TERMS OF REFERENCE | NEXUS Coach

IASCI is an independent, non-partisan, non-governmental organization headquartered in Vienna, Austria. Established in 2004, we have a proven track record in designing and implementing innovative approaches to the migration-development nexus. Our value derives from engaging the private sector to work with and directly assist both migrants and governments - at national, regional and local levels - to reach their respective goals. Collaborating with governments and other specialized agencies, our key focus areas are in promoting (1) efficient and successful personal migration practices at every stage of the migration process, (2) transnational entrepreneurship, and (3) economic, trade and investment links through international mobility.

PROJECT DESCRIPTION:

EuropeAid/DCI-MIGR/2011/7

Strengthening the Link between Migration and Development:
Testing an Integrated Service Provider to Moldovan Migrants and their Communities

NEXUS Moldova is an EU/SDC sponsored prototype project. It is a *market-driven initiative*, one which is expected to continue in Moldova past the initial 36 months of the project. Based on experience gained in Moldova a network of linked **NEXUS** operations will expand into the broader SEE region and beyond.

An IASCI-led consortium implements **NEXUS Moldova**. Partners include the State Chancellery and six rayons and municipalities. Its primary objective is to foster links between migration and development at the local level by developing durable capacities and systematic collaboration between these partners and with social- and private-sector stakeholders.

In an innovative and practical way **NEXUS Moldova** partners with private sector enterprises, civil society and public institutions to identify, design, and provide migrants with products and services that support successful circular migration practices. Day-to-day activities directly address a situation of imperfect information and market fragmentation, resulting in all stakeholders being better placed to confront the social and economic challenges of migration – and seize opportunities in an otherwise largely untapped market segment.

Activity Area 1: Capacity-building. This directly impacts both policy and technical level capacities of the governmental partners at national and local levels, specifically through its insistence on having service providers engage in a meaningful and holistic manner with a range of beneficiary groups.

Activity Area 2: Developing, Testing and Adapting. This involves building a startup of shop-fronts in four pilot areas and an online service centre. The online portal provides migrants/diaspora the products-services they need with an intuitive and user-friendly interface. From the migrants' perspective it combines social media and social commerce capabilities, and thus provides them a single location to join, engage in self-help activities, and participate in building community.

The NEXUS Moldova Mission is to build vibrant public-private partnerships that help beneficiaries "*migrate smarter and return better*." NEXUS is based on the Core Value that migration is ultimately a positive force, and every aspect of the project reflects that value.

NEXUS Moldova este finanțat de UE, implementat de un consorțiu condus de IASCI și cofinanțat de SDC

NEXUS Moldova is EU-funded, implemented by a consortium led by IASCI, and co-financed by SDC

Schweizerische Eidgenossenschaft
Confédération suisse
Confederazione Svizzera
Confederaziun svizra

Swiss Agency for Development and Cooperation SDC
Agenția Elvețiană pentru Dezvoltare și Cooperare

JOB OVERVIEW

The key mission of a **Coach** in the **NEXUS Service Center** is to work in a confidential setting and listen mindfully and non-judgmentally to **NEXUS** clients – people in all stages of migration and their families – and provide guidance and solutions to their concerns in order to enable them to *migrate smarter and return better*. You do not give advice, but help clients to make their own choices by investigating and providing authorized or verified information related to their circumstances and/or referrals to **NEXUS** partners who offer relevant services or products that support clients to reach their personal migration goals. In addition, you co-ordinate or participate in community outreach and training/ workshop activities related to good migration practices. You work independently and collaboratively with the **NEXUS** team to plan, manage, and implement these activities.

PRINCIPAL RESPONSIBILITIES

- Support individual **NEXUS** clients to overcome their unique set of challenges arising from an international or domestic relocation through
  (a) active listening and identifying issues raised by the client,
  (b) investigating and analyzing existing and new resources that address those issues, and
  (c) presenting solutions to clients in a beneficial manner.
- Keep appropriate records of coaching work with given tools, forms and methods, and ensure they are kept securely and confidentially.
- Promote a positive image of **NEXUS** and the **Service Center** to clients and others through professional standards of personal presentation and through service provision in a courteous, respectful and efficient manner.

MAJOR TASKS (others may be assigned)

- Facilitate the exploration of needs, motivations, desires, skills and thought processes in one-to-one coaching in order to help **NEXUS** clients make their personal plans to *migrate smarter and return better.*
- Offer clients the time, empathy and respect they need to express their issues and perhaps help them understand their challenges from a different or broader perspective. Establish relationships of trust and respect with clients.
- Investigate a full range of options and solutions, in the **NEXUS** resource database, internet and beyond, to identify authorized / verified information and/or referral to **NEXUS** partner. Then formulate relevant and focused guidance and clear solutions for each personal situation to offer to clients that help clients to make decisions and choices on possible and positive ways forward.
- Follow the coaching business process and maintain up-to-date **NEXUS** client profiles, information requests, referrals and other work records.
- Participate in creating new service center initiatives and events, and help implement them.
- Engage in day-to-day communication and maintain effective relationships with all **NEXUS** team members.
- Research and draft reports as required.
- Record and manage activities, tasks and schedules as required. Use information technology for a wide range of informational and administrative tasks.
- Promote and engage in active *listening and learning* from **NEXUS** client feedback and the community dialogues on the **NEXUSnet.md** portal.
- Stay within approved budgets, faithfully follow the systems and procedures in place, and continuously seek ways to improve them through team discussions.
- Maintain the stability and reputation of the **NEXUS** Service Center by complying with legal requirements. Strictly adhere to data protection policies.
- Uphold the overall image of the **NEXUS** Center; ie, ensure that the center meets the expectations of its clients and lives up to its predefined brand image, including meeting high cleanliness standards.
- Lend a helping hand voluntarily wherever it is needed to achieve **NEXUS** Moldova's success and never think "it's not my job"!

- Contribute to a culture of constant listening, learning and refining.
- Always act with integrity, professionalism and consistent with **NEXUS** Mission and values, as well as consistent with any IASCI code of conduct directives and the laws of the land.

GENERAL EXPERIENCE

- A university degree or similar.
- Fluent Romanian; working knowledge of English and Russian highly appreciated. Italian, Spanish are a plus.
- Multi-year international migration experience would be considered an important asset.
- Familiarity and skill with the tools of the trade in teaching/counseling, Microsoft software suite of products; and regular user of information technology and internet, including social media.

PROFESSIONAL EXPERIENCE

- Minimum of 5 years of hands on, mid-level experience in related position(s).
- Demonstrated ability to build and maintain respectful relationships.
- Expected to contribute excellent analytical, interpersonal, organizational and writing skills; as well as to exercise sound independent judgment and political acumen.
- Must: be kind-hearted and people-oriented; be a self-starter with attention to detail and strong follow through; be able to establish priorities and manage multiple tasks simultaneously with innovative problem-solving and decision-making abilities; have well-developed research and planning skills; have demonstrated ability to respond well to pressure and varied personalities; think creatively, work well in a team and with a wide range of people; thrive in an environment of constant change: be well presented with a professional manner; be persuasive and diplomatic; and work within a strict budget.

SPECIFIC EXPERIENCE

- Experience in teaching, one-to-one training, counseling or coaching.
- Proven experience in relationship building.
- Solid grasp and experience of migration and diaspora issues.
- Broad experience providing administrative support.
- Work experience in a startup setting.
- Professional experience working in an international environment considered a key asset.

PERSONAL QUALITIES needed to be on the NEXUS team:

1. High Performing: This is a high-performing team. You have to deliver results at a world-class level.
2. Motivated: You must be excited for the opportunities ahead. But you need to maintain, and even increase, your motivation in the months ahead. Bravery is required. We won't all feel motivated and brave all the time. But we value people who are passionate about our work and motivated to lean in further.
3. Growing: Change is inevitable, especially at a fast-moving organization. You need to be comfortable with change and eager to improve your abilities. You need to keep your skills growing at pace with the project.
4. Honest and Clear: This quality encapsulates both the legal and ethical requirements of honesty. Clear means an absence of political agendas, duplicity, talking behind others' back and so on. We are who we represent ourselves to be.
5. Kind: There is a lot of pressure at **NEXUS**, and tensions may run high. We all have a lot at stake and our beneficiaries/partners are demanding. We need to be kind to ourselves, to each other, and to our beneficiaries/partners —even when the pressure is on. We do not tolerate racism, sexism or other types of inhumane and baseless discrimination.
6. International. You know how to think globally and act locally.

PHYSICAL and OTHER DEMANDS:

Some national travel. Flexible work hours as needed. Driver's license an asset.

REPORT TO:

Director of NEXUS Service Center

TERMS AND CONDITIONS:

- Remuneration dependent on level of experience
- All-inclusive special fee contract
- 100-day probationary period