

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

Assisted Voluntary Return and Reintegration (AVRR) is one of the core areas of IOM expertise, and a field in which the organization has over 40 years of experience. IOM USA works with the US Department of State to provide eligible beneficiaries, both in the United States and in third countries, with access to assisted voluntary return to their countries of origin or of legal status in a safe and dignified manner. In addition to travel arrangements, IOM's assistance may include counselling of voluntary returnees, acquisition of travel documents, provision of medical or other escorts, departure, transit and arrival assistance.

The PRM-funded Global Assisted Voluntary Return (AVR) Program aims to provide migrants with irregular status in the United States and in third countries (as in the case of the Central African Republic) access to assisted voluntary return to their countries of origin or legal status in a safe and dignified manner.

Under the overall supervision of the Chief of Mission (COM) or the Head of Office in Central African Republic (CAR) and direct supervision of Migration Health Officer, and in close coordination with the MRC Manager, the technical supervision of the Head of the Global MHPSS-CI Unit in Headquarters (HQ), the Programme Officer (Mental Health and Psychosocial Support (MHPSS)) will have the following duties and responsibilities:

Responsibilities

Responsibilities and Accountabilities

1. Support the coordination and implementation of MHPSS activities within transit centres and Migrant Resource Centres (MRCs) in CAR, ensuring compliance with IOM standards, operational guidelines, donor requirements, and protection principles;
2. Provide day-to-day technical guidance and supervision to MHPSS staff, including the Clinical Psychologist, Counsellor, and Social Worker/Educator, to ensure quality and consistency of service delivery.

3. Guide the development, contextualization, and implementation of MHPSS tools, Standard Operating Procedures (SOPs), referral pathways, assessment tools, and operational protocols adapted to the CAR context.
4. Conduct service mapping and maintain coordination with governmental, health, protection, and community actors to strengthen referral pathways for specialized mental health, psychiatric, psychosocial, and protection services.
5. Facilitate the integration and mainstreaming of MHPSS approaches across migrant assistance and Migrant Resource Centre activities, including structured psychosocial and wellbeing interventions.
6. Guide the design and implementation of community-based psychosocial activities aimed at strengthening resilience, reducing distress, and promoting social inclusion among migrants and returnees.
7. Create mechanisms for the identification of MHPSS needs and vulnerabilities among migrants and returnees through structured assessments, intake processes, and observation, ensuring timely referral and follow-up of complex or high-risk cases.
8. Provide direct psychosocial support interventions and case consultations for complex cases, including crisis intervention, and guidance to frontline staff, as required.
9. Coordinate with national mental health actors, psychiatric facilities, hospitals, protection partners, and specialized service providers to facilitate access to higher-level care when needed.
10. Organize and facilitate capacity building activities for frontline workers, community focal points, government counterparts, and partner organizations on topics related to MHPSS, Psychological First Aid (PFA), stress management, community-based support, and safe referrals.
11. Contribute to monitoring, data collection, reporting, and analysis of MHPSS activities, ensuring confidentiality, data protection, and accurate use of IOM systems and tools.
12. Participate in interagency coordination mechanisms, technical working groups, and relevant meetings related to MHPSS, protection, and health, as requested.
13. Identify operational challenges, service gaps, and emerging psychosocial trends and provide technical recommendations to strengthen programme quality and response capacity.
14. Performs such other duties as may be assigned.

Qualifications

Required Qualifications and Experience

Education

- Master's degree in Clinical Psychology, Clinical Social Work, Psychiatry, Psychological Counselling, or a related field from an accredited academic institution with two years of relevant professional experience; or,
- University degree in the above fields with four years of relevant professional experience.

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

Experience

- Experience in designing, implementing, coordinating, or supporting MHPSS programming in humanitarian, migration, or low-resource settings;
- Experience supervising or providing technical guidance to MHPSS or community-based staff;
- Proven experience providing direct MHPSS services, including psychological first aid, supportive counselling, group interventions, psychoeducation, or psychosocial case management;
- Experience working with migrants, displaced populations, returnees, or vulnerable populations exposed to distress, trauma, violence, or social exclusion;
- Experience supporting MHPSS capacity building initiatives for frontline workers, community actors, or government counterparts;
- Experience coordinating referrals and working with multidisciplinary service providers, including health, psychiatric, protection, and social services;
- Experience with IOM, UN agencies, INGOs, or humanitarian coordination mechanisms is desirable; and,
- Experience working in fragile, conflict-affected, or complex operational settings is highly desirable.

Skills

- Strong knowledge of community-based MHPSS approaches and humanitarian protection principles;
- Strong coordination, facilitation, and interpersonal communication skills;
- Ability to supervise and technically support multidisciplinary teams;
- Excellent report writing and analytical skills;
- Ability to work independently and under pressure in challenging operational contexts;
- Strong computer skills, including Microsoft Office applications and data management tools; and,
- Knowledge of Inter-Agency Standing Committee (IASC) MHPSS Guidelines and inter-agency MHPSS frameworks is an advantage.

Languages

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

Working knowledge of another official UN languages (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, if with direct reports

- **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.