



Restoring Dignity, Inspiring Change

Deputy Director RSC Turkey & Middle East (TuME)

Vacancy Notice: TU-IST-23-MAN-01

JOB TITLE	Deputy Director (DD)
LOCATION	Istanbul, Turkey
ORGANIZATIONAL UNIT	RSC Turkey & Middle East (TuME)
REPORTS TO	Regional Director
TYPE OF CONTRACT	Full-time
STARTING DATE	ASAP
CLOSING DATE FOR APPLICATIONS	31 May 2023

ABOUT ICMC

The International Catholic Migration Commission (ICMC) is an international non-governmental organization, whose mission is to protect and serve uprooted people, including refugees, asylum seekers, internally displaced people, victims of human trafficking, and migrants - regardless of faith, race, ethnicity, or nationality. In collaboration with governmental and non-governmental partners, and through a worldwide network of members, ICMC implements and advocates for right-based policies and sustainable solutions to address global migration challenges. ICMC's operations are aimed to respond to the needs of vulnerable individuals and communities, and focus on protection, humanitarian assistance, resettlement, migration, and development.

For four decades, ICMC has partnered with the U.S. Department of State, Bureau of Population, Refugees and Migration to conduct refugee resettlement. Currently ICMC operates under a cooperative agreement with the Department of State (DOS), as a Resettlement Support Centre (RSC) and under a contract with European Union Agency for Asylum (EUAA) to prepare eligible refugees for resettlement to US and European Union Member States. As part of this service, we work with several thousands of refugees and their families each year and take them through each stage of processing that is required for resettlement to the U.S.A. and to European Union Member States. ICMC also has a sub-office in Beirut, Lebanon which supports refugee processing for the U.S.

SCOPE OF WORK

Stationed in Istanbul and reporting directly to the Regional Director, the Deputy Director will provide leadership and day-to-day management of processing and cultural orientation activities at the RSC. This is a senior management position requiring proven substantial managerial, budget and report preparation skills. The DD will work closely with the Finance Department to develop and manage organizational budgets in line with the RSC's Cooperative Agreement, and will ensure that operations meet PRM contractual guidelines and requirements. S/he will also coordinate with relevant departments, maintaining effective relationships with external partners.

Reporting regularly to the RD, the DD will provide daily management and supervision of the RSC's Head of Resettlement, Head of RSC Communications, Head of Cultural Orientation and Training, Head of Finance and the System Solution Champions. S/he will also serve as a central contact for external stakeholders in Turkey and Lebanon and will play a key role in the strategic planning process.

KEY ROLES AND RESPONSIBILITIES

Organizational & Budget Management Activity Areas

- Report to the RD regularly, timely and thoroughly on all programmatic/staff problems, stakeholder needs/concerns and any other matters of concern to the RSC and ICMC
- Develop and monitor RSC TuME project budget and budget amendments in coordination with the Head of Finance and the Regional Director.
- Ensure implementation and monitoring of financial and operational policies and procedures to ensure compliance with ICMC and US Government policies, SOPs and requirements.
- Manage, oversee & promote coordination and teamwork
- Ensure a productive, positive environment for all staff and partners
- Ensure that all support functions including IT/IS infrastructure, Refugee Information Unit, Administration, HR and others are sufficient to meet RSC programmatic and operational needs.
- Ensure that accurate administrative & finance-related information including budget and quarterly reporting, is provided to the RD for preparation and submission to ICMC HQ and PRM
- Facilitate visitor activities, in cooperation with the RD, including developing itineraries, briefing books, scheduling and presentations.
- Set example for management and staff by performing all work with the highest level of personal and professional integrity.
- Comply with and actively promote ICMC's policies on sexual exploitation and abuse, harassment, abuse of power, fraud and corruption.
- Lead a cohesive senior management team, with regular meetings, clear roles and authorities, and an inclusive approach.
- Ensure compliance with ICMC, external stakeholder and all other system requirements
- Work with Head of Admin and HR and Head of CO and Training to facilitate and support staff development opportunities and planning
- Conduct work with the highest level of personal and professional integrity. Enforce compliance with and actively promote ICMC's zero tolerance policy with regard to sexual exploitation and abuse, harassment, abuse of power, fraud and corruption in all of its activities and responsibilities.
- Provide ongoing as well as annual (formal) performance review of managers directed

Program Management Activity Areas

- Oversee all refugee processing and CO functions in accordance with USRAP guidelines and requirements.
- Work to meet refugee processing targets for Turkey and Lebanon, including all pre-screening and presentations to United States Citizen and Immigration Services (USCIS), including proactive identification of changes needed to reach these targets.
- Work with PRM to identify and address processing constraints and propose solutions. Maintain program integrity and protect against fraud and malfeasance pursuant to the PRM Integrity and Compliance module.

- Report to, consult with and make recommendations to the Regional Director on processing issues including pipeline management and planning.
- Ensure that accurate refugee processing information is provided to the Regional Director for preparation and submission to ICMC HQ, PRM, USCIS, and the US Embassies/consulates in Turkey & Lebanon
- Work to maintain excellent strategic relationships with USRAP program partners including PRM, USCIS, UNHCR and IOM, PMM and others.
- Maintain professional and respectful services, environment, and communications with refugee applicants.
- Ensure that RSC messaging to refugees is in line with stakeholder policies and procedures, and is transparent, informative and accessible to refugees.

REQUIREMENTS

Skill & Experience Requirements

- Minimum 5 years budgeting and budget management experience
- Proven & conspicuous leadership qualities
- Proven team-building record
- Ability to assess and react to unexpected situations in real-time
- Excellent meeting facilitation and problem-solving skills
- Strong people management skills
- Ability to excel in an organizational environment with multiple cultures, languages, personalities, motivations and personal agendas.
- Proven ability to lead staff and promote productivity, particularly during high-pressure periods
- Understanding & experience with int'l & domestic operational legal issues and gov't relations
- Ability to set priorities, manage multiple tasks, effectively manage time, and meet deadlines
- Strong problem-solving and analytical skills
- Demonstrated creativity and innovation in solving problems, streamlining processes, raising overall agency productivity and augmenting staff and refugee satisfaction.
- Strong written and verbal communication skills
- Excellent presentation and report-writing skills; able to convey information effectively to colleagues and partners in a cross-cultural environment

Refugee Processing & Handling Management

- Min. 5 yrs managerial experience at domestic or international refugee, asylum or direct humanitarian aid concern including multi-cultural & multi-lingual operations
- Demonstrated understanding of international and domestic U.S. refugee protection & resettlement
- Demonstrated ability to understand and comply with legal, regulatory, technical and security requirements & needs
- Direct experience working with PRM, DHS, Resettlement Support Center, or Refugee (including resettlement) Agency preferred
- Proven understanding of USRAP operational systems preferred
- Working knowledge of START system preferred

Specific Language & Technical Skills

- Native written and spoken English
- Proven skills drafting clear and concise written programmatic, technical and budget reports
- Ability to use and accurately interpret data and statistics
- Excellent command of MS Office applications (Word, Excel, Power Point, Outlook)

- Language learning aptitude desirable
- Working knowledge of Turkish, Arabic, Dari or Farsi language helpful

Education

- Bachelor's Degree
- Master's Degree a plus

Miscellaneous Characteristics, Skills & Strengths

- Client and service-centered
- Strong interpersonal skills – listening and communicating with staff and responding to stated and perceived needs
- Cultural competence and integrity
- Practical, proactive, organized, flexible and results-oriented
- Adaptable, able to think on feet & change with shifting operational & program needs and requirements
- Quick learner
- Keen sense of professional discretion, integrity, and ability to handle complex situations diplomatically
- Able to manage safety and security situations calmly and appropriately
- Ability to carry out work with minimal technical assistance
- Experience living and working in international settings.
- Ability and willingness to travel, including in Turkey & the Middle East region (including frequent travel to Lebanon)
- Ability to live and work in Turkey

HOW TO APPLY

Interested candidates should submit a motivated cover letter, a detailed CV, and two professional references with up-to-date contact details, via email to: cv.rsctume@icmc.net

The Vacancy Notice number TU-IST-23-MAN-01 and the applicant's full name must be quoted in the email subject line.

Referees may be contacted prior to the interviewing stage.

The closing date for acceptance of applications is 31 MAY 2023

Applications will be evaluated upon reception and interviews with shortlisted candidates may be conducted before the closing date. Referees may be contacted prior to the interviewing stage. Testing of knowledge/skills may be part of the recruitment process.

Owing to the volume of applications, ICMC regrets that only applicants short-listed for an interview will be notified.

Please note that applications received after the deadline will not be accepted.

Conditions of Contract

Salary will be commensurate with skills and experience. Benefits include moving allowance, housing allowance, pension, life and health insurance, and home leave. Process of obtaining a work permit in Turkey may delay the start date.

ICMC is committed to a Zero-Tolerance Policy toward sexual exploitation, abuses and all forms of unlawful harassment, including but not limited to sexual harassment. Screening of applications includes the vetting for records of prior misconduct and reference checking. ICMC may take other necessary measures to ensure that people involved in substantiated cases of sexual exploitation, abuse and harassment will not be recruited.

ICMC is committed to equal employment opportunities for all applicants. ICMC does not discriminate on the basis of race, gender, color, national origin, religion, physical or mental ability, marital status and age.

DATA PROTECTION

By submitting your application, you agree that ICMC collects and processes the information you provide. Your personal information will only be used for recruitment purposes. Your application will be kept strictly confidential. In any case, your personal information will be stored until the end of the application process and then destroyed in accordance with the relevant legislation if we do not have the opportunity to offer you a position.

If you have sent your personal information to us, we would like to indicate that you have the following rights.

- Learning whether personal data is processed,
- Requesting information if it has been processed, learning the purpose of processing personal data and whether they are used appropriately for their purpose,
- To know the third parties to whom personal data are transferred domestically or abroad,
- To request correction of personal data in case of incomplete or incorrect processing,
- Requesting the deletion or destruction of personal data,
- Request notification of the processes regarding the correction, deletion, or destruction of personal data to third parties to whom personal data have been transferred,
- Object to the occurrence of a result against the person himself by analyzing the processed data exclusively through automated systems,
- To request the compensation of the damage in case of damage due to the illegal processing of personal data.

In general, if you have any questions about your personal information, or if you have complaints and / or objections to the processing of your personal information, please contact us via our application address.