



Annex 2 - TERMS OF REFERENCE
Project Assistant, Case Management

1. **Duty Station of the Consultancy:** Port of Spain
2. **Duration of Consultancy:** 5 months
3. **Nature of the consultancy:** Support for the implementation of RMRP within the Protection Unit.
Category A

4. **Project Context and Scope:**

Trinidad and Tobago has always been regarded as an attractive destination for migratory flows primarily because of its oil and gas resources, its high levels of foreign investment and an expanding tourism industry. While migrants were primarily from neighboring Caribbean countries, since 2018 the Venezuelan population significantly increased due to the economic crisis and its geographical proximity to Trinidad and Tobago. Given the growing needs of Venezuelan migrants and refugees, a Regional Refugee and Migrant Response Plan (RMRP) was developed in close coordination with country-level actors and coordination structures. The Plan seeks to provide a holistic and comprehensive response, complementing governments' priorities and plans.

As part of the RMRP, IOM is implementing several activities in Trinidad and Tobago targeting Venezuelan migrants and populations affected by the increased flows into the country. Under the direct supervision of the Case Coordinator, with overall supervision of Head of Office - Port of Spain, the Project Assistant, Case Management provides support for the implementation of IOM project activities within the Protection Unit. The Project Assistant, Case Management will work in close collaboration with the Case Coordinator and the Project Manager for the effective achievement of results, to contribute to resolving project related issues.

5. **Organizational Department / Unit to which the Consultant is contributing:** Regional Refugee and Migrant Response Plan (RMRP) for the Venezuela Situation 2024, DP.2828
6. **Category A Consultants: Tasks to be performed under this contract**

Headquarters:

17 route des Morillons • C.P. 71 • CH-1211 Geneva 19 • Switzerland
Tel: +41.22.717 91 11 • Fax: +41.22.798 61 50 • E-mail: hq@iom.int • Internet: <http://www.iom.int>

- a) Type, format and draft routine correspondence; collate tables, reports, transition plans, lease agreements, presentations, publications, and other documentation;
- b) Receive, screen and direct telephone calls and beneficiaries; respond to routine internal and external enquiries and/or refer to appropriate contacts /units, respond to the needs of referred cases, as per the criteria and guidelines of the case management SOP, ensuring that support is protection and gender sensitive;
- c) Assist with the monitoring and follow up activities for beneficiaries, including but not limited to satisfaction surveys;
- d) Enter, retrieve, structure and update selected information and data from various sources (e.g. Intra-/Internet, office files, etc.); present results in templates provided;
- e) Set up and maintain beneficiary files, reference systems and databases according to standard operating procedures;
- f) Assist with the initiation and tracking of a variety of administrative transactions;
- g) Support the organization and administration of meetings, workshops, food and NFI distributions and events (e.g. arranging for meeting rooms and other facilities);
- h) Assist with arranging for travels: organize transport, logistics, accommodation, documents;
- i) Perform other duties as required.

7. Performance indicators for the evaluation of results:

Total number of screenings completed for the month

Total number of beneficiaries assisted monthly

Number of cases updated and monitored monthly

Assistance with field work

Number of satisfaction surveys completed

8. Education, Experience and/or skills required

- 1 years of working experience with secondary education; three years
- of working experience with Bachelor's degree
- Certification of fluency in Spanish

9. Travel required

No

10. Competencies

Values

- **Inclusion and respect for diversity:** respects and promotes individual and cultural differences.

Encourages diversity and inclusion.

- **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.
- **Courage:** demonstrates willingness to take a stand on issues of importance.
- **Empathy:** shows compassion for others, makes people feel safe, respected and fairly treated.

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