



## Organization of American States

### **Job Opportunity: Mediation Support Officer (P-03)**

#### **Organization of American States**

Department of Sustainable Democracy and Special Missions (DDSSM)  
Washington, DC

#### **Background**

Based on numerous guiding principles and mandates, such as the Pact of Bogotá, the OAS has frequently been called upon to help mediate conflicts within and between states throughout the Americas. In recent decades, the OAS has played a facilitation role in the mediation and resolution of political conflicts in Nicaragua, Haiti, Peru, Belize and Guatemala, El Salvador, Honduras, Colombia, Ecuador, and Bolivia, among others. The OAS' Department for Sustainable Democracy and Special Missions (DDSSM) is recruiting a Mediation Support Officer to strengthen the OAS' capacity to support mediation initiatives throughout the Americas, in particular in Central America, the Caribbean, and the Andean region.

#### **Overview of Position**

This mid-level (P-03) position will focus on strengthening and promoting the OAS' mediation support capacity. Main responsibilities will include documenting lessons learned, developing policies, strategies, and training resources, building networks with other multilateral and donor organizations working on mediation, and holding at least three regional workshops on mediation issues. The Officer will also work directly on specific mediation support activities with existing OAS Special Missions in the hemisphere.

This position requires a university degree in political science, law, international relations, peace and conflict studies, or related fields, at least four years experience in project management at national and/or international levels, working with multilateral agencies, international NGOs and governmental agencies on related programming and policy issues (conflict resolution, mediation, political dialogue), familiarity with the OAS, and field experience in Latin America and / or the Caribbean. Fluency in Spanish, English, and French is also required.

The Mediation Support Officer will be placed at the OAS Department of Sustainable Democracy and Special Missions (DDSSM) for an initial one-year period. This position will commence in July 2010.

***The application process is open only to Canadian nationals.***

***For additional information on the responsibilities, qualifications and competencies for this position, please refer to the attached Terms of Reference.***

#### **Application Process**

Applicants are asked to submit a cover letter and a CV by email to:  
Renata Saettone, [rsaettone@oas.org](mailto:rsaettone@oas.org)

The application deadline is **March 19, 2010**.

Only applicants selected for an interview will be contacted.

Canadian nationals should note that basic salary and post adjustments may be subject to Canadian Income Tax. **Bulletin IT-21R2/Determination of an Individual's Residence Status** explains Canada's position concerning the determination of an individual's residence status for income tax purpose <http://www.ccr-aadrc.gc.ca/E/pub/tp/it221r3-consolid/README.html>



# Organization of American States

## *JOB OPPORTUNITY: ORGANIZATION OF AMERICAN STATES (OAS) MEDIATION SUPPORT OFFICER*

**Job Title:** Mediation Support Officer

**Grade:** P.03

**Unit:** Department of Democratic Sustainability and Special Missions (DDSSM), Secretariat of Political Affairs (SPA), Organization of American States (OAS).

**Location:** Washington, D.C.

**Duration:** 1 year, with possibility of renewal for one additional year.

### **CORE VALUES**

#### **I. Mandate of the Secretariat / Department**

The mission of the Secretariat for Political Affairs (SPA) is to help to strengthen political processes in the member states, in particular to support democracy as the best option for ensuring peace, security and development. The SPA focuses on strengthening the role of the Organization as the premier political forum in the inter-America system and on actively helping the maintain democracy in the member states. In pursuit of its objectives, the SPA acts to increase the legitimacy of institutions in political processes and to strengthen the means of maintaining those processes. The SPA is composed of the Executive Office of the Secretary for Political Affairs and the following dependencies:

- a. The Department of Electoral Cooperation and Observation;
- b. The Department of Sustainable Democracy and Special Missions; and
- c. The Department for State Modernization and Good Governance.

#### **II. Main Responsibilities and Expected Results**

The Mediation Support Officer will be placed at the OAS Department of Sustainable Democracy and Special Missions (DDSSM) for an initial one-year period, and will be responsible to strengthen the OAS' institutional capacity to support and conduct conflict mediation initiatives in the sub-Andean region (Colombia), Caribbean (Haiti), and Central America (Guatemala).

The Mediation Support Officer will develop and implement activities designed towards to principal activity areas:

- Strengthening and promotion of mediation support capacity within the OAS; and
- Support the work of the DDSSM Special Missions Unit by direct engagement in mediation support activities in the Andean sub-region (Colombia), Caribbean (Haiti), and Central America (Guatemala).

A) The Mediation Support Officer will support the strengthening of mediation capacity within the OAS through the following activities:

- Document 'lessons-learned' from past OAS mediation support initiatives and other similar multilateral / state initiatives, to identify best practices for how DDSSM could better support mediation initiatives in the future;
- Develop mediation support strategy and policy for OAS;
- Liaise with state, multilateral and private mediation partners (UN Mediation Support Unit, Swisspeace, Carter

Center, etc) to organize mediation training resources and opportunities for OAS officials;

- Liaise with UN Mediation Support Unit and other relevant partner organizations to exchange knowledge and experience;

B) The Mediation Support Officer will actively engage in OAS-sponsored mediation activities including:

- Develop roster of past / present OAS mediation expertise from the Americas for deployment in future OAS mediation initiatives, as well as assist and advise OAS DDSSM in identifying experienced technical experts from the Americas to support OAS mediation efforts;
- Provide technical support to high-level mediation efforts conducted under the auspices of the OAS, liaising with UN MSU, START, NGOs and other government agencies (SwissPeace, Centre for Humanitarian Dialogue, Cdn International Institute of Applied Negotiation, and others) to identify technical experts to support ongoing OAS mediation activities;
- Organize a minimum of three (3) expert and stakeholder workshops, conferences, seminars and other forums of political dialogue around conflict issues in the focus regions;
- Support the work of the DDSSM Special Missions Unit by conducting one mediation field mission to each of the focus regions to identify new projects, establish contact with conflict stakeholders, community leaders and government officials, and identify new opportunities for OAS support to the peace process;
- Prepare background papers, funding proposals and other supporting documents as required for OAS DDSSM to identify and effectively pursue funding for up to two (2) additional OAS mediation projects, through Canadian (GPSF, GBP) and other bilateral and multilateral donors;
- Contribute to strengthening OAS / DDSSM intra-coordination on mediation programming, and in DDSSM's relationship with START, particularly in relation to the OAS Missions to Support the Peace Process (MAPP) and Good Offices Mission (MIB), such as by creating a Group of Friends of the MAPP and MIB in Washington and strengthening the Belize and Guatemala Group of Friends.
- Follow up on GPSF support to the OAS Good Offices Mission to the Guatemala-Belize Adjacency Zone for the verification activities.
- Targeted support to develop a new initiative for dialogue between the government and / or civil society entities from Haiti and the Dominican Republic on shared border issues.

### III. Organizational Context

*Work Environment:* The Mediation Support Officer will work under the direction of the Director and Deputy Director of the Department of Sustainable Democracy and Special Missions, applying OAS rules and procedures and established practices, as well as specific guidelines related to the area of work. Work in progress is monitored on a regular basis with new and/or unusual assignments being discussed between the incumbent and the supervisor, generally at the incumbent's request. Completed work and results are reviewed for soundness of conclusions and judgment.

*Guidelines:* OAS rules and regulations, including financial and administrative procedures and practices and SAP specific instructions; relevant Executive Orders. No deviation and interpretation is permitted of the rules and regulations, procedures and practices, and instructions without consultation of the supervisor.

*Decision Making:* For most decisions concern the organization and methods of work, and the application of procedures to ensure the efficient and timely completion of assignments, using mature judgment and experience in determining when to refer unusual requests, situations and problems to his/her supervisor.

### IV. Ongoing Contacts

#### Inside the Organization

Titles of Individuals	Purpose
Staff at all levels within the Secretariat and its dependencies	To receive and discuss assignments, seek guidance and exchange information to ensure mutual understanding. Teamwork.

Staff at all levels in other Secretariats/Departments	As delegated, to exchange information, enlist cooperation and ensure mutual understanding.
Administrative Services	
Field Offices	As assigned, to exchange information and follows up on activities.
	Exchange information, enlist cooperation and ensure mutual understanding.
<b>Outside the Organization</b>	
<b>Titles of Individuals or entities</b>	<b>Purpose</b>
Officials from DFAIT / START	To provide project updates / monitoring of activities.
Officials from Member States, key institutions and organizations working in the field of conflict prevention and resolutions, and dialogue promotion.	Within the delegated authority, to exchange information, provide training, identify project partnerships, solicit additional mediation support funding, and ensure mutual understanding.
<b>V. Qualifications (Recruitment purposes only)</b>	
<b>Education</b>	
<i>Essential:</i> First university degree (Bachelor's)	
<i>Asset:</i> Advanced university degree (Master's) in political science, law, international relations, peace and conflict studies, or related fields.	
<b>Experience</b>	
<i>Essential:</i> Minimum of four years experience in similar positions including project management at national and / or international level. Minimum of four years of experience with an advanced degree. Experience working with multilateral agencies, international NGOs and governmental agencies on related programming and policy issues (conflict resolution, mediation, political dialogue). Field experience in Latin America and / or Caribbean.	
<i>Asset:</i> Experience or knowledge of the OAS mandate and priorities as related to the area of work. Experience working with the Canadian federal government.	
<b>Languages</b>	
<i>Essential:</i> Fluency in Spanish, French and English	
<i>Asset:</i> Working knowledge of Portuguese and / or Creole.	
<b>V. Competencies</b>	
<i>Technical Expertise:</i> Demonstrated communication skills (verbal and written); excellent interpersonal skills; tact, discretion and diplomacy; sound presentation skills; ability to think analytically and strategically; ability to design, organizes and coordinate activities and/or processes; ability to develop concepts and present them in a clear and concise manner; ability to plan, organize, coordinate and carry out assignments independently within the framework of the Organization (linked to the nature of the main responsibilities); capacity to work and achieve results under pressure; ability to multitask.	
<i>IT skills:</i> Demonstrated ability to effectively use a computer and software, e.g. Microsoft Office Word, Excel, PowerPoint, Outlook; knowledge of other software such as Visio, Access, SharePoint.	
<i>Key Behavioural Competencies:</i> Teamwork: Shares information; collaborates with others and promotes collaboration inside/outside the team; values others' ideas and expertise; encourages effective cooperation; shares credit and	

accepts responsibility for shortcomings.

*Awareness/Self-development:* Establishes and maintains productive and/or client-oriented partnerships; independently furthers own professional knowledge (including new technologies); shows willingness to adapt to changes; contributes to the learning of others; shows willingness to learn from others.

*Conceptual Thinking:* Identifies key/strategic issues, opportunities, and risks; evaluates negative/positive impact on others and the Organization; considers all aspects of goals and /or problems prior to deciding on an approach/strategy; complies with and advocates for compliance with organizational rules and regulations.

*Vision:* Promotes the OAS' mission and programs successfully; empowers and inspires others to pursue the Organizational goals; demonstrates a broad-based understanding of complexities and internal relationships in the area of work; develops and strengthens external and internal partnerships; demonstrates and conveys to others enthusiasm about possibilities.

*Leadership:* Provides staff with clear direction and support; motivates and provides staff with regular feedback; shows appreciation, recognizes good performance and addresses negative performance issues quickly; delegates responsibilities fairly, efficiently allocating resources, clearly defining roles and reporting lines; serves as role model.

*Forward Thinking:* Approaches work in a systematic and efficient manner; produces high-quality results; develops realistic and successful work plans; takes ownership of responsibilities and honours commitments; drives for change and improvement; takes calculated risks and 'thinks outside the box'; anticipates and resolves problems.