

CALL FOR CV Open to Internal and External Candidates

Position Title : **Cultural Mediator**
Duty Station : **Various duty station in Italy**
Classification : **General Service Staff**
Type of Appointment : **Special Short Term – Hourly contract on call**

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

Closing Date : **Open - ended**
Reference code : **CFCV 2024 34**

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.

IOM is committed to a diverse and inclusive environment. Internal and external candidates are eligible to apply to this call for cv. For the purpose of the call for cv, internal candidates are considered as first-tier candidates.

Context:

Under the general supervision of the Director, Coordination Office for the Mediterranean and Chief of Mission in Italy and Malta, the coordination of the Head of the Migration Management Unit (MMU) and the direct supervision of the Project Coordinator/Manager, the incumbent will be acting as Cultural Mediator on call (hourly contract) within the Assisted Voluntary Return and Reintegration (AVRR) project "RI.VOL.A.RE. in RE.TE."

Core Functions / Responsibilities:

- Provide oral/written/remote translation and cultural mediation services to the Assisted Voluntary Return and Reintegration(AVRR) Team to secure smooth communication between the IOM AVRR team and the migrant potentially interested in AVRR project, RI.VOL.A.RE in RE.TE;
- Provide translation and cultural mediation services to the AVRR Focal Point deployed in different Italiana Regions, to better support and provide relevant information on AVRR option to Third Country Nationals migrants;
- As needed, provide the IOM AVRR Team with information regarding the local context within the country of origin and contribute on identifying the range of possible needs the returnees may require upon arrival so a realistic and sustainable individual re-integration plan in the country of origin is implemented;
- Working closely with medical health specialists and the IOM medical doctor, provide interpreting and cultural mediation services so they can better evaluate the cases and report them correctly;
- Provide translation and cultural mediation services to the AVRR Toll Free Number Operator to better support and provide relevant information to Third Country Nationals migrants who are interested in the AVRR option;

- Ensure key differences regarding culture, traditions and/or religion are given adequate attention and consideration to better support migrants and maximize the impact of the AVR/Counsellors' work;
- Participate in all the training planned to enhance project activities (AVRR, health assessment, gender-based violence, human trafficking, intercultural communication, etc.);
- Perform any other task as may be required.

Required Qualifications and Experience:

Education

- High school Diploma;
- Certifications for completed cultural mediator or interpreter trainings would be considered an asset;

Experience

- At least 3 years of working experience in the field of cultural mediation;
- Proven experience in cultural mediation and migration, as well as humanitarian assistance;
- Proven experience with international organizations, NGOs and governmental authorities is an asset;
- Computer skills, specifically hands-on experience in usage of MS Office, would be considered an asset.

Skills

- Intercultural competence and communication skills;
- Knowledge of national asylum and legal procedures within the Italian Immigration Act;
- Familiarity with administrative and procurement procedures;
- Driving license.

Languages

- Fluency in Italian and one or more of the following: Arabic, English, French, Spanish, Portuguese, Russian, Chinese, Bengali, Urdu, Pular, Mandinka, Wolof, Dioula, Bambara, Hausa, Twi, Pidgin, Sinhalese, Hindi, Farsi, Georgian, Farsi, Fula, Turkish, Ukrainian, and other languages spoken in non-EU countries.

Required 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.
- 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

- 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.

Other:

Any offer made to the candidate in relation to this vacancy notice is subject to funding confirmation.

Appointment will be subject to certification that the candidate is medically fit for appointment, and verification of residency, visa and authorizations by the concerned Government, where applicable. As part of the mandatory medical entry on duty clearance, candidates will be requested to provide evidence of full vaccination against COVID-19.

This post is subject to local recruitment. Only persons holding a valid residence and work permit for Italy will be eligible for consideration.

How to apply:

Interested candidates are invited to submit their applications to applicationsiomitaly@iom.int including the following documents:

- a) CV or PHF
- b) Cover Letter
- c) Questionnaire on Mandatory Requirements (Page 4)

The reference code **CFCV 2024 34 Cultural Mediator – hourly contract on call** must be clearly indicated in the e-mail subject otherwise the application will not be correctly routed.

Candidates who do not possess the above requested qualifications will not be taken into consideration.

Only shortlisted candidates will be contacted for an interview, soon after the closing of the Vacancy.

Questionnaire on Mandatory Requirements for Local Recruitment in Rome, Italy
CFCV 2024 34 Cultural Mediator (on call), Coordination Office for the Mediterranean
Liaison Mission for Italy, Malta and the Holy See

Education

High school Diploma; yes no

Certifications for completed cultural mediator or interpreter trainings would be considered an asset;
yes no

Computer skills, specifically hands-on experience in usage of MS Office, would be considered an asset.
yes no

Language

Italian (fluency, oral and written); yes no

Fluency in Arabic, English, French, Spanish, Portuguese, Russian, Chinese, Bengali, Urdu, Pular, Mandinka, Wolof, Dioula, Bambara, Hausa, Twi, Pidgin, Sinhalese, Hindi, Farsi, Georgian, Farsi, Fula, Turkish, Ukrainian, and other languages spoken in non-EU countries.
yes no

Experiences

At least 3 years of working experience in the field of cultural mediation; yes no

Proven experience in cultural mediation and migration, as well as humanitarian assistance;
yes no

Proven experience with international organizations, NGOs and governmental authorities is an asset.
yes no

Other

Are you currently holding a valid residency in Italy? yes no

Are you currently holding a valid Driving license? yes no

Are you currently holding a valid permit of stay in Italy for work reasons? yes no

I declare that the information entered within this mandatory questionnaire is true. By signing this questionnaire, I am aware that in case of false declaration my application will be disqualified.

Preferred regions as a duty stations

(Enter one or more regions of Italy that you prefer as your place of employment): _____

Date:

Name:

Signature: