Terms of Reference / Job Description

Position:	Migrants Officer
Report to:	Director – Migrants and Refugees
Location:	Port Moresby

Background for the Position

Caritas PNG is the Justice, Peace, Relief and Development Agency of the Catholic Bishops Conference of PNG and Solomon Islands (CBCPNGSI). Its mission is that all staff and volunteers will demonstrate and promote the love and life of God's Kingdom by serving and defending the poor and vulnerable; and, promoting a commitment to compassion and justice.

Caritas PNG is also one of 162 member organisations of the Caritas Internationalis Confederation, which operates in over 200 countries and territories.

The following are some current and proposed programs of the organisation:

- Community level integral human development interventions
- Peace building and conflict resolution
- Food and water security
- Building community resilience to disasters
- Warehousing / prepositioning of emergency relief supplies
- Advocacy and research
- Institutional strengthening
- Lenten appeal fundraising

The Migrants and Refugees (M&R) Desk operates under Caritas PNG and maintains direct pastoral and institutional links to the Bishops Conference, the M&R Section of the Vatican Dicastery for Promoting Integral Human Development, and the International Catholic Migration Commission (ICMC). The Migrants Officer supports day-to-day program delivery, case referrals, and community outreach. This role promotes the dignity, protection, rights, and wellbeing of migrants, refugees, asylum seekers, and displaced persons through direct client engagement, referral pathway coordination, and grassroots awareness initiatives in line with the CPNG Strategic Plan.

Job Duties

Programme Coordination

- Assist in the planning, implementation, and monitoring of migrant- and refugee-related programmes and activities.
- Develop activity plans, schedules, budgets, and relevant programme documentation.
- Coordinate outreach activities, workshops, awareness sessions, and community engagements.
- Monitor programme progress and identify areas requiring follow-up or improvement.
- Ensure activities are implemented in accordance with organisational policies and donor requirements.

Migrant Support and Referrals

- Engage respectfully with migrants, refugees, and vulnerable persons to understand their needs and concerns.
- Provide clear information on available services, rights, responsibilities, and support mechanisms.
- Facilitate appropriate referrals to government agencies, health services, legal assistance, social services, Church agencies, and other service providers.
- Maintain strict confidentiality and uphold the dignity and privacy of individuals seeking assistance.

- Identify protection concerns and escalate matters appropriately in accordance with organisational safeguarding procedures.

Community Outreach and Awareness

- Conduct or support awareness programmes on migration, protection, human dignity, human rights, and available services.
- Develop and distribute appropriate information and awareness materials.
- Engage community leaders, parish structures, volunteers, and other relevant groups in migrant support initiatives.
- Promote positive community attitudes towards migrants and vulnerable populations.

Stakeholder Engagement

- Establish and maintain effective working relationships with relevant stakeholders.
- Participate in relevant government, Church, NGO, and inter-agency meetings and forums.
- Support networking and referral pathways among organisations providing services to migrants.
- Represent the organisation professionally at relevant meetings, workshops, and events when authorised.

Data, Documentation and Reporting

- Maintain accurate and confidential records of activities, referrals, and programme outcomes.
- Prepare regular programme reports, activity reports, and other documentation as required.
- Collect relevant information and data to support programme monitoring and evaluation (in coordination with the MERL Lead).
- Assist in preparing reports for management, partners, benefactors, and donors.

General

- Contribute to annual work planning and reporting cycles.
- Perform other duties as may be assigned by the Associate Director – Migrants and Refugees or National Director.

Job Requirements

The Migrants Officer is required to carry out his/her duties in accordance with the safeguarding policy including remaining alert to and reporting any concerns of sexual exploitation, abuse and harassment; and child exploitation and abuse and implementing the safeguarding policy in his/her area of work.

Contract Period

The length of the contract is two years and renewable, subject to mutual agreement.

The Job Description will be reviewed every six months or annually.

Working Conditions, and Travel

The Migrants Officer shall work a total of 40 hours per week from 8:00am – 4:30pm, Monday to Friday. However, due to demands of the position, flexibility to meet certain requirements and deadlines will be necessary. The role will require some travel.

Required Qualifications, Experience and Attributes

Qualifications

- University degree in Social Work, Development Studies, Migration Studies, Community Development, International Relations, Human Services, Sociology, or a related discipline.

Experience and Attributes

- Minimum of three years relevant experience in community development, migration, humanitarian assistance, social services, protection, or a related area.
- Demonstrated experience working with vulnerable, displaced, or marginalised communities using a survivor-centred and culturally sensitive approach.

- Good understanding of migration, asylum, and displacement issues, as well as PNG's protection and social service environment.
- Experience in case referrals, community engagement, programme coordination, and stakeholder liaison across government, Church, and NGO service providers.
- Strong written and verbal communication skills, with proven report-writing, documentation, and organisational abilities.
- Ability to maintain strict confidentiality and handle sensitive personal and case information appropriately.
- Ability to work independently with minimum supervision, as well as collaboratively within a multidisciplinary team.
- Excellent interpersonal skills, empathy, integrity, tact, and respect for human dignity and diversity.
- Excellent communication in English (written and oral), with fluency in Tok Pisin.
- Highly computer literate in MS Office Suite (Outlook 360, Word, Excel, PowerPoint, Teams).

Desirable

- Experience working within an NGO, Church, humanitarian, or development organisation.
- Experience working directly with migrants, refugees, asylum seekers, or displaced persons.
- Experience in donor-funded programmes and reporting.
- Knowledge of Catholic Social Teaching, human dignity, and the Church's pastoral response to migrants.

Caritas is committed to protecting those who work for us and those whom we work with from harm. This includes having zero tolerance to sexual exploitation, abuse and harassment; and child exploitation and abuse. Caritas expects that those who work for us do not use violence against women, children, or vulnerable adults.

The Migrants Officer will be required to read, sign, and adhere to the Caritas Code of Conduct and sign a self-declaration relating to his/her relevant criminal history as part of the recruitment and ongoing employment. The Migrants Officer may also be required to complete a police check.

Applications must include a cover letter and resume indicating education, employment history and at least two referees. Email your applications to: cbchr@catholic.org.pg (cc: director@caritas.org.pg) no later than 7th December 2026.

Only shortlisted candidates will be contacted.