

## ICMPD Job Profile

### MRC Counsellor<sup>1</sup>

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#### Main Purpose

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

#### Role

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

#### Functions/Key Results Expected

- Using various means and platforms such as face-to-face, phone and online, regularly provide counselling, advice, guidance, referral and information to a variety of clients (prospective or returning migrants, migrants, families of migrants, etc.) who visit or attend MRC activities, initiate and follow-up on referrals, and link them with relevant agencies depending on their needs, e.g. technical and vocational institutes to upgrade their skills or with the relevant authorities for the processing of their documents for overseas employment.
  - Conduct regular outreach on migration and the MRC to the public in general using various means such as radio or TV guestings, social media, online discussions, forums or symposiums, conferences and other related events.
  - In cooperation with partner government agencies/ministries, coordinate with relevant agencies both in the public and private sector, establish networks and contacts, and help organise community events and outreach such as briefings in academic and training institutions, symposiums with civil society, training of education or emigration consultancies, and setting-up booths, kiosks or similar structures in public places to help disseminate information and materials on safe, orderly and regular migration.
  - In collaboration with the ICMPD team and whenever applicable, with consultants or experts, conduct studies or mapping of available migration-related programmes, services and activities of various stakeholders, collect knowledge materials on migration that are helpful in the full operation and functioning of the MRC, and help revise, prepare or develop additional knowledge products and information materials, as may be necessary, such as brochures, handbooks, audio-visual products, web-based information documents, etc.
  - Maintain and populate MRC website and database, Facebook and other social media accounts, initiate online discussions relevant to migration, respond regularly and timely to issues raised and information requested, etc..
  - Support the MRC Coordinator in managing the day-to-day operation of the MRC to ensure effective service delivery to potential migrants and other clients who come to the MRC or participate in its
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events, which include, among others maintaining database or records of MRC clients or beneficiaries and ensuring their confidentiality, preparing relevant reports, responding to client feedback and monitoring, reporting to relevant agencies any policy or programmatic recommendations, maintaining cleanliness and order in the MRC premises, managing financial transactions, and ensuring availability of information materials for ready distribution to clients.

- Support the MRC Coordinator in ensuring the timely, efficient and effective implementation of MRC activities, and prepare and update the work plan when and where necessary to ensure that the outputs and outcomes are aligned and integrated with the national priorities and strategies of SLBFE, and of the projects.
- Support the MRC Coordinator in preparing weekly, quarterly and annual progress reports, work plans and budget, meeting agendas and minutes, activity and mission reports, expenditure plans and advance budget requests on agreed formats, and other documentary requirements.
- Ensure the MRC waiting area and counselling space are appropriately stocked with IEC materials for potential migrants and their family members and maintain the library of resources.
- Help maintain the MRC database. Ensure timely and accurate entry of data for each MRC client, outreach activities and coordination meetings through completion of client forms, meeting minutes and session evaluations. Help ensure data protection and compliance with GDPR. Efficiently document relevant activities, events and outreach such as maintaining all forms of reporting and data collection using templates, forms, client cards and similar tools.
- Perform other duties as may be instructed or required to ensure the full capacity and operation of the MRCs.

### **Expertise**

- Solid organizational, planning and prioritizing skills and abilities.
- Upon consultation with the supervisor, 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.
- Understanding of migration dynamics in the country.
- Experience in the area of migration in the country.
- High sense of initiative and good judgement to be able to work independently with minimum supervision.
- 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 3 years of position-specific experience.
- Working experience with international organisations is an asset.
- Experience in office administration and management.
- Experience in working with local authorities and businesses.
- Solid IT skills, especially in the use of Excel and PowerPoint.
- 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 English and the language(s) of the duty station.