

Job Description

Position:	Information Counselling Legal Assistance (ICLA) Assistant
Reports to:	Information Counselling Legal Assistance (ICLA) Coordinator
Supervision of:	N/A
Duty station:	Tehran
Travel:	40%
Duration and type of contract:	Until December 2019, with possibility of extension

All NRC employees are expected to work in accordance with the organization's core values: dedication, innovation, inclusivity and accountability. These attitudes and beliefs shall guide our actions and relationships.

1. Role and responsibilities

The purpose of the ICLA Assistant position is to assist in implementation of NRC projects and conduct multi-sectoral assessments in order to identify vulnerabilities and needs among refugee communities. The following is a brief description of the role.

Generic responsibilities (max 10)

1. Adhere to NRC policies, tools, handbooks and guidelines;
2. Assist with the implementation of the programme portfolio according to plan of action;
3. Ensure proper filing of documents;
4. Promote and share ideas for improvement of the programme function; and
5. Conduct interviews through field visits, home visits, over the phone communication, and other means for the purpose of multi-sectoral assessments.

Specific responsibilities

1. Carry out primary data collection tasks based on direct observation and interviews using Comprehensive Vulnerability Assessment Tool (CVAT);
2. Communicate with the respondent(s) in simple language information such as the purpose of the data collection and NRC announcements/updates (e.g., case updates, instructions, and etc.);
3. Handle questionnaire/assessment forms either on paper or through digital device and ensure coherence of collected information;
4. Provide feedback and document problems in order to improve the assessment tools (e.g., CVAT) and used methodologies/procedures.
5. Handle questionnaire/assessment forms either on paper or through digital device and ensure coherence of collected information;
6. Liaise with other NRC units, including accountability, to provide relevant reports and data requests.
7. Carry out any additional duties or tasks assigned by the supervisor.

Critical interfaces

By interfaces, NRC means processes and projects that are interlinked with other departments/units or persons. Relevant interfaces for this position are:

- Work closely with other NRC's core competencies;
- Liaise with local authorities and refugee communities at field level;
- Other ICLA team members;
- Monitoring and Evaluation Team; and
- ICT Department and database developer – to solve any technical data entry issues.

Scale and scope of position

Staff:	N/A
Stakeholders:	The ICLA Assistant will liaise with ICLA team, other NRC Core Competencies, finance, M&E and ICT units, as well as, UN agencies, INGOs, local NGOs, civil society, governmental bodies.
Budgets:	The ICLA Assistant has no budget responsibility
Legal compliance:	The ICLA Assistant must work in line with the NRC data protection procedures (e.g., compliance with European Union's General Data Protection Regulation) .

2. Competencies

Competencies are important in order for the employee and the organisation to deliver desired results. They are relevant for all staff and are divided into the following two categories:

1. Professional competencies

These following skills, knowledge and experience are required for this position:

- Working experience in a humanitarian/refugee context in Iran is an asset;
- Degree in social sciences, humanities, or other relevant majors (law degree is a plus);
- Excellent communication and interpersonal skills;
- Fluency in English and native proficiency in Persian, written and spoken;
- Experience working with data entry tasks and databases tools (e.g., MS Access, SQL) is a plus; and
- Advanced level in all common MS Office applications (e.g., Excel and Word).

2. Behavioral competencies (max 6)

These are personal qualities that influence how successful people are in their job. NRC's Competency Framework states 12 behavioural competencies, and the following are **essential** for this position:

- Communicating with impact and respect;
- Managing resources and achieving results;
- Teamwork and coping with change.

3. Performance Management

The employee will be accountable for the responsibilities and the competencies, in accordance with the NRC Performance Management Manual. The following documents will be used for performance reviews:

- The Job Description
- The Work and Development Plan
- The Mid-term/End-of-trial Period Performance Review Template
- The End-term Performance Review Template
- The NRC Competency Framework



Interested candidates should apply through the following link latest by January 31st:

www.nrc.no/vacancies select Iran under Location window and submit their application in Webcruiter.