



International Organization for Migration (IOM)
The UN Migration Agency

SVN-2024-017

Fully on-site position

- Position Title : **Senior Project Assistant (Compliance – Training) G6 - Unit RSC (1 position)**
- Duty Station : **San José, Costa Rica**
- Classification : **G-6**
- Type of Appointment : **Special Short Term, 6 months**
- Estimated Start Date : **As soon as possible**
- Closing Date : **May 8th, 2024**

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.

The International Organization for Migration (IOM) does not discriminate on the basis of disability, age, gender identity and expression, sexual orientation, nationality, racial identity, religious beliefs, among others. IOM is committed to a diverse and inclusive environment and therefore its staff come from a wide range of socio-economic backgrounds and world perspectives. Candidates from women, people of African descent and LGBTIQ+ people who are qualified and meet the requirements of each vacancy are especially encouraged.

IOM is committed to a diverse and inclusive environment. Applications from qualified female candidates are especially encouraged. For the purpose of the vacancy, the following candidates are considered as first-tier candidates:

1. Internal candidates
2. Qualified applicants from the following NMS countries:

Algeria, Angola, Antigua and Barbuda, Bahamas, Belize, Benin, Burundi, Cambodia, Cape Verde, Cameroon, Central African Republic, Czech Republic, Comoros, Djibouti, El Salvador, Gabon, Gambia, Guyana, Holy See, Iceland, Israel, Lesotho, Libya, Luxembourg, Madagascar, Maldives, Malta, Marshall Islands, Montenegro, Micronesia, Mongolia, Namibia, Nauru, Papua New Guinea, Paraguay, Republic of Congo, Saint Vincent and the Grenadines, Samoa, Seychelles, Somalia, Suriname, Swaziland, Tanzania, Timor Leste, Togo, Trinidad and Tobago, Vanuatu, Venezuela, Vietnam, Yemen

3. External female candidates.

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. Movement Operations Units in various IOM Country Offices, coordinated under the Resettlement and Movement Management (RMM) Division in the Department of Mobility Pathways and Inclusion at IOM's Geneva Headquarters, 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.

Under the overall supervision of Project Officer, Compliance and direct supervision of Senior Project Assistant Compliance and in coordination with the IOM USRAP Washington Training Coordinator, the Senior Project Assistant (Compliance - Training) will be responsible for supporting all training activities for Movement PROJECT (e.g., RSC, Movement Operations or Medical Health) staff in San Jose Costa Rica who are carrying out resettlement- and movement operations-related activities, with the following duties and responsibilities.

1. Using the IOM core competencies, technical work requirements, and donor requirements as a guide, work and collaborate with the IOM USRAP Washington Training Unit and RSC management to identify training priorities, focusing on training that will improve staff capabilities, skills, and technical knowledge. Prepare and communicate training work plans and keep all stakeholders updated regarding training priorities and plan alterations. Reach-out regularly to staff and managers in Costa Rica to assess training needs and help them utilize training to meet professional development goals.
2. Complete successfully the annual RMM/USRAP in-person or virtual multi-week Training of Trainers (TOT) Workshop, which reviews the year's thematic trainings, offers guidance on how to present the material, teaches training organization and facilitation skills, advises on the wider role of the Compliance Training position in relation to giving technical training and coordinating training workshops and programs, requires the completion of weekly homework assignments, and necessitates active participation including presenting training material with the purpose of receiving feedback from the facilitators and other participating trainers.
3. Organize all RSC trainings in Costa Rica, handling the logistics and administrative details of the training sessions, including securing the training venue, organizing IT services, preparing print materials, disseminating agendas, communicating with participants on the training details, arranging travel for participants or facilitators as needed, organizing welcome packets and other materials for participants, preparing the set-up of the room, and cleaning up after the training session is completed.
4. Facilitate the annual thematic trainings released by the IOM Washington Training Unit. Ensure all RSC staff throughout Costa Rica who are carrying out resettlement- and movement operations-related activities receive the thematic trainings they are required to take during the year.
5. Act as a facilitator for other training sessions, ensuring the material and exercises are presented as written and that the facilitation is engaging and dynamic. When not the sole or lead facilitator, provide support to the facilitator(s) as needed and assist in the preparation of instructional materials, presentations, participant workbooks and handouts.
6. As needed, ensure staff in Costa Rica complete MHD, RMM and USRAP required IOM e-learning courses and other online training sessions as well as required mission-level and

external trainings. When training is offered virtually at the global level, assist the Training Unit by communicating with Costa Rica staff regarding virtual training dates, times, and participation.

7. As required, coordinate or support other learning programs, activities and events within Costa Rica, such as workshops, wellness weeks, mentoring programs, and seminars. Provide logistical and administrative support, input on content and facilitation methodologies, and coordination with relevant entities such as external companies and facilitators, the Training Unit on budget approval and Staff Development and Learning Unit (SDL) on attendance records.
8. Record staff attendance at all training sessions and submit attendance lists to the SDL and the IOM USRAP Washington Training Unit. Regularly communicate with the Project Manager and Training Coordinator regarding staff who have not received the required trainings and how you plan to have them trained.
9. Collect evaluations of trainings in order to produce demonstrable outcomes and ensure continual improvements are made. Regularly follow up with staff who took trainings to measure how the training knowledge is being applied to their work.
10. Participate in quarterly calls with the Training Coordinator and the Training Team to discuss the trainings that have been given and any challenges or outstanding issues. Prepare quarterly statistical and narrative reports on the training that has been given and the staff who attended and submit to Project Manager and the Training Coordinator.
11. Continually improve facilitation, coordination, communication, and organization skills related to training by engaging in professional development and learning opportunities and actively seeking out knowledge that will enhance and grow the position.
12. Demonstrate a comprehensive understanding of the relevant RSC Standard Operating Procedures (SOPs) technical systems. Demonstrate the ability to remain professional, impartial, and unbiased during all interactions with migrants and colleagues per the IOM Code of Conduct and instruction on the prevention of sexual exploitation and abuse (PSEA).
13. Perform other duties as required.

Required Qualifications and Experience

The incumbent is expected to demonstrate the following technical and behavioral competencies:

EDUCATION AND EXPERIENCE

- High school diploma with six years of relevant experience; or,
- Bachelor's degree in Social Sciences or related fields from an accredited institution with a focus on training and education and four years of relevant professional experience.

Experience

- Demonstrated experience providing comprehensive training on complex topics to a wide range of cross-cultural audiences, and developing tailored learning materials, including presentations, workbooks, and other learning tools, is required.
- Experience facilitating training in a wide range of training contexts, including in-person, virtual, e-learning and other environments, is required.
- Experience developing training materials utilizing a variety of adult learning methodologies and materials is an advantage.
- Experience identifying, organizing, and carrying out other learning opportunities, including workshops, exchanges, and mentorship programs, is an advantage.
- Experience in the context of an IOM RSC project is a distinct advantage.
- Experience training on humanitarian, social inclusion and protection topics, including age, gender, and diversity, is a distinct advantage.
- Experience with international humanitarian organizations, non-government, or government institutions/organization in a multi-cultural setting, is desired.

Skills

- Demonstrated experience providing comprehensive training on complex topics to a wide range of cross-cultural audiences, and developing tailored learning materials, including presentations, workbooks, and other learning tools, is required.
- Experience facilitating training in a wide range of training contexts, including in-person, virtual, e-learning and other environments, is required.
- Experience developing training materials utilizing a variety of adult learning methodologies and materials is an advantage.
- Experience identifying, organizing, and carrying out other learning opportunities, including workshops, exchanges, and mentorship programs, is an advantage.
- Experience in the context of an IOM PROJECT (e.g., RSC, Movement Operations or Medical Health) project is a distinct advantage.
- Experience training on humanitarian, social inclusion and protection topics, including age, gender, and diversity, is a distinct advantage.
- Experience with international humanitarian organizations, non-government, or government institutions/organization in a multi-cultural setting, is desired.
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Languages

Fluency in English and Spanish (oral and written) is required.

Salary

1,253,076.92

Required Competencies

The incumbent is expected to demonstrate the following values and competencies:

Values - all IOM staff members must abide by and demonstrate these three values:

- Inclusion and respect for diversity respects and promotes individual and cultural differences; encourages diversity and inclusion wherever possible.
- Integrity and transparency: maintain 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 – behavioural 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 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.

MANAGERIAL COMPETENCIES - Behavioral indicators – Level 1

- 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.

How to apply:

The candidate should send his/her application **through the following Microsoft Form**: <https://forms.office.com/e/b3qKdNsg31>.

The form will request vacancy code, position title, duty station, grade, and unit. Please complete as it follows:

- **Vacancy Code: SVN-2024-017**
- **Position Title: Senior Project Assistant (Compliance – Training)**
- **Duty Station: San Jose, Costa Rica**
- **Grade: G6**
- **Unit: RSC**

Candidates must submit their offer by **May 8th, 2024**. No applications will be considered after this date.

Any application not presented using the Microsoft Form, will not be taken into consideration.

In case of receiving applications from foreigners living in Costa Rica, they must have a valid work permit.

Only short-listed candidates will be contacted.

You can check the Post Description on <https://costarica.iom.int/es/vacantes>.