



Vacancy Notice No : CVN 2022/07
Duty Station : Belgrade, Serbia
Classification : Category B Consultancy (Social Protection Expert - 2 positions
and IT Expert with competences in social protection - 1 position)
Type of Appointment : Short term Consultancy
Estimated Start Date : July 2022
Closing Date : 10 July 2022

Established in 1951, IOM is a Related Organization of the United Nations, and as the leading UN agency in the field of migration, 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.

General functions

From the beginning of the migration crisis and the crossing of over a million people through the territory of the Republic of Serbia from 2015 until today, the social protection system has proven to be a very important aspect of the process of managing mixed migration flows. A large number of refugees and migrants belong to the category of vulnerable groups exposed to a number of risks to mental and physical health. The most vulnerable groups include unaccompanied and separated children, people with disabilities, people with special needs, as well as, victims of various forms of violence, especially human trafficking. The European Union and the International Organization for Migration (IOM) are helping Serbian authorities to improve their capacity to manage migration and work with this population is an important element in evaluating compliance with the interim benchmarks for Chapters 23 and 24 in the EU accession process. In that sense, proper communication and exchange of information between actors, especially in the context of case management and adequate keeping of statistics on the workload of social protection institutions, especially centers for social work, are key to strategic planning and management of processes and resources in the social protection system. It was noticed that work with migrants in many cases is not entered in the official records, as well as that there is no adequate management and monitoring of cases of individuals accommodated in reception/asylum centers which are prone to high internal mobility. All this is the main reason for establishing a system that would adequately monitor these cases, and which would be compatible with the official system that exists in the social protection system.

The Ministry of Labor, Employment, Veteran and Social Affairs (MoLEVSA) has enabled the development and use of a software solution for the work of centres for social work. The initiative has improved the quality of their work. The analysis of the work of the centers for social work pointed out that there is a huge need for a modernized software solution that would automate most of the processes that take place in the centers for social work, as well as their coordination with the competent ministry. The concept that started is electronic management, and its purpose is for the state to achieve maximum results, with a minimum of time spent by professional workers in working with users. The software solution that was developed did not develop business processes that are specific to the migrant category of users, nor is a specific set of data that is specific to that category of users specified.

Based on the existing experience of the social protection system in work with migrant population, a conclusion was reached that it is necessary to establish a specific case management and information system in order to provide better care for large groups of people that frequently change their location.

The main benefits of such a system, in the form of a special software, are: easier data exchange among centres for social work when change in place of residence occurs, establishment of a system for tracking missing children; better identification of children/beneficiaries who identify themselves differently to different centres of social work; monitoring of status of children that are initially identified but are not registered with the police, as well as a list of protection measures undertaken by the social protection system. It would also contribute to more accurate planning and appropriation of resources, measuring work load of social protection institutions and significantly strengthen the capabilities of MoLEVSA to fulfil its obligations in providing relevant, accurate and verifiable migration management information in line with the Law on Migration Management and EC Regulation 862/2007 on Community statistics on migration and international protection (i.e., Serbian Migration Profile).

Since the development of such case management and information system and necessary IT equipment should be supported through next phase of EU support to Serbia in Migration Management programme (IPA III) it is necessary to provide the feasibility study that should assess the current case management and information system in social services and provide clear recommendations and guidelines for the creation of the migration case management and information system, necessary resources and technical conditions, as well as the way of including it into the existing case management system and thus providing sustainable and long term solution.

Under the overall supervision of Head of Office, and direct supervision of the Project Coordinator the Consultant will be directly responsible for the Presentation of "Hawala system" in the 2nd workshop within the scope of the joint TAF proposal on "Regional (Series of) Workshops on Smuggling of Persons and Trafficking in Human Beings with a focus on the work of Task Forces" that will take place on 11 May 2022 in Belgrade, Republic of Serbia. In particular she/he will:

The aim of the work is to analyze the software solution used by the centers for social work from the aspect of record keeping, collecting data on migrant users, business processes and generating data for MoLEVSA and other actors in the social protection system. In accordance with the Rulebook and documents used in working with migrants, it is necessary to define the required set of functionalities that would be a unified set of requirements of MoLEVSA for the development of additional modules in the existing software solution.

In that sense, up to three Category B Consultants in the field of social protection and development of information technologies will be hired.

It is necessary to perform an analysis of the software solution in accordance with the following requirements:

1. Analysis of the formal-legal framework of the social protection system and related sectoral documents
2. Analysis of existing instruments used for records and professional work in accordance with the requirements of MoLEVSA
3. Analysis of compliance of laws and bylaws with the functional characteristics of existing social protection instruments in working with beneficiaries
4. Propose the solution that will enable the work of professionals with migrants
5. Prepare a document that will contain functional and technical proposals for improving the software solution for work in the professional procedure, as well as a proposal of specific requirements in accordance with the needs of MoLEVSA

First deliverable – Preliminary Meeting with MoLEVSA officials and IOM representatives.

Inception report with outlined work methodology and specific time table - First instalment payment
- *Deliverable by email by during the first 15 working days of engagement*

Second deliverable – Report on up to two in-depth workshops with representatives of MoLEVSA and social protection partners - *Deliverable by email during the following 30 days*

Third deliverable – First draft of Feasability study – Second instalment payment - *Deliverable by email during the following 30 days*

Fourth deliverable – Final text of Feasability study, two pager and power-point presentation delivered to MoLEVSA and IOM - *Deliverable by email during the following 15 days*

Final deliverable – Delivery of live presentation of the Feasability study to MoLEVSA and IOM – Third and Final instalment payment (no less than 25% of overall contract value) - *Deliverable live by the end of fourth month of the engagement*

Some travel might be needed in order to visit targeted social protection institutions and reception/asylum centres and conduct live interviews with relevant representatives. The exact location and number of such visits will be determined by the Inception report, with estimate cost which will be covered from the activity budget by selected consultants.

Desirable Qualifications and Experience:

IOM and MoLEVSA will select up to three experts to carry out the analysis. The team of experts is expected to appoint a team leaders to ensure coordination during the process with MoLEVSA and IOM representatives and other stakeholders to ensure coordinated communication, exchange of expertise and comments before finalizing the analysis.

Social Protection Expert - 2 positions

- At least 5 years of professional experience in social protection
- Previous participation in the development of a software solution for social protection system
- Knowledge of legal framework, standards and procedures in professional work in the Center for Social Work
- License for performing activities in social protection
- Knowledge of working with migrants
- Analytical thinking
- Developed IT skills

IT Expert with competences in social protection - 1 position

- At least 5 years of professional experience in IT field
- Previous participation in the development of a software solution for social protection system
- Knowledge of legal framework, standards and procedures in professional work in the Center for Social Work
- Knowledge of working with migrants
- Analytical thinking

Languages Required

Fluency in English

How to apply:

Interested candidates to submit their applications as soon as possible by sending the IOM Personal History form in English language available on IOM Serbia [website](#) and a motivation letter, not more than one page, via email to iombegvacancy@iom.int quoting this respective Vacancy notice number (**CVN 2022/07**) in the subject.

Only shortlisted candidates will be contacted.

Position is subject to availability of funding

Posting period: From 27.06.2022 to 10.07.2022

The incumbent is expected to demonstrate the following values and competencies:

Values - all IOM staff members must abide by and demonstrate these three 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 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 – behavioral indicators level 1

- 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.