

## UKRAINE HELPDESK OPERATOR

### PERMANENT CONTRACT – PART-TIME (50% - 80%) – BRUSSELS

Caritas International is a member of a global network of 162 Christian organizations, active in 200 countries and regions. Abroad, we help victims of catastrophes, conflicts, hunger and poverty. In Belgium, we bring a humane and personalized answer to the migrant journey of each person. Our action aims as a priority the most vulnerable people, without any form of discrimination.

For our Social Programs Department and more specifically our Ukraine Helpdesk team, are we currently looking for a:

### Ukraine Helpdesk Operator

#### MISSION

The Ukraine Helpdesk aims to give to the people from Ukraine and the people helping them correct and up-to-date information and individualized advice on social, administrative and legal questions. He/She is part of a team made up of Belgian and Ukrainian specialised social workers and lawyers.

#### MAIN RESPONSIBILITIES

- Answer phone calls on our Ukrainian line, mediate, provide advice or intervene in collaboration with the other team members;
- Support the team members by researching questions, gathering information, contacting necessary stakeholders or clients, providing advice;
- In collaboration with the team, collect, share and spread up-to-date information about the legal, psycho-social and administrative assistance provided to refugees from Ukraine in Belgium and assist in creating useful tools for the target audience;
- Be the point of contact for several external contacts, set up and maintain an active network with relevant organizations and contacts ;
- Assist in reporting on the activities of the team.

#### PROFILE

- Higher education degree, e.g. bachelor's degree in social sciences or similar experience;
- Command of Ukrainian, English and preferably Dutch or French;
- Possess strong communication skills;
- Pay attention to our target groups, promote integration and diversity and respect the values of Caritas;
- Able to work in a stressful, demanding environment and have a professional and empathetic approach to challenging, sometimes emotional situations;
- Be quality oriented;
- Be proactive and constructive;
- Be flexible and a team-player.

#### INTERESTED?

Send your application (curriculum vitae and cover letter) to [cv@caritas.be](mailto:cv@caritas.be) with "Ukraine Helpdesk Operator" as the subject of your email before 28 February 2024.

**Caritas offers a multifaceted job, rich with human challenges in a dynamic team within a leading international organization.**

The selected candidate shall give 2 professional references and a copy of their criminal record, model 596-2.