

Call for Experts

Consultation Centre Coordinator

RRR-MFA/SMS Project, EECA

Posting Date:	16/03/2023
Reference number:	CfE March 2023/447/Consultation Centre Coordinator
Deadline for Applications:	25/03/2023
Duty Station:	Prague, Czech Republic
Contract Duration:	3 months (with the possibility of extension up to 12 months)

THIS CALL IS OPEN TO INDEPENDENT CONTRACTORS ONLY

Organisational overview

The International Centre for Migration Policy Development (ICMPD) is an international organisation tasked with promoting innovative, comprehensive and sustainable migration policies. With 18 Member States and over 60 projects active throughout Europe, Africa, Asia and Latin America, ICMPD is a growing and ever-more relevant presence in its field. The organisation's greatest assets are its 250+ staff members, who personify its values of commitment, integrity, partnership, respect, and innovation in actions and decisions.

Project background

The project **Resilience, Reinforcement and Recovery of Ukrainian Migration and Consular Services (RRR)** is implemented by the International Centre for Migration Policy Development with the overall objective to contribute to the resilience, reinforcement and recovery of Ukrainian migration and consular governance by strengthening the capacities of national authorities to ensure the safe international mobility of Ukrainian citizens, including preparations for sustainable return.

Specific Objectives of the project are as follows:

- SO1.** Ensured efficient services to provide assistance, documentation, information on rights and obligations related to temporary protection status and consultations on voluntary repatriation and reintegration back in Ukraine
- SO2.** Enhanced technical and operational capacities of consular services for the optimisation and modernisation of consular crisis management system
- SO3.** Restored and enhanced migration procedures in Ukraine
- SO4.** Supported harmonisation of migration and consular procedures with the respective EU Acquis, including strengthening of anti-corruption measures and human resource management.

Module 1 of the project specifically aims to establish Ukrainian Consultation Centres in EU MS hosting the most Ukrainian refugees, mainly in Poland, Czech Republic and Germany, in close coordination with local state authorities, Ukrainian diaspora organisations and the civil society of hosting countries.

The Consultation Centres (CCs) will support consular capacity in providing consular assistance to Ukrainians abroad regarding documentation, integration information in the hosting societies and preparedness/consultations for future voluntary return and reintegration back home. The establishment of the CCs will entail the following functions:

- Provide clear, timely, accessible and understandable information to temporarily displaced persons from Ukraine; Provide consultations and support to the most vulnerable persons, including minors;
- Assessment of needs and vulnerabilities and provision of consultations and support to the most vulnerable persons, including minors, based on identified needs;
- Consultations on available services and support in EU MS, including rights and obligations during temporary protection, education and employment possibilities etc.;
- Support and consultations on issuance of Ukrainian ID documents in close coordination with the Consulate of Ukraine and the Ukrainian State Enterprise “Document”;
- Collection and dissemination of information/the communication of information to Ukrainian citizens, media outlets and other public information amplifiers on the legal and social conditions of temporary protection and other circumstances of residence in EU MS, etc.

In this regard, ICMPD is seeking applications from qualified and result-oriented professionals, to support the establishment of such Centre in **Prague, Czech Republic**, in addition to the overall coordination and implementation of activities within the framework of the Consultation Centre.

Please note that this position is subject to approval and availability of project funds.

Objective

The coordinator will be responsible for the overall coordination and implementation of the Consultation Centre’s activities. The coordinator will ensure timely and effective provision of information to Ukrainian displaced persons in the Czech Republic, in person, online as well as over the phone.

Tasks

The Coordinator will carry out the following tasks:

- Ensure timely, efficient and effective implementation of the Consultation Centre’s activities and ensure that the outcomes are aligned with the RRR-MFA/SMS project priorities;
- Collection of information from all relevant stakeholders of services and ongoing programmes/projects regarding Ukrainian displaced persons in the Czech Republic;
- Provision of information and consultations to Ukrainian displaced persons in the Czech Republic regarding consular office activities, pre-consular support and preparation of forms, documentation, annexes, and more;
- Compile and manage the counsellor’s timesheets and other documentation in accordance to ICMPD rules and regulations, coordinate the counsellor’s schedules and oversee the activities of the Consultation Centre;
- Identification of potential information to be included in information materials;
- Mapping of all relevant stakeholders and establishing referral mechanisms for Ukrainian migrants visiting the Consultation Centre;
- Provision of information to a variety of clients who visit the Consultation Centre, including initiating and following up on referrals;

- Carry out research and information gathering on the institutions, agencies and organisations that provide support and services to the Ukrainian migrants in the Czech Republic, including contact information;
- Actively support the Ukrainian migrants with provision of information and general advice on matters related to access to healthcare, access to education, employment opportunities on the territory of the Czech Republic;
- Provision of information on various administrative and consular matters, especially on official documents, applications, and other items necessary for consular consultations;
- Actively participate in the trainings and workshops provided by the project team to ensure knowledge and access to up-to-date information concerning the Ukrainian migrants in the Czech Republic, including their rights and obligations under Temporary Protection;
- Regular reporting and documentation of inquiries as well as upkeep of an internal database;
- Organising and implementing outreach activities, close cooperation with government entities and local organisations and NGOs and other community outreach actors;
- Regular update of the website/ social media outreach;
- Support the RRR-MFA/SMS project team in procurement of equipment for the Centre;
- Take and prepare minutes and/or notes of internal meetings;
- Update and maintain information databases, such as mailing lists, document tracking systems and management reporting systems on the status and completion of work plans;
- Perform other duties, as required.

Deliverables

The expected deliverables to the above mentioned tasks are:

1. Support the operationalisation of the Ukrainian Consultation Centre in Prague, Czech Republic;
2. Effective, timely and qualitative delivery of information provision and services to target clients and beneficiaries;
3. Communication and outreach, distribution of visibility materials, etc.;
4. Daily consultations and provision of information to Ukrainian displaced persons and migrants;
5. Contribution to the achievements of the Consultation Centres and lessons learned.

Reporting lines

The Expert will report to the Project Manager of the RRR-MFA/SMS project who will be in charge of the overall supervision and who will provide guidance, advice, input and comments on deliverables as needed.

Qualifications and Experience

- University degree (Bachelor's degree or higher) in international relations, development studies, economics, social or political science, migration, sociology, law, or other relevant fields;
- Good knowledge of Czech and/or Ukrainian legislation, the overall situation of Ukrainian displaced persons in EU MS, understanding of the socio-political atmosphere in the region;

- Minimum three (3) years of professional experience in the area of information provision or similar field;
- Good research and analytical skills, ability to gather and analyse information, identifying critical relationships and patterns among data and propose workable solutions;
- Past experience working with international organisations is an asset;
- Ability to establish good working relations with a multinational, multi-disciplinary team;
- Ability to plan, manage priorities, meet deadlines and work under pressure on occasion;
- Excellent communication and inter-personal skills;
- Ability to work effectively in a politically sensitive environment and exercise discretion, impartiality, diplomacy, and cultural sensitivity;
- Excellent language skills: Ukrainian and/or Czech (required), Russian and/or English will be considered an asset;
- Experience working with Czech or Ukrainian administration or government structures will be considered an asset;
- Prior experience with information or service provision to migrants will be considered an asset.

Application Process

Interested candidates are requested to submit their application in English or Ukrainian via email to by midnight (CET) of the closing date specified above. To apply for this position please submit your **CV and Motivation letter** to: RRR-UA@icmpd.org indicating in the **subject line** of your email **only** as following: **Application_Prague_YourName**.

Please be informed that this position requires certain language skills described above. This position requires also residence in Prague or its vicinity with easy commuting to the work location, which is in Gdansk.

Please be informed about the General Conditions for this position:

https://www.icmpd.org/file/download/49077/file/SSA_General_Conditions_EN.pdf

NB! Please apply only if your CV corresponds with the desired profile.

All applicants are encouraged to apply as soon as possible after the vacancy has been posted and well before the deadline stated above. Applications received after the published deadline will not be considered.

Due to the high volume of applications, only shortlisted candidates will be contacted. The applicants should be available for a face-to face meeting or an interview via videoconference.

The assignment is subject to project funds availability and/or final approval by the donor. The invitation to an interview does not establish any right to future employment.