



International Organization for Migration (IOM)
The UN Migration Agency

Call for Application Consultancy to support the One-Stop-Shop piloted by Cluj-Napoca Municipality

1. INTRODUCTION

Established in 1951, International Organization for Migration is the leading inter-governmental organization in the field of migration and works closely with governmental, intergovernmental and non-governmental partners. IOM is dedicated to promoting humane and orderly migration for the benefit of all. It does so by providing services and advice to governments and migrants.

IOM is supporting the Municipality of Cluj-Napoca to develop the local integration strategy for third country nationals (TCN). The strategy engages local authorities, private sector, migrant communities, NGOs, academia, etc.

The support is provided in the framework of *Includ-EU Regional and local expertise, exchange and engagement for enhanced social cohesion in Europe* project funded by the European Commission under the Asylum, Migration and Integration Fund.

2. POSITION INFORMATION

Position title:	Consultant (Service Desk Officer in the EPI One-Stop-Shop piloted by Municipality of Cluj-Napoca)
Duty station:	Cluj-Napoca
Type & duration of Contract:	Consultancy Contract, 6 (six) months
Preferred starting date:	December 2021
Reporting to	IOM Projects Coordinator
Conduct of Work	The consultant is expected to use own facilities (e.g., laptop)

3. ABOUT THE ASSIGNMENT

IOM is looking for a person to take over the role of the Service Desk Officer that will facilitate the integration process for newcomers who move to Cluj, providing them with complete, up to date, structured and user-friendly information, as well as specific guidance and assistance through the process. The “EPI One-Stop-Shop” is designed as part of the city’s actions to support integration is a tool that will collect and process all the information needed by foreign citizens, including third-country-nationals (TCN) to accommodate quickly and have a pleasant experience. It will cover, from A to Z, information about housing, education, employment and entrepreneurship, language and culture, registration and legislation, health and medical systems, leisure, and sports.

The EPI One Stop Shop will be designed online, as well as offline. The online version will be a platform with information about Romania and how to access different services available at local and/or national level (e.g., employment, study, etc).



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The offline version will be a service desk in the city centre, open to any migrant who wants information, guidance, assistance or has questions in any area of his/her integration process.

4. CORE FUNCTIONS AND RESPONSIBILITIES

Under the direct supervision of IOM and with the support of the relevant department of Cluj-Napoca Municipality, the consultant will be responsible for providing information, guidance, and assistance for newcomers/migrants. The consultant will also contribute to optimizing the content delivered and the processes piloted.

The consultant will be responsible to conduct the following assignments:

- Provide direct support (information, guidance, and assistance) for migrants in the Service Desk for 20 hours/week
- Establishment of contacts within different systems (education, health, and social protection system etc) to assist migrants in the best possible way to access the services available at local level
- Contribute to and update the content and processes on the platform with information for newcomers.
- Mapping relevant actors in the field and cooperation with relevant institutions at the local level and other stakeholders (e.g. private sector, academia, civil society organisations, etc).
- Present the integration opportunities available at local level to all newcomers and ensure enrolment procedures (e.g., peer to peer support program, career coaching program)
- Support with networking event planning and organizing
- Ensure the high quality of services and contribute to the constant improvement, by collecting and processing feedback from the beneficiaries
- Mapping relevant actors in the field and cooperation with relevant institutions at the local level and other stakeholders (e.g. private sector, academia, civil society organisations, etc).
- Attending relevant fairs, meetings, etc.

5. DELIVERABLES

- A monthly report with the activities performed.
- A draft report will be presented to IOM on week 14 month with the main findings on the activities performed in the first three (3) months.
- A final report is submitted to IOM in the final week of the contract that will include a summary of the activities performed, suggestions, referral system of newcomers/migrants and possibilities of improvement.

6. SELECTION CRITERIA

Prospective consultants will be evaluated for suitability to undertake the task based on the following criteria:



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Criteria	Points
Education and Training	20
Specific skills	40
General Skills	20
Facilitation Skills	20

7. MONITORING AND EVALUATION

The consultant will be required to ensure reporting against measurable indicators. These indicators should reflect the consultant's commitment to delivering quality outputs promptly, aligned to the agreed deliverables as proposed.

8. REMUNERATION AND TERMS OF PAYMENT

The Consultant will receive a consultancy fee which will be paid to the bank account indicated by the Consultant on monthly basis.

9. REQUIRED QUALIFICATION

Education and experience

- Bachelor's degree, preferably in Social or Political Sciences or other relevant field
- At least 5 years of relevant experience (working in a similar position/field)
- Strong knowledge of migration context and specific issues

Other competencies required

- Digital competencies and proven experience in using social media content and tools
- Communication and social skills, ability to adapt the communication style to the audience
- Empathy and respect towards diversity
- Problem-solving abilities and orientation towards delivering results in a timely manner
- Proactive, ability to work in a matrix environment, flexibility to move and support functions/capabilities as needed
- Ability for self-reflection, and to receive, respond to and apply feedback from others to improve practices

Language

Fluency in English and Romanian is required.
Proficiency in any other IOM language is an advantage.

Competencies

Values

- **Inclusion and respect for diversity:** respects and promotes individual and cultural differences; encourages diversity and inclusion wherever possible.
 - **Integrity and transparency:** maintains high ethical standards and acts in a manner
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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.

Core Competencies – behavioural indicators

- **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 action and delegated work.
- **Communication:** encourages and contributes to clear and open communication; explains complex matters in an informative, inspiring and motivational way.

10. OTHER

The appointment will be subject to certification that the candidate is medically fit for appointment and security clearances.

HOW TO APPLY

Interested applicants must submit:

- a) Cover letter (3 pages maximum) clearly specifying the qualifications, suitability for the assignment, motivation
- b) Curriculum Vitae.
- c) Contact details of at least 3 professional referees
- d) Financial offer (cost per month)

Application shall be submitted by e-mail to bucharestapplication@iom.int indicating the reference number Consultancy_VN.04.2021.

The deadline for applications is December 2nd, 2021, at 11:59pm.

For an application to be considered valid, IOM only accepts applications duly completed. Only shortlisted candidates will be contacted.
