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IOM International Organization for Migration  
OIM Organisation internationale pour les migrations  
OIM Organización Internacional para las Migraciones

## **INTERNSHIP**

### **TERMS OF REFERENCE**

<b>Position Title:</b>	Intern – Office of the Ombudsperson
<b>Duty Station:</b>	IOM Headquarters, Geneva
<b>Department:</b>	Office of the Director General
<b>Duration of Assignment:</b>	6 months

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### **BACKGROUND INFORMATION**

The Office of Ombudsperson serves as an independent function to address employment-related problems of staff members. It operates in accordance with the Standards of Practice and Code of Ethics of the International Ombudsperson Association: “Independence, Neutrality and Impartiality, Confidentiality and Informality”. The role of the Ombudsperson is to mediate in conflicts of any nature related to conditions of employment, administration of benefits, managerial practices as well as professional and staff relations matters. As a dispute resolution practitioner, the Ombudsperson provides assistance in the informal resolution of conflicts and other issues and monitoring trends and emerging issues. The Ombudsperson Office acts as an Alternative Dispute Resolution (ADR) resource for Staff Members who may also wish assistance with respectful workplace environment issues. The purpose of the Ombudsperson is to be a mechanism that helps the members of the IOM Staff to be treated fairly advocating civility and mutual respect as the most productive avenue to successful problem solving and prevent conflicts from escalating.

### **SUPERVISION**

The Intern will work under the guidance and direct supervision of the Ombudsperson and will support his teamwork with other colleagues in the Field Missions and IOM Headquarters.

### **DUTIES AND RESPONSIBILITIES**

The Intern will **assist** the Ombudsperson in the following duties and responsibilities:

1. Case management and assistance with the intake and follow-up of cases including the compilation of statistics and the preparation of regular reports.
2. Research in the identification of systemic issues to initiate the necessary enquiries with a view to advising/recommending possible preventive action to boost morale and improve the organizational climate.
3. Preparation of documents on trends and activities identifying patterns or problem areas in the Organization's policies and practices and for recommending revisions or improvements.
4. Research on topics related to the Ombudsperson function such as staff regulations and rules, administrative instructions, etc.
5. Outreach activities such as preparing and editing texts, brochures, articles and presentations.
6. Designing and conducting training programmes for the Organization in prevention, dispute and conflict resolution and other related topics for creating a trusting environment in which conflict is minimized.
7. Supporting the work of the Ombudsperson on gender issues to prevent discrimination and harassment and ensure equal treatment and the equal participation of women and men in all areas of work.
8. Undertake any other tasks as requested by the Ombudsperson.

### **QUALIFICATIONS AND EXPERIENCE**

- An advanced university degree in Behavioural Sciences, Conflict Resolution, Law, Social Sciences, Human Resources or enrolled in a Master's degree or PhD-Programme in these areas;
- Background in current and emerging practices in mediation, dispute resolution, and familiarity with the functioning of international organizations and its administrative policies and procedures;
- Capacity to timely understand the Organization's structure and portfolios;
- Proven ability to produce quality work accurately and concisely according to set deadlines;
- Conscientiousness in meeting commitments, observing deadlines and achieving results;
- Motivation by professional concerns showing persistence when faced with difficult problems or challenges and remaining calm in stressful situations;
- Practical experience of how to multi-task, prioritize and work independently;

- Ability to keep matters strictly confidential and exercise good discretion in using information;
- Ability to work effectively and harmoniously in a team of colleagues of varied cultural and professional backgrounds;
- Computer literacy, especially database tools;
- Strong organizational skills;
- Excellent knowledge of spoken and written English; working knowledge of French and/or Spanish is highly desirable.

### **COMPETENCIES**

The successful candidate will demonstrate the following core behavioural IOM competencies:

- Accountability;
- Client Orientation;
- Continuous Learning;
- Communication;
- Creativity and Initiative;
- Planning and Organizing;
- Professionalism;
- Teamwork;
- Technological Awareness;
- Confidentiality

Applicants are encouraged to highlight their specific skills, experience and or achievements in their cover note. They are asked to do so carefully in order to enhance the value of the internship for both themselves and the Ombudsperson Office. In the Personal History Profile, candidates to the position should include all past work experiences, IT skills, and three references.

Interested candidates are invited to send their motivation letter and CV to [ombudspersoninternship@iom.int](mailto:ombudspersoninternship@iom.int) by November 03, 2015, at the latest, referring to this advertisement. Only selected candidates will be contacted. A stipend will be provided.