



International Organization for Migration (IOM)  
The UN Migration Agency

IOM Oslo is looking for a **AVRR Caseworker** according to the Terms of Reference below. Interested candidates are invited to submit their applications by 24 April 2018 at the latest, referring to this advertisement.

**OPEN TO INTERNAL AND EXTERNAL CANDIDATES**  
Special Vacancy Notice

Reference: AVRR Caseworker  
Duty Station: Oslo, Norway  
Position Title: **AVRR Caseworker**  
Type of Appointment: Special Short-Term Contract  
(G, Full-time 40 hours/week, 8 months)  
Estimated Starting Date May/June 2018

**General Functions:**

Under the direct supervision of the VARP and Liaison Coordinator and under the overall supervision of the Programme Manager and under the guidance the Chief of Mission, the staff member will be tasked with AVRR casework in the Voluntary Assisted Return Programme (VARP), with a particular focus on casework to Afghanistan.

1. Provide initial information to visitors and callers, respond to phone queries from migrants and other interested groups and provide general information about IOM projects and services;
2. Provide specific return counseling services and information on VARP-related issues to potential applicants as needed and assist applicants to fill out the VARP application form, as well as conduct initial counseling and screening;
3. Process applicants from the initial stages of establishing contact, verifying information, assessing cases, liaising with other stakeholders (reception centers, UDI, etc.), assist applicants in applying for travel documents – in accordance with the requirements from their respective Embassies, as well as offering guidance on VARP procedures;
4. Ensure a smooth, efficient and quality-based case flow in coordination with other teams;
5. Keep accurate case management records and ensure that all information is complete and can be easily retrieved and forwarded if necessary;
6. Enter information obtained during counseling sessions into the VARP database, as well as updating the database with new information when applicable;

7. Ensure to apply administrative instructions and to ensure timely submission of administration requirements;
8. Provide information on AVRR and VARP to potential applicants by conducting information meetings at the Reception Centers (RCs) or during outreach meeting with diaspora and other stakeholder/partners;
9. Liaise with RC staff and other relevant stakeholders, authorities and interpreters regarding the organization of the information meetings at RCs;
10. Prepare reports, statistics and updates after outreach and RC meetings and when requested;
11. Undertake duty travel and escort assignments if required;
12. Assist in any other operational duties that may be assigned by the VARP and Liaison Coordinator, Programme Manager and Chief of Mission or his/her delegate.

### **Competencies**

1) Highly structured and detail oriented; 2) Accepts and gives constructive criticism; 3) Follows all relevant procedures, processes, and policies; 4) Meets deadline, cost, and quality requirements for outputs; 4) Writes clearly and effectively, adapting wording and style to the intended Audience; 5) Identifies issues, opportunities, and risks central to responsibilities; 6) Persistent, calm, and polite in the face of challenges and stress; 7) Works effectively with people from different cultures by adapting to relevant cultural contexts; 8) Actively contributes to an effective, collegial, and agreeable team Environment

### **Education and Experience**

- 1) Successful completion of a Bachelor degree or 2 years relevant work experience;
- 2) Good IT skills in standard MS products (Word, Excel, Power Point) as well as Outlook;
- 3) Excellent communication skills in English and Norwegian, both oral and written, as well as fluency in Dari or Pashtu;
- 4) Diplomacy skills for liaising with stakeholders
- 5) Good attention to detail and a willingness to learn

### **Languages:**

Excellent knowledge of spoken and written English and Norwegian. Fluency in Dari or Pashtu is a requirement.

### **How to apply:**

Interested candidates are invited to submit their CV and application letter in English by email to [iomoslojobs@iom.int](mailto:iomoslojobs@iom.int).

Please be informed that IOM Oslo Human Resources will not respond to all inquiries about the application status and will only contact shortlisted candidates.

Post is subject to local recruitment. Only persons holding a valid residence and work permit for Norway will be eligible for consideration.

### **Contact:**

International Organization for Migration/Norway

Human Resources, Ms. Natalie Müller

Tel.: 23 10 53 31, Email: [iomoslojobs@iom.int](mailto:iomoslojobs@iom.int)

