



Post Description

SECTION 1

Position Information

Vacancy Number	IOM/KSU/038/2024
Position Title	Senior Operations Associate (Inclusion and AAP)
Position Grade	G6
Duty Station	Kasulu, Tanzania
Duration	1 year with a possibility of extension
Position Number	To be created
Job Family	Resettlement and Movement Management
Organizational Unit	Movement Operations
Is this a Regional, HQ, MAC, PAC, Liaison Office, or a Country Office based position?	Country Office
Position rated on	6 June 2024
Reports directly to	Movement Operations Manager
Overall supervised by	Chief of Mission
Number of Direct Reports	0

SECTION 2

Organizational Context and Scope

Since the inception of IOM in 1951, Movement Operations have been and continue to be a fundamental pillar of the Organization's work.

The organized movement of persons in need of international migration assistance is a primary mandate of the Organization and a cornerstone of IOM's operations. This mandate has resulted in the international transport of more than 15 million migrants and refugees worldwide. Movement Operations Units in various IOM Country Offices, coordinated under the Division of Resettlement and Movement Management (RMM) in the Department of Operations and Emergencies (DOE) at IOM's Geneva Headquarters (HQ), are responsible for all aspects of travel for migrants and refugees

under IOM's auspices, in accordance with the various framework agreements with resettlement and receiving Governments and partners across the spectrum of the Organization's programmes.

Since 2018, RMM has been mainstreaming protection and accountability to affected populations within its activities. These efforts support implementation of the RMM minimum standards that govern protection mainstreaming in resettlement and movement management, and institutional guidance and frameworks on protection, AAP, gender, age, Prevention of Sexual Exploitation and Abuse (PSEA) and disability inclusion. Recent assessments demonstrate the need to provide more comprehensive support to protection, inclusion, and AAP mainstreaming efforts within RMM programming, and to strengthen linkages on protection, inclusion, and AAP between RMM and other IOM units, both of which will be essential components of this role.

Under the general supervision of Chief of mission , and the direct supervision of the Movement Operations Manager; the Senior Operations Associate(Inclusion and AAP) has the following duties and responsibilities:

SECTION 3

Responsibilities and Accountabilities

1. Coordinate inclusion and accountability to affected populations (AAP) activities in relation to Movement Operations activities in Tanzania, including ensuring protection, inclusion and AAP standards and guidelines are implemented and upheld;; spearheading and managing initiatives that promote meaningful and sustained inclusion of all relevant populations; regularly reviewing and advising on the accessibility of facilities; enhancing accountability mechanisms including CFMs and providing relevant training as needed.
2. In close coordination with relevant RMM and Protection division colleagues and taking a whole-of-organisation approach towards diversity, intersectionality, and the inclusion of marginalised groups, implement and support the continued use of the *Protection Mainstreaming in Resettlement and Movement Management* principles and MAAP minimum standards and their associated tools in Tanzania. Monitor, collect and report feedback on their implementation, integrating new tools as needed. Ensure all personnel understand the principles and minimum standards, have access to relevant trainings and guidance, understand the use of the principles and guidelines in decision-making, and can explain how they are relevant and applicable to their individual work. As needed, contribute to the design of new guidance and tools.
3. Liaise with Movement Operations colleagues on the support provided to vulnerable individuals, including those related to children, older people, people with disabilities and people with diverse SOGIESC, and provide updates on them to management regularly. Ensure visual materials, case management materials (such as the scripts utilised by personnel), and other materials and tools are fit for purpose for regional needs, appropriate for a diverse range of

individuals, and suited to meet the needs of vulnerable cases. Liaise with the Senior Programme Coordinator (Inclusion & AAP) on these materials as well as on topics as data collection, management, and protection.

4. Utilising RMM guidance and relevant MAAP and institutional protection tools, assess the accessibility of IOM facilities and other spaces in which Movement Operations personnel are operating in Tanzania. Work closely with the Movement Operations Manager on resolving any accessibility issues that need to be addressed. Ensure all Standard Operating Procedures (SOPs) take accessibility and inclusion into account when directing personnel how to implement their work.
5. Where relevant, work closely with the Field Support pillar to verify that IOM-run Transit Centres and IOM-utilised third-party facilities meet RMM *Protection Mainstreaming in Resettlement and Movement Management* principles and MAAP minimum standards, as well as appropriately utilise all relevant tools, and provide a safe, accessible, and inclusive environment for all individuals utilising the facilities. If a Transit Center or IOM-utilised third-party facility contains a Youth Services area, work closely with the Field Support pillar and regional Child Protection Officer to verify that the area is fit for purpose and inclusive of all children who may access it.
6. In line with RMM guidance, and guidance published by the IOM AAP team, work to improve the performance of community feedback mechanisms (CFMs) in the region. Ensure that the CFM has multiple channels; that community feedback is recorded in a structured manner; and that individuals who raise feedback receive a meaningful reply within a specified timeframe. Monitor that there is a structured system for recording feedback, so that it can be processed in an orderly, transparent manner. Improve outreach efforts, organise regular group feedback sessions, and work to record CFM metrics. Additionally provide capacity building on CFMs, work with other IOM units to harmonise feedback mechanisms in the area and collaborate with management to address issues that are raised.
7. Assist in increasing staff's knowledge of protection, inclusion and AAP topics through regular, accurate, accessible, and inclusive information sharing that advises both management and personnel and answers questions in a timely manner. In collaboration with training colleagues, support and provide training on inclusion and AAP topics in Tanzania. Ensure learners are furnished with the tools necessary to link the training to their daily work and to evaluate the effectiveness of their learning experience over a period of time. Collaborate with protection colleagues to ensure that RMM staff have received appropriate protection training.
8. Work closely with the Movement Operations Manager to follow-up that all trainings, tools, collaborations, and feedback mechanisms utilised throughout the Tanzania are designed to ensure they are accessible to all personnel and beneficiaries, regardless of their age, gender, disability, or any other factors. Promote coordination, collaboration and documentation of best practices and lessons learned between IOM Country Offices in Tanzania, institutional protection/AAP/PSEA personnel and HQ by participating in protection and AAP working groups, networks, and other forums.

9. Coordinate closely with other IOM units in the offices and region to ensure that protection, inclusion, and AAP activities are growing more closely aligned between Movement Operations and other IOM areas of work. Seek to fit RMM mainstreaming activities into existing systems and initiatives within the mission and region, rather than duplicating efforts. As necessary, provide support to both management and personnel in identifying and adjusting approaches to protection, inclusion, and AAP issues, including complaints and feedback mechanisms, in order to align throughout the region.
10. Participate in relevant mission-level and regional meetings related to protection, inclusion, and AAP, ensuring close coordination on participation and information sharing with mission management, Movement Operations management, mission-level protection colleagues, other protection-related colleagues in the region.
11. Maintain and promote the confidentiality and integrity of all relevant paperwork in line with standards of conduct and data protection rules. Alert the direct supervisor or management of any non-compliance to SOPs or codes of conduct by IOM staff members or partners.
12. Ensure that the Movement Operations Manager is copied into report.
13. Perform other relevant duties as assigned.

SECTION 4

Required Qualifications and Experience

EDUCATION

- University degree in international relations, political science, or a related field from an accredited academic institution with four years of work experience; or,
- Completed secondary education with six years of relevant working experience.

EXPERIENCE

- At least 4-6 years of relevant experience (please see above) in such areas as protection, inclusion, AAP, migrant assistance, refugee resettlement, monitoring and evaluation, diversity, equality and inclusion, social work, etc,
- Experience planning, facilitating, and evaluating training required, with experience facilitating training in a humanitarian setting preferred,
- Prior experience with protection analysis and/or the production of reports preferred,
- Experience with USRAP programs is preferred,

- Experience with processing systems such as MiMOSA and iGATOR is preferred; and,
- Experience working in a multi-cultural setting.

SKILLS

- Thorough knowledge of English language,
- Strong interpersonal and communication skills,
- Attention to detail and ability to organise,
- Self-motivated, objective driven and able to use own initiative and work under pressure with minimum supervision; and,
- Computer/software literate with good knowledge in Microsoft Office.

SECTION 5

Languages

REQUIRED

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

DESIRABLE

Working knowledge of French and/or Spanish is an advantage.

SECTION 6

Competencies¹

■ 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.

¹ Competencies and respective levels should be drawn from the Competency Framework of the Organization.

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.

OTHER:

The UN system in Tanzania provides a work environment that reflects the values of gender equality, teamwork, diversity, integrity, a healthy balance of work and life and equal opportunities for all, including persons with disability.

Female candidates and qualified persons with disabilities are encouraged to apply for UN vacancies and are protected from discrimination during all stages of employment.

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.

HOW TO APPLY:

Interested candidates should fill in the PH form, submit CV's and cover letter indicating Vacancy Number with 3 professional references and contacts to email address: tzvacancy@iom.int

The vacancy is open for both internal and External candidates Tanzanian national only.

Only e-mail applications will be considered.

For further information, please refer to: <https://tanzania.iom.int/careers>

Posting period: From 14th June 2024–27th June 2024