

## ICMPD Job Profile

### UCC Counsellor – M1

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#### Main Purpose

Under the overall supervision of the ICMPD Project Manager and the Ukrainian Consultation Centre (UCC) Coordinator, the UCC Counsellor supports the technical and administrative functions of the UCC in a relevant duty station, ensuring the effective and efficient operation of the UCC, in accordance with ICMPD rules and procedures.

#### Role

S/he supports the implementation of the UCC, ensuring effective communication, information and service delivery. S/he contributes to the organisation of events and activities organised by the UCC. S/he works collaboratively with the UCC Coordinator and counsellors, administrative support staff, project teams, relevant local counterparts and the relevant Units at Headquarters (HQ), ensuring the effective and timely delivery of UCC activities and services.

The UCC Counsellor is based in Prague, Czech Republic.

#### Functions/Key Results Expected

- Works under the supervision of the UCC Coordinator and follows established procedures of the ICMPD UCC Team;
- Support the UCC and the project implementation team in ensuring timely, efficient and effective implementation of the Ukrainian Consultation Centre's activities and ensure that the outcomes are aligned with the project priorities and donor requirements;
- Collection of information from all relevant stakeholders of services and ongoing programmes/projects regarding Ukrainian displaced persons in the Czech Republic;
- Mapping of all relevant stakeholders and establishing referral mechanisms for Ukrainian migrants visiting the Consultation Centre;
- Provision of information and consultations to Ukrainian displaced persons in the Czech Republic regarding consular office activities, pre-consular support and preparation of forms, documentation, annexes, and more;
- Actively support the Ukrainian migrants with provision of information and general advice on matters related to access to healthcare, access to education, employment opportunities on the territory of the Czech Republic;
- 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 migrants in the Czech Republic, including their rights and obligations under Temporary Protection;
- Support the team in organising and implementing information campaigns and outreach activities, in close cooperation with government entities and local organisations and NGOs and other community outreach actors;
- Support the team with regular reporting and documentation of inquiries as well as upkeep of an internal database;
- Regular update of the website/ social media outreach;
- Support the project team in procurement of equipment for the Centre;
- Support to prepare minutes and/or notes of internal meetings;

- Update and maintain information databases, such as mailing lists, document tracking systems and management reporting systems on the status and completion of work plans;
- Perform other duties, as required.

### Expertise

- Solid organisational, planning and prioritising skills and abilities;
- Upon consultation with the supervisor, the ability to make decisions in full compliance with ICMPD's operational regulations and rules;
- Analytical thinking to gather, analyse and compile information, identifying critical relationships and patterns among data and proposing workable solutions;
- General knowledge in the area of migration in Czech Republic and Ukraine country;
- Ability to work effectively with people of different nationalities and cultural backgrounds;
- Capability to establish effective relationships across the organisation at all levels.

### Qualifications, Experience and Language Skills

- Bachelor's degree related to the area of work;
- Minimum of 2 years of position-specific experience;
- Working experience with international organisations is an asset;
- Experience working with Czech or Ukrainian administration or state agencies is an asset;
- Experience in working with local authorities and businesses;
- Solid IT skills;
- Solid organisational skills;
- Strong sense of client orientation and good understanding of effective service delivery, community engagement, outreach and social work;
- Proficiency in verbal and written Ukrainian (required), knowledge of English, Russian and Czech will be considered an asset.