

## **Call for Experts**

### **Consultation Centre Counsellor**

**CORE UA Project, EECA**

<b>Posting Date:</b>	<b>02/10/2025</b>
<b>Reference number:</b>	<b>CfE Oct2025/511-2/Consultation Centre Counsellor</b>
<b>Deadline for Applications:</b>	<b>15/10/2025</b>
<b>Duty Station:</b>	<b>Dusseldorf, Germany</b>
<b>Contract Duration:</b>	<b>12 months (with the possibility of extension)</b>

**THIS CALL IS OPEN TO INDEPENDENT CONTRACTORS ONLY**

### **Organisational overview**

The International Centre for Migration Policy Development (ICMPD) is an international organisation, with 21 Member States, supporting governments in establishing robust, rights-based migration management systems in more than 90 countries worldwide. Using a holistic and whole-of-route approach, ICMPD understands the complexities of migration, connects partners and empowers stakeholders through projects on the ground. Founded in 1993 with headquarters in Vienna and liaison office in Brussels, ICMPD holds UN observer status and cooperates with more than 700 partners, including Member States, EU institutions, UN agencies, and several countries. ICMPD receives contributions from its Member States and bilateral donors, the European Commission, UN partners, and other multilateral institutions.

### **Project background**

The CORE (Comprehensive Resilience Support for Displaced Persons from Ukraine) project is intended as a supporting measure in several areas of migration management in Ukraine, as well as support for Ukrainian displaced persons. In particular, the project aims to stimulate the exchange of experts between selected Member States of the European Union (EU Member States) on the implementation of temporary protection and strategies after the expiry of temporary protection (project measure1), to expand counselling services for displaced Ukrainians (project measure2), to involve the Ukrainian diaspora (project measure 3) and to support migration institutions in Ukraine in improving the migration management of the state (project measure 4).

The focus of the programme is on measures to ensure the safe mobility of displaced Ukrainians, including the provision of effective support services for displaced persons in Germany, while ensuring that the counselling service complies with German and EU directives. The information and advisory services are to be provided in line with policy developments in the field of temporary protection.

The project measure 2 specifically aims to establish two new Ukrainian Consultation centres in Dusseldorf and Munich, and to continue the operationalisation of the Ukrainian Consultation Centre in

Berlin, Germany. The centres operate in close coordination with local state authorities, Ukrainian diaspora organisations and the civil society of hosting countries. The Consultation Centres (CCs) provide 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.;
- 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 functioning of such Centre in **Dusseldorf, Germany**.

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

## **Objective**

The counsellor will be responsible for the implementation of the Consultation Centre's activities. The counsellor will ensure timely and effective provision of information to Ukrainian displaced persons in Germany, in person, online as well as over the phone.

## **Tasks**

The Counsellor 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 CORE UA project priorities;
- Collection of information from all relevant stakeholders of services and ongoing programmes/projects regarding Ukrainian displaced persons in Germany;
- Provision of information and consultations to Ukrainian displaced persons in Germany regarding preparation of forms, documentation, annexes, and more with the special focus on the regulations applied in North Rhine-Westphalia;
- Identification of potential information to be included in information materials;
- Provision of information to a variety of clients who visit the Consultation Centre, including initiating and following up on referrals;
- Actively support the Ukrainian displaced people with provision of information and general advice on matters related to access to healthcare, access to education, employment opportunities on the territory of Germany;
- 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 displaced people in Germany, including their rights and obligations under Temporary Protection;
- Organising and implementing outreach activities, close cooperation with government entities and local organisations and NGOs and other community outreach actors;

- Update and maintain information databases, such as mailing lists;
- 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 Dusseldorf, Germany;
2. Effective, timely and qualitative delivery of information provision and services to target clients and beneficiaries;
3. Communication and outreach, distribution of visibility, 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 CORE UA project team 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**

- Higher education (Bachelor's degree or higher) in international relations, development studies, economics, social or political science, migration, sociology, law, or other relevant fields will be considered an asset;
- Minimum two (2) 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/German/English 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 German via email by 15 October 2025 midnight (CET) of the closing date specified above. To apply for this position please submit your **CV and Motivation letter** to: [CORE-UA@icmpd.org](mailto:CORE-UA@icmpd.org) indicating in the **subject line** of your email **only** as following: **Application\_Dusseldorf\_YourName**.

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

Please be informed about the General Conditions for this position:

[https://www.icmpd.org/file/download/49077/file/SSA\\_General\\_Conditions\\_EN.pdf](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.*