



Vacancy Notice No : CVN 2022/08
Position Title : Case Manager in Shelter for Human Trafficking Victims Protection
Duty Station : Smederevo, Serbia
Classification : Consultancy
Type of Appointment : Short term Consultancy Type A
Estimated Start Date : August 2022
Closing Date : 13 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

The consultancy is going to be conducted within the scope of “Western Balkans Joint Actions Against Smuggling of Migrants and Trafficking in Human Beings project” The overall objective of the project is to contribute to better migration management of mixed migration flows in the Western Balkans through strengthening effective counter-smuggling and counter-human trafficking practices, in line with protection sensitive approaches to assisting VOTs.

Under the direct supervision of the Centre for Human Trafficking Victims' Protection and overall supervision of Belgrade Head of Office the incumbent will be responsible for the following tasks:

- Informing the beneficiary of the legal opportunities, available support services and protection programs for human trafficking victims;
- Assessing the situation, needs, strengths and risks of trafficking victims based on specific set of indicators that a person is a trafficking victim;
- Determines the level of customer support, considering the overall individual functioning and types of assistance required;
- Assess the capacity of the service provider;
- Organizing and implementing the provision of services and cooperates with other competent authorities in providing services to the specific beneficiary;
- Deciding with the Centre manager to start the case, assessment, and planning processes;
- Making an individual plan for providing services and support measures;
- Monitoring and participating in the implementation of the provided services, in cooperation with other service providers and other relevant stakeholders;
- Maintaining records and documentation of the beneficiary in line with regulation;
- Provides professional assistance to users in exercising their rights;
- Organizes or assists in the implementation of activities in the Shelter;
- Shift work
- Undertake other tasks and duties that may be assigned by Head of the Centre for Human Trafficking Victims Protection and MoLEVSA Project Manager.
- Perform other duties as may be assigned by the Head of Office

Desirable Qualifications and Experience:

- High education (B.A.) in the field of social sciences (including but not exclusively: social worker, pedagogue, psychologist, special pedagogue, defectologists) obtained on the basic

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academic studies with at least 240 ECTS, master academic studies, specialist academic studies, specialist vocational studies and/or the basic academic studies of at least 4 years or specialist studies on the faculty;;

- Basic computer skills;
- Previous experience working with migrants, refugees and asylum seekers (advantage);
- Basic level of English language (advantage);
- Previous training on working with target group population (advantage);

Languages Required

Working knowledge of 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 2022/08**) in the subject.

Only shortlisted candidates will be contacted.

Position is subject to availability of funding

Posting period: From 04.07.2022 to 13.07.2022

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.