



VACANCY NOTICE (VN)

Open to Internal and External Candidates

Position Title : **Project Clerk (Cultural Mediation)**
Duty Station : **Various duty stations in Italy**
Classification : **General Service Staff, Grade G3**
Type of Appointment : **Fixed term, one year with possibility of extension**
Estimated Start Date : **As soon as possible**
Closing Date : **May 10, 2024**
Reference code : **VN 2024 23**

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 vacancy. For the purpose of the vacancy, internal candidates are considered as first-tier candidates.

Context:

Under the overall supervision of the Programme Manager – Immigration Border Governance (IBG) and the direct supervision of the Project Area Coordinator, the incumbent will be responsible for providing cultural mediation assistance to the Italian Ministry of Interior – Public Security Department in different emergency operations for the fast and precise application of first-entry procedures in the framework of the MED.E.A. project.

Core Functions / Responsibilities:

- Provide clerical operational support to the Ministry of Interior – Public Security Department at the target duty station within the assigned Immigration Office;
- Support the above Office in the identification procedures of beneficiaries, including in receiving and compiling the asylum-seekers' claims, accelerated procedures, translating from Italian into the migrants' mother tongue and vice versa;
- Support the Immigration Office in registering the asylum applications, also through filing and archiving activities;



- Assist the Office in informing migrants and asylum-seekers about identification procedures, including within the Hotspots and other border areas, as applicable;
- Keep the Project Area Coordinator informed of the activities performed, in particular in relation to vulnerable groups in need of specific protection and referral;
- Provide clerical assistance in the mediation activity in an objective and impartial way;
- Provide general counselling on national laws and administrative procedures, in particular those related to asylum;
- Prepare all relevant financial documentation related to the project (payment/reimbursement/travel) and provide regular reporting to the project team on the activities performed in the assigned duty station;
- Provide a detailed report at the end of service in line with the standard template provided by the project manager;
- Perform any other duties as may be assigned.

Required Qualifications and Experience:

Education

- High School Diploma with 3 years of relevant professional experience;
or
- Bachelor's Degree or equivalent from an accredited academic institution with 1 year or relevant working experience.

Experience

- At least 1 year of experience in cultural mediation in the framework of migrants' assistance, including in assisting asylum-seekers within Immigration Offices;
- Previous experience with international organizations, EU Agencies and/or Italian Border Police is an advantage;
- Previous experience with the IOM Italy Immigration and Border Governance team is a distinctive advantage.

Skills

- Knowledge of the procedures related to the asylum application, including the so-called C3 template used to file asylum-seekers' claims;
- Knowledge of the work of the Immigration Office, in particular the International Protection Section (IV section);
- Psychological understanding in interpersonal communication and sensitiveness in addressing the asylum-seekers' claims;



- Capacity to prevent and mitigate conflicts between the beneficiaries/asylum-seekers and the police officers.

Languages

- Fluency in Italian is required (oral and written);
- Fluency in at least one of the following languages is required: English, French, Arabic, Bengali, Chinese, Ukrainian, Somali, Tigrinya, Kurdish, Urdu, Pashto, Dari, Farsi, Hindi, Pahari, Pidgin, Bambara.

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.
- 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 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.

IOM's competency framework can be found at this [link](#).

Competencies will be assessed during a competency-based interview.

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 by 10 May 2024 at 23:59 (CET - Rome time), including the following documents:

- a) CV or PHF
- b) Cover Letter
- c) Questionnaire on Mandatory Requirements (Page 5)

The reference code **VN 2024 23 Project Clerk (Cultural Mediation)** 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.

Posting period: From 26.04.2024 to 10.05.2024.



Questionnaire on Mandatory Requirements for Local Recruitment in Rome, Italy
VN 2024 23 Project Clerk (Cultural Mediation), Coordination Office for the Mediterranean
Liaison Mission for Italy, Malta and the Holy See

Education

Tick as appropriate depending on what you have:

High School Diploma with 3 years of relevant professional experience;

or

Bachelor's Degree or equivalent from an accredited academic institution with 1 year or relevant working experience.

yes no

Language

Italian (fluency, oral and written);

yes no

fluency in at least one of the following languages:

English, French, Arabic, Bengali, Chinese, Ukrainian, Somali, Tigrinya, Kurdish, Urdu, Pashto, Dari, Farsi, Hindi, Pahari, Pidgin, Bambara.

yes no

Experience and skills

At least 1 year of experience in cultural mediation in the framework of migrants' assistance;

yes no

knowledge of the procedures related to the asylum application, including the so-called C3 templated used to file asylum-seekers claims;

yes no

knowledge of the work of the Immigration Office, in particular the International Protection Section (IV section);

yes no

psychological understanding in interpersonal communication and sensitiveness in addressing the asylum-seekers' claims;

yes no

capacity to prevent and mitigate conflicts between the beneficiaries/asylum-seekers and the police officers.

yes no

Other

Are you currently holding a valid residence and work permit for Italy? yes no
(EU nationals, please mark 'yes'; non-EU nationals, please mark as appropriate)

Please kindly specify your geographical availability among the following options:

- Northern Italy;
- Central Italy;
- Southeastern Italy;

Date:

Name:

Signature: