



Restoring Dignity, Inspiring Change

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VACANCY NOTICE

JOB TITLE	Head of Communications for ICMC's Resettlement Support Center (RSC) Türkiye and Middle East
LOCATION	Istanbul, Türkiye
ORGANIZATION UNIT	Communications
TYPE OF CONTRACT	Full time
STARTING DATE	As soon as possible
CLOSING DATE FOR APPLICATIONS	Position open until filled

ABOUT ICMC

The International Catholic Migration Commission (ICMC) is an international non-governmental organization, with the mission to protect and serve vulnerable 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 Catholic Church-related 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. ICMC headquarters are in Geneva with field, liaison, and other operational/programmatic office located in Brussels, Rome, Türkiye, Lebanon, Malaysia, Greece, Boston, and Washington, DC.

JOB PURPOSE

Since the 1980s, ICMC has provided support to the United States government in the resettlement of refugees through its Resettlement Support Center for Turkey and Middle East, based in Istanbul and Beirut. Its staff process application of refugees referred by the UN Refugee Agency, UNHCR, for resettlement within the framework of the U.S. Refugee Admissions Program. The Center provides a range of service including case management, cultural orientation and coordination of medical exams.

The Head of Communications is RSC Türkiye and Middle East (TuME)'s focal point for communications related matters. The position holder is responsible for ensuring that external messaging is accurate, and aligned with donor requirements, ICMC organizational directives, and local laws. The Head of RSC Communications ensures timely and accurate responses to inquiries by stakeholders, drafts reports, represents the RSC in public forums, develops messaging and information campaigns, coordinates official visits, manages the Refugee Information Unit (RIU) which is the organization's designated unit for direct communications with refugee applicants in both Türkiye and Lebanon.

RESPONSIBILITIES

- ~~27.09.2024~~ Manage the Refugee Information Unit (RIU) by developing working guidelines, recruiting, and training staff, communicating job expectations, and monitoring performance.
2. Establish protocols for communicating with stakeholders and the press about the RSC and ICMC activities that are compliant with ICMC and US Refugee Admission Program (USRAP) guidelines.
 3. Improve beneficiary access to information about the RSC, USRAP and the processing of their case.
 4. Draft strategic operational narratives for use in program activities reports, proposals, etc.
 5. Serve as a key member of the management team, participating in strategic planning efforts and providing input on office-wide issues or initiatives.
 6. Contribute to budgetary planning and performance reporting activities.

REQUIREMENTS

- Bachelor's Degree in Communications or other related field. Master's degree is preferred.
- 5 years supervisory or management experience.
- Demonstrated experience independently drafting strategic communications materials.
- Native level verbal and written English language skills. Knowledge of Arabic, Farsi, or Turkish is an advantage.
- Experience with the USRAP, in particular overseas processing, is an advantage.
- Experience with public relations or call center operations is considered a plus.
- This position is open to both international and Turkish candidates.

HOW TO APPLY

Interested candidates must submit a detailed CV of maximum four pages in English, a motivation letter and two professional references with full and up-to-date contact details via email, to: recruitment@icmc.net.

The Job Title and the applicant's full name must be quoted in the email subject line.

Referees may be contacted prior to the interview stage.

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

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

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 an application, you agree that ICMC collects and manages the information that you provide. Your personal information will be used for recruitment purposes only. Your application will be treated with strict confidentiality

27.08.2024