



**INT 2024 /006**

**Title of position** : **Hotline and Registration Intern –AVRR**

**Duty station** : **Rabat**  
**Section** : **AVRR**

**Contract duration** : **6 months, with possibility of extension**

**EOD** : **As soon as possible**

**Closure** : **September 10, 2024**

The International Organization for Migration (IOM) is an intergovernmental organization established in 1951, which holds a leading position in the field of migration. With 157 Member States and an additional 10 observer States, as well as offices in over 100 countries, it closely collaborates with governmental, intergovernmental, and non-governmental partners to manage migration in an orderly manner and under conditions that preserve human dignity. Its goals include promoting international cooperation on migration, facilitating practical solutions to migration issues, and providing humanitarian assistance to migrants in need, including refugees and internally displaced persons. IOM has been present in Morocco since 2001 and established a mission in Rabat in 2007. Implemented for four decades by the International Organization for Migration (IOM), the Assisted Voluntary Return and Reintegration (AVRR) Program provides humanitarian, administrative, logistical, and financial assistance to vulnerable and distressed migrants who choose to voluntarily return to their countries of origin. In Morocco, the AVRR Program has enabled thousands of distressed migrants to return to their home countries since 2005, when they are unable to do so on their own.

## **SUPERVISION**

Under the overall supervision of the AVRR Programme Officer and the direct supervision of the National Operations Officer, the Hotline and Registration Intern will be responsible for the registration activities through the IOM Hotline, while also acting as intake within the service flow.

## Responsibilities and Accountabilities

Under the overall supervision of the AVRR Programme Officer and the direct supervision of the National Operations Officer, the Hotline and Registration Intern will (specifically through the following):

1. Answer the hotline calls and provide migrants with the basic information on the services available in Morocco, in accordance with appropriate internal protocols.
2. Respond to migrants' calls and provide them with relevant information regarding their registration status and other pertinent details, calling migrants to inform them about their departure date, the date of medical check and any relevant information regarding their departure.
3. Ensure organized registration activities upon call from the migrants through the Hotline as per Standard Operating Procedures (SOP) and standardized data collection system, and referral of beneficiaries for further assessment by the relevant caseworker/ field support.
4. Refer eligible beneficiaries, including victims of trafficking (VoTs), medical cases, and other vulnerable migrants, for relevant service (medical, psychosocial, AVRR) or to external service providers as per the needs identified by the caseworker/ field support or doctor.
5. Follow up on communication with beneficiaries as required, including providing updates on progress on their services and set up appointments with IOM staff.
6. Support with the design of effective outreach activities for the unit.
7. Keep record of the calls and update the hotline database.
8. Demonstrate a general ability to remain professional, respectful, impartial and unbiased during all interactions with migrants and colleagues per the IOM Code of Conduct and instructions on prevention of sexual exploitation and abuse (PSEA).
9. Maintain and ensure the confidentiality and integrity of all relevant paperwork in line with standard of conduct and data protection rules.
10. Alert the National Operations Officer and the AVRR Program Officer of any non-compliance with SOPs or codes of conduct by IOM staff members or partners.
11. Perform such other duties that may be assigned.

## TRAINING COMPONENTS AND LEARNING ELEMENTS

It is expected that the selected intern will:

- Be exposed to the activities of IOM's AVRR program in the duty station.
- Gain understanding about the IOM and the UN System and its processes.
- Learn technical skills described in this Post Description.

Be able to prove their dedication, skills, and capacity to work in an international setting as part of a diverse and international team

### Required Qualifications and Experience

#### EDUCATION

- Bachelors' degree from an accredited academic institution in Political or Social Science, Business Administration, International Relations and/or Law; or
- High School Degree in the above fields with minimum three years of relevant professional experience.

#### EXPERIENCE

- Experience in working directly with migrants, refugees, internally displaced persons, victims of trafficking and other vulnerable groups; and
- Experience in updating internal databases, compiling and reporting beneficiary's data.

#### SKILLS

- Strong communication skills are essential
- Proficiency in Microsoft Office tools (Word, Excel, Outlook) and Monitoring & Evaluation (M&E) tools such as Kobo and Mimoso.
- Ability to work in a multicultural environment.
- Team spirit and the ability to work independently.
- Knowledge of protection and determination of vulnerabilities
- Be prepared to work flexible hours.

#### Languages

##### REQUIRED

For all applicants, fluency in English and French is required (oral and written).

##### DESIRABLE

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

(HIGHLY) DESIRABLE / MANDATORY

Working knowledge of Arabic

## Competencies

The incumbent is expected to demonstrate the following values and competencies:

**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

**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.

## Candidature :

- CV,
- Motivation letter
- 2 references

By indicating in the subject of the email "**Hotline and Registration Intern –AVRR** " to the email address [oimrecrute@iom.int](mailto:oimrecrute@iom.int) no later than September 10, 2024 before midnight Moroccan time.