



Position Title : **Program Assistant (Hotline and Feedback Mechanism)**  
Duty Station : **Madani, Sudan**  
Classification : **G4**  
Type of Appointment : **One-year fixed term with possibility of extension.**  
Estimated Start Date : **As soon as possible**  
Closing Date : **August 27, 2023**  
Reference Code : **VN 15 2023**

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:**

Under the overall guidance of the Return and Reintegration Coordinator, direct supervision of the Senior Programme Assistant, the successful candidate will be responsible in implementing for answering and making calls, sharing information with the returnee's information with accurate data entry, and flagging urgent issues to strengthen accountability to affected returnees.

**Core Functions / Responsibilities:**

1. Daily call handling (AVRR Beneficiaries).
2. Maintain quality and accuracy in data collection and entry into the Returnee Information Management system (RIMs)
3. Write clear and concise caller notes in English, ensuring a rapid call handling.
4. Manage that all calls are treated with the degree of empathy, respect, dignity, and understanding commensurate with the sensitivity of the call and the vulnerability of the caller.
5. Deal with distressing calls professionally.
6. Engage in appropriate coordination and information sharing within IOM Sudan.
7. Capture and relay of accurate and timely information to callers in a professional manner
8. Liaise with supervisors and other operators to provide relevant information to callers when needed.

9. Maintain and advance core skills (active listening, stress management, etc.) as directed by the management.
10. Efficiently refers enquiries that fall beyond the scope and information gaps to the Management for further action.
11. Perform such other duties as may be assigned.

### ***Required Qualifications and Experience***

#### **Education**

- University degree in IT, Communication, Social Sciences, or a related field from an accredited academic institution.

#### **Experience**

- At least Two (2) years of relevant professional experience.
- Experience in the field of migration issues, including operational and field experience, IOM AVRR project development and management.
- Experience managing angry beneficiaries and call center work and with evidence-based practices and de-escalating beneficiaries.
- Strong computer skills: MS Excel, data entry on Returnee Information Management System (RIMs)
- Able to exercise good judgment and maintain healthy boundaries with beneficiaries and staff.

#### **Languages**

Fluency in English and Arabic is required.

### ***Required Competencies***

**Values** – all IOM staff members must abide by and demonstrate these 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 – behavioral 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 of 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.

#### **Other:**

- Any offer made to the candidate in relation to this vacancy notice is subject to funding confirmation.
- IOM has zero tolerance with discrimination and does not discriminate to HIV/AIDS status.
- This position is open to **ONLY** Sudanese nationals.
- **Vacancy close at 23:59 local time Khartoum, Sudan on the respective closing date. No late applications will be accepted.**

#### **How to apply:**

Interested candidates are invited to submit their Resume via email: [sudancareer@iom.int](mailto:sudancareer@iom.int) , by August 27, 2023, at the latest, referring to this advertisement.

Only shortlisted candidates will be contacted.

#### **Posting period:**

[From 14.08.2023 to 27.08.2023](#)

#### **No Fees:**

IOM does not charge a fee at any stage of its recruitment process (application, interview processing, training or other fee). IOM does not request any information related to bank accounts.