



NORWEGIAN
REFUGEE COUNCIL

Job Description

Position:	Information, Counselling & Legal Assistance (ICLA) Officer
Grade:	5
Reports to:	ICLA Coordinator Area Central
Supervision of:	-
Duty station:	Tehran
Travel:	40%
Project number:	IRFM 2101, IRFM 2004
Duration and type of contract:	Until 31 December 2022, with possibility of extension

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

1. Role and responsibilities

Purpose of the position is to ensure high quality project implementation at field level. This includes identification of the most vulnerable households through case assessments and implementing the activities to deliver the relevant assistance based in the household needs in a timely manner

Generic responsibilities

1. Implement ICLA project portfolio according to strategy and plan of action
2. Ensure adherence with NRC policies, tools, handbooks, guidelines and donor requirements
3. Engage with partners and stakeholders as required
4. Prepare and develop status reports as required by the management
5. Identify protection needs and gaps
6. Ensure proper filing of documents
7. Organize mapping of operational agencies in the areas of interventions and coordination.
8. Ensure that projects target the most vulnerable right holders
9. Ensure that projects target beneficiaries most in need, and explore and assess new and better ways to assist
10. Participate in NRC's staff seminars and trainings when required
11. Promote the rights of refugees and displaced in line with the advocacy strategy
12. Identify and report protection needs and gaps, explore and propose new and safer ways to assist

Specific responsibilities

- Identification of the most vulnerable households through regular field visits
- Provision of counselling and legal assistance services to the target group
- Provision of information services to the target group
- Regular follow up on status of registered cases
- Conduct regular needs assessments and monitoring of status of the project implementation



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- Participate in drafting the legal documents related to ICLA thematic areas
- Conduct field missions to the relevant provinces

Critical interfaces

- Work closely with other NRC's core competencies
- Liaise with local authorities and refugee communities at field level

Scale and scope of position

Staff: None

Stakeholders: Governmental bodies including Central and Provincial Bureau for Aliens and Foreign Immigrants Affairs (BAFIA) of Ministry of Interior, UN agencies, local NGOs, Administrative Centers. Settlements

Budgets: EU Funds (ECHO and DEVCO), NMFA, SIDA, and other funds.

Information: Responsible for coordinating ICLA related input required for NRC's GORS as well as other quarterly, interim and final reports as required by donors. Progress and status reports will be prepared and shared with BAFIA. Updating long and preparing reports related to partners. Keep the IPA reports Up to date and harmonized. Coordination among different CCs for inputs for reports and for implementation. Monthly reconciliation of each donor.

Legal or compliance: NRC's Terms of Employment and Code of Conduct, National civil codes and standards, International Humanitarian Standards, NRC Anti-corruption policy and Code of Conduct), Donor requirements, ICLA Hand book and ICLA annual strategy.

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:

Generic Professional competencies

- At least 3 years of working experience in a humanitarian/refugee context
- Law degree in the field of international humanitarian or refugee law OR other relevant educational background combined with relevant professional experience



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- Documented results related to the position's responsibilities
Good knowledge of the Iranian legal system and relevant international legal instruments
- Experience working with refugees in Iran is an asset.
- Knowledge of the context in Afghanistan is an asset.

Specific Skills

- Fluency in English and native proficiency in Persian, written and spoken
- Experience working in complex and volatile contexts
- Strong understanding of protection principles
- Experience working as a social worker is an asset
- Excellent communication and interpersonal skills
- Excellent knowledge on MS office including Excel, Word, PowerPoint
- Research skill for drafting legal research

2. Behavioural competencies

- Planning and delivering results
- Working with People
- Communicating with impact and respect
- 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 individual Work and Development Plan
- The Mid-term/End-of-trial Period Performance Review
- The End-term Performance Review
- The NRC Competency Framework