

Job Description

Introduction

Established in 1951, IOM is a Related Organization of the United Nations and the leading UN agency in the field of migration. Working closely with governmental, intergovernmental, and non-governmental partners, IOM promotes humane and orderly migration for the benefit of all. It saves lives and protects people on the move, drives solutions to displacement, and facilitates pathways for regular migration, while providing services and advice to governments and migrants.

IOM is committed to fostering a respectful, inclusive, and supportive workplace where all employees can thrive professionally and feel valued. By creating such an environment, IOM aims to better harness the full potential of migration and strengthen its support to people on the move.

IOM invites candidates from diverse backgrounds to apply and provides reasonable accommodation throughout the recruitment process when required. Learn more about IOM's workplace culture at [IOM workplace culture | International Organization for Migration](#).

Applications are welcome from first- and second-tier candidates, particularly qualified female candidates, as well as applications from the non-represented member countries of IOM. For all IOM vacancies, applications from qualified and eligible first-tier candidates are considered before those of qualified and eligible second-tier candidates in the selection process.

For the purpose of this vacancy, the following are considered first-tier candidates:

1. Internal candidates
2. Candidates from the following IOM Member States that are not represented among staff members in the Professional and higher categories:

Bahamas, Barbados, Comoros, Congo (the), Cook Islands, Dominica, Federated States of Micronesia, Grenada, Guinea-Bissau, Holy See, Iceland, Israel, Kiribati, Marshall Islands, Namibia, Nauru, Palau, Saint Kitts and Nevis, Saint Lucia, Samoa, Sao Tome and Principe, Seychelles, Solomon Islands, Suriname, Timor-Leste, Tonga, Trinidad and Tobago, Tuvalu, Vanuatu

Second-tier candidates include:

All external candidates, except candidates from non-represented member states of IOM.

Organizational Context and Scope

The International Organization for Migration (IOM) has been operational in the Central African Republic (CAR) since 2006, working in close collaboration with the Government of CAR (GoCAR), United Nations agencies, civil society organizations (CSOs), and international partners to address the complex migration, humanitarian, and development challenges exacerbated by decades of conflict, displacement, and instability.

IOM in CAR is expanding its operational scope to meet growing challenges with a comprehensive, multi-sectoral response, including

- Humanitarian Assistance and Protection: Delivering lifesaving aid (shelter, WASH, health, NFIs) and protection services to IDPs, returnees, refugees, and vulnerable migrants, including GBV prevention, child protection, and anti-trafficking support.
- Displacement Tracking and Data Management: Deploying the Displacement Tracking Matrix (DTM) to provide real-time mobility and needs assessments, informing humanitarian response and policy decisions.
- Migration Governance and Policy Support: Strengthening GoCAR's capacity to manage migration through legal frameworks, border management, and regional cooperation, while advocating for rights-based migration policies.
- Community Stabilization and Resilience: Implementing quick-impact projects (infrastructure, livelihoods, social cohesion) to reduce tensions and foster inclusive recovery in displacement-affected areas.

- Reintegration and Recovery: Supporting sustainable return and reintegration of displaced populations through socio-economic programs, psychosocial support, and HLP rights advocacy.

Under the overall supervision of the Chief of Mission and the technical supervision of PSEAH/Safeguarding Officer, the Project Officer (AAP) will support the integration of AAP approaches in IOM's operations in-country by providing day-to-day technical assistance and guidance to programme teams and contributing to the implementation of AAP activities and tools. Where relevant, the Officer will participate in coordination efforts with partners of the national coordination platform to ensure alignment with inter-agency and collective AAP initiatives, including activities such as sharing information with communities, supporting feedback mechanisms, and contributing to consultations with affected people.

Responsibilities

Support to AAP Mainstreaming and Field-Level Integration

- Provide technical guidance to programme teams on the integration of AAP principles into the design, planning, and implementation of activities at the field level, ensuring alignment with gender equality and SEAH risk mitigation standards.
- Provide day-to-day technical guidance to operational staff to promote inclusion, safe participation, and accountability programming in IOM activities.
- Identify and assess operational context-specific entry points and recommend approaches to strengthen community participation in decision-making and feedback, particularly for women, girls, and marginalized groups.

Community Engagement and Community Feedback Mechanisms (CFM)

- Promote two-way communication and support activities connected to the provision of Information Sharing and Transparency (IST) on IOM activities and engagements, including supporting the development of information materials gender-sensitive, culturally appropriate, accessible, and safe, coordination of language and format adaptation, and dissemination strategy in coordination with program technical areas.
- Coordinate the design and implementation of efficient, accessible, impactful, and safe Community Feedback Mechanisms (CFMs), ensuring they are inclusive of women, children, persons with disabilities, and other at risk-groups, to be integrated across the COs programmes.
- Coordinate CFMs SOPs development at the mission level, and link to programmatic decision-making processes. Coordinate CFMs with PSEA(H) efforts to ensure coordinated approaches to complaint and misconduct prevention. Regularly conduct monitoring exercises to evaluate the efficiency, accessibility, safety, and impact of CFM in the mission. Analyse feedback trends and community perceptions and provide recommendations to strengthen quality and responsiveness.
- Promote participation of affected people in the design and evaluation of interventions, with attention to inclusion (age, gender, disability, etc.) and roll-out or develop context-appropriate methodologies to ensure culturally sensitive engagement of all population groups.

Capacity Strengthening and Internal Support.

- Design and deliver capacity-building initiatives for IOM staff, implementing partners, and community focal points on AAP principles, CFMs, and community engagement tools.
- Adapt and contextualize training materials, guidance notes, and tools in local language(s).

Coordination and Learning

- Document and disseminate lessons learned, good practices, and community-led solutions that can inform future programming.
- Participate in local inter-agency AAP coordination meetings as relevant.
- Promote and facilitate the integration of protection, gender, disability inclusion, and data protection principles within community feedback and engagement approaches.

Perform such other duties as may be assigned.

Qualifications

Required Qualifications and Experience

Education

- Master's degree in Social Sciences, Development Studies, Communications, International Relations, or a related field; or
- University degree in the above fields with two additional years of relevant professional experience.

Accredited Universities are those listed in the [UNESCO World Higher Education Database](#).

Experience

- Minimum three years (or five years for bachelor's degree holders) of professional experience in humanitarian or development contexts, including field experience;

- Experience in implementing AAP strategies, community engagement initiatives, information sharing with communities, complaints, and feedback mechanisms sensitive to SEA complaints;
- Experience working with UN agencies, NGOs, or international organizations;
- Familiarity with inter-agency AAP, CFM, and PSEA standards and coordination mechanisms, preferred;
- Experience in Information Management, data analysis, and report writing; and,
- Experience in capacity building and training for frontline staff.

Skills

- Excellent oral and written communication skills;
- French/Arabic speaker and excellent command of English is required;
- Office software skills (including mastery of Word, Excel, and PowerPoint);
- Knowledge of community participation, accountability, behavior change, gender, and intercultural dialogue;
- Knowledge and experience of different communication channels (social networks, radio, face-to-face communication, IC materials);
- A strong social commitment and ability to work in multicultural and multidisciplinary environments;
- Demonstrated teamwork skills;
- The ability to organize and plan multiple tasks in short time frames; and,
- Continuous attitude and demeanor of cordiality, composure, respect, and collaboration with all persons and organizations with whom IOM interacts.

Languages

For this position, English and French is required (oral and written).

Working knowledge of another official UN language (Arabic, Chinese, Russian, and Spanish) is an advantage.

Proficiency in language(s) required will be specifically evaluated during the selection process, which may include written and/or oral assessments.

Required Competencies

IOM's competency framework can be found at this [link](#). Competencies will be assessed during the selection process.

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

- **Inclusion and respect for diversity:** Respects and promotes individual and cultural differences. Encourages diversity and inclusion.
- **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 2

- **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 actions 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 Level 2

- **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.