



IOM Greece CALL FOR APPLICATIONS

Reference Number : **GRCFA23-186**
Position Title : **Shelter Coordinator**
Duty Station : **Thessaloniki, Greece**
Type of Appointment : **Special Short-Term Ungraded Contract**
(2 months, with possibility of extension)
Closing Date : **26 November 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. The International Organization for Migration (IOM) is committed to the principle that humane and orderly migration benefits migrants and society. As the leading international organization for migration, IOM acts with its partners in the international community to: assist in meeting the growing operational challenges of migration management; advance understanding of migration issues; encourage social and economic development through migration, and; uphold the human dignity and well-being of migrants.

In Greece, IOM is focusing on responding to the Mediterranean migrant's crisis, in support of the Greek Government and in cooperation with all other agencies involved. IOM currently implements interventions within the areas of emergency, preparedness and response, disaster risk reduction, livelihoods, healthcare and psychosocial assistance, assisted voluntary return of migrants, migration and development, resettlement and repatriation, family reunification, counter human trafficking, assistance to vulnerable migrants.

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:

IOM operates Five Accommodation Centers for Unaccompanied Minors (Shelters) providing accommodation and access to services for Unaccompanied Migrant Children (UMC). Besides accommodation, the following services are provided to the beneficiaries: addressing basic needs, catering, hygiene, legal counselling, and information about life opportunities in Greece, interpretation, psychosocial support, medical support, Greek learning programs, learning support, organization of intercultural activities, work and career guidance.

Under the overall supervision of the Chief of Mission and the direct supervision of the Project Coordinator, the successful candidate will provide support in implementing project activities through overseeing services for the UMC in the assigned Accommodation Center.

Core Functions / Responsibilities:

As Coordinator of the Accommodation Center, the successful candidate will take care of and be responsible for the orderly operation of the assigned Accommodation Center. In particular, the coordinator is responsible with the following:

1. Oversee the conditions of the assigned facilities, ensuring that the facilities and equipment are maintained and repaired in timely manner; food is distributed in good quality and premises are kept clean at all times, in accordance to UMC safety and security.
2. Supervise the UMC participation in the programs of services provided at Accommodation Center and organize monthly meetings to receive their feedback on living conditions and the support they receive. Ensure appropriate case-by-case escort of UMC in services for matters of personal status, healthcare, and educational visits activities outside the Accommodation Center.
3. Prepare the monthly shift schedule for the staff of assigned Accommodation Center and supervise its implementation. Coordinate the staff in the performance of their duties and ensure effective communication and cooperation between its members. Plan mandatory individual meetings at regular intervals, maximum every three months, with each employee to evaluate their actions and individual performance.
4. Supervise the operation of the complaint mechanism implemented within the Accommodation Center.
5. Supervise the financial and administrative management of the Accommodation Center. In this context:
 - a. Coordinate the process of procurement, recording, storage, and distribution of the items available at the Accommodation Center, such as raw food materials, consumables, personal hygiene items, clothing, footwear, and linen.
 - b. Coordinate the administrative procedures for the reception, accommodation, and departure of UMC from the center in collaboration with the reference person.
 - c. Coordinate the administrative issues that arise in the context of cooperation with other services and bodies of the public or private sector.

As Scientific Supervisor of the Accommodation Center, the successful candidate will be responsible to supervise and monitor the scientific work and will be the point of reference and accountability of the scientific staff. In this context:

1. In cooperation with the rest of the scientific staff, prepare the program of services and activities, both in groups and one-on-one. In cases of extraordinary activities, the service schedule may be modified.
2. Plan and supervise the interdisciplinary and scientific meetings of the Accommodation Center.
3. Ensure the timely referral of the UMC to a specialized external agency, in cases where the provision of specialized care or support is required.

Required Qualifications and Experience

Education

- University degree in Social Work or Humanitarian Sciences from an accredited academic institution with at least two years of relevant work experience. Master's degree in above fields an advantage.
- Training in one or more of below subjects an advantage
 - child protection or
 - the protection of unaccompanied minors or
 - vulnerability management or
 - the reception of applicants for international protection or
 - the integration of recognized beneficiaries of international protection

Experience and Skills

- Minimum two years of relevant work experience;
- Ability to work under minimal supervision;
- Experience in working in a multi-cultural environment;
- Familiar with direct assistance to migrants and/or refugees;
- Demonstrated ability to work well under pressure and keep deadlines;
- Strong work ethics and commitment to humanitarian principles;
- Willingness to work under difficult conditions;
- Strong organizational, facilitation, communication, writing and presentations skills;

- Excellent communication and negotiation skills, personal commitment, efficiency and flexibility;
- Excellent level of computer literacy, and proficient use of commonly used IT equipment.

Languages

Fluency in **English** and **Greek** (written and oral) is required.

Required Competencies

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

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

- 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 – behavioural indicators

- 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 potential.
- Empowering others & building trust: creates an atmosphere of trust and an enabling environment where staff can contribute their best and develop their potential.
- 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.

Other:

IOM is committed to a diverse and inclusive environment.

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

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

At the time of recruitment, all candidates must disclose any known relative or spouse who works for IOM. Candidates may also be requested to provide documentary evidence of academic degree(s),

professional licenses, and proof of no criminal records as relevant to the requirements of the position advertised.

Appointment will be subject to certification that the candidate is medically fit for appointment, verification of residency, visa, and authorizations by the concerned Government, where applicable.

Vaccination against COVID-19 will be required for IOM personnel who are hired or otherwise engaged by IOM on or after 15 November 2021. As part of the mandatory medical entry on duty clearance, candidates will be requested to provide evidence of full vaccination.

How to apply:

Interested candidates are invited to submit their application including **a cover letter, CV and a completed Personal History Form in English by email to: GRHRAPPLY@iom.int**, specifying the vacancy reference number **GRCFA23-186 and full name** in the subject line.

Please click this [link to access the Personal History Form](#) (four pages).

Due to the volume of applications received, IOM Greece Human Resources will not be able to respond to all inquiries about the application status and will only contact shortlisted candidates.

Posting period:

From 20 November 2023 to 26 November 2023.