activities, within the component of MHPSS;
4. Collect, prepare and present information through periodic and ad-hoc reports on MHPSS activities and share with IOM Sudan MHPSS Coordinator for reporting purposes, and support coordination and exchange of information with national institutional, professional and academic counterparts;
5. Follow-up on the assistance provided to beneficiaries, including through coordination with relevant colleagues responsible for provision of assistance, and liaison with MRRC partners;
6. Compile case reports and maintain case files for each beneficiary assisted through the MRRC and prepare statistical reports and analysis as requested, while adhering to IOM data protection standards;
7. Together with MRRC management, coordinate the work of MRRC support staff, including through day-to-day guidance in the provision of services to vulnerable migrants, and advise on MRRC manager on day-to-day requirements;
8. Contribute to assessing practices in place in the determination of vulnerability of beneficiaries in line with relevant IOM processes, including to gradually move from a category-based understanding of vulnerability towards a more comprehensive assessment of factors contributing to vulnerability;
9. Support MRRC management through continuous assessment of practices in place in beneficiary screening, service provision and referral modalities and contribute to improvements as required for effective provision of services;
10. Carry out administrative tasks of the MRRC, including collecting and recording of beneficiary data and creating of new case files when required, and maintaining of MRRC partner directory;
11. Participate and support raising mental health awareness activities conducted at the MRRC or on outreach bases in the community
12. When necessary conduct PSS assessments and follow up with vulnerable migrants in detention or on outreach bases, in coordination with the MRRC Outreach Officer



International Organization for Migration (IOM)
The UN Migration Agency

Assist in compiling a list of networks of available local MHPSS and medical service providers

13. Assist in building a library of useful references and resources translated in the language of the migrants
14. Identify, codify and disseminate best practices and lessons learned in assistance to vulnerable migrants in general and vulnerability assessment in particular;
15. Perform such other duties as may be assigned.

Required Qualifications and Experience

Education

- University degree in Social work, Psychology, or a related field from an accredited academic institution with three years of relevant professional experience.
- or a related field from an accredited academic institution with five years of relevant professional experience.

Experience

- Demonstrated Knowledge on Mental Health and Psychosocial Support Program. Knowledge on counselling skills and protection mechanisms and mainstreaming within case management;
- Experience, interest and knowledge in the field of migration, trafficking of human beings, smuggling of migrants;
- Good reporting and communication skills.

Languages

Fluency in **English** and **Arabic** is required.

Required 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.



International Organization for Migration (IOM)
The UN Migration Agency

- **Professionalism:** demonstrates ability to work in a composed, competent and committed manner and exercises careful judgment in meeting day-to-day challenges.
- **Resource Mobilization** - Establishes realistic resource requirements to meet IOM needs

Core Competencies – behavioural indicators

- **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.

How to apply:

Interested candidates are invited to submit their applications via email: sudahrdept@iom.int, by December 06, 2018 at the latest, referring to this advertisement.

Only shortlisted candidates will be contacted.

Posting period:

[From 22.11.2018 to 06.12.2018](#)