



Call for Applications

Position Title : **Case worker (Shelter/Social Inclusion)**
Duty Station : **Budapest, Hungary**
Type of Appointment : **Consultancy**
Duration of Consultancy : **3 months, with possibility of extension**
Estimated Start Date : **As soon as possible**
Closing Date for Application : **10th of May**
Reference Code : **CFA 2023-1**

1. Context and Scope:

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.

Under the overall guidance of the Programme manager – Ukraine response) and Head of the Protection Unit, and the direct supervision of the Project Coordinator (Shelter/ NFI) the incumbent will be responsible for providing case management support to people affected by the crisis in Ukraine, in the framework of the overall IOM Hungary's response to the Ukraine crisis.

Nature of Consultancy

Providing social services to the people affected by the Ukrainian crisis.

2. Organizational Department / Unit to which the Consultant is contributing:

Shelter

3. Tasks to be performed under this contract

- Conduct eligibility, needs and vulnerability assessments to people affected by the Ukrainian crisis and hosted via the accommodation scheme of IOM
- Design, implement and monitor case management plans according to identified needs, focusing on social inclusion and integration, including education, employment, livelihoods, health care etc.
- Provide comprehensive and updated information on services available to the beneficiaries provided by IOM and its partners.
- In close coordination with info-provision unit maintain referral database updated.

- Maintain systematic record and arrange documents related to the beneficiaries and project. Following IOM data protection principles.
- Provide support in implementing Shelter/NFI activities ensuring that they are in line with guidelines and standard operating procedures (SOPs).
- Manage the accommodation requests and accommodation allocation process based on eligibility criteria, in coordination with relevant IOM units.
- Accompany beneficiaries for check-in, monitor occupation, and facilitate check-out process for beneficiaries.
- Ensure regular and timely reporting on activities.
- Perform such other duties as may be assigned.

4. ***Performance indicators for the evaluation of results***

- Provision of social services and casework.
- Quality and accuracy of data submitted (from 1 to 5 where 1 is the lowest and 5 the highest);
- Professionalism of communication with the team (from 1 to 5 where 1 is the lowest and 5 the highest).

8. ***Education, Experience and/or skills required***

Education

- School diploma with five years of relevant experience; or,
- Bachelor's degree in Psychology, Social Sciences, Human Rights or related fields from an accredited academic institution with three years of relevant professional experience.

Experience

- Experience in social work or other type of case management is required.
- Experience in working with migrants, refugees, internally displaced persons, and other vulnerable groups is preferable.

Languages

- Fluency in English, or Hungarian or Ukrainian.

6. ***Travel required***

- Occasional travel may be required.

7. 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.

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.

Notes

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.

How to apply:

Interested candidates are invited to submit their CV in English via e-mail at IOMBudapestHR@iom.int.

The reference code CFA 2023-I must be clearly indicated in the e-mail subject otherwise the application will not be correctly routed.

Internal candidates with the required qualifications are invited to submit the internal application form in English at the above e-mail address.

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 04 May to 10 May 2023.