

March 11, 2022

Call for Expressions of Interest for Dispute Resolution and Mediation Professionals from West and Central Africa

Summary

The World Bank Group's [Compliance Advisor Ombudsman](http://WWW.CAO-OMBUDSMAN.ORG) (CAO) is looking for experienced dispute resolution/mediation professionals from the West and Central Africa region for possible future collaboration as consultants on a CAO case. Successful candidates will be included in CAO's mediator roster.

Background

The Office of the Compliance Advisor Ombudsman (CAO) is the independent accountability mechanism for the International Financial Corporation (IFC) and the Multilateral Investment Guarantee Agency (MIGA), members of the World Bank Group. CAO's mandate is to facilitate the resolution of complaints from people affected by IFC/MIGA projects, enhance environmental and social project outcomes, and foster public accountability and learning to improve IFC and MIGA performance. A detailed description of CAO's mandate, functions, and procedures can be found in CAO's Policy.¹

CAO delivers its mandate through its three complementary functions: Dispute Resolution, Compliance, and Advisory. In its [Dispute Resolution](#) role, CAO helps resolve issues raised about the environmental and social impacts of IFC and MIGA projects through a neutral, collaborative, problem-solving approach. In CAO Dispute Resolution, the most common tool utilized is mediation and, as such, CAO is constantly looking to build its global network of mediators.

Purpose

CAO is looking for trained and competent dispute resolution professionals interested in participating in a screening process to be included in CAO's mediator roster.

Selection criteria:

- Understanding and ability to demonstrate core mediation principles (formal mediation training is not required but desirable).
- Proven hands-on experience mediating multi-party disputes.

¹ CAO's policy is available at: <https://www.cao-ombudsman.org/policies-guidelines>

- Experience with private sector development projects and experience working with local communities is desirable.
- Strong organizational and project management skills, including coordinating logistical and operational activities.
- Strong diplomatic, interpersonal and teamwork skills, and sensitivity to work in a multicultural environment.
- Ability to communicate in English or French is required. The ability to communicate in both languages as well as any other local West or Central African language or dialect is desirable.
- Ability to be self-motivated in reaching short deadlines, in addition to demonstrating flexibility, and effective multitasking capabilities.

We are **exclusively** looking for mediators based in, or originating from, West and Central Africa.

Application Process

Please send an expression of interest with your CV/résumé to CAO@worldbankgroup.org by **March 31, 2022**. Please include two references on your CV/résumé, ideally from people who can attest to your experience in providing mediation services. After reviewing applications, CAO will contact qualified candidates regarding the next steps.

If you have questions about CAO's dispute resolution work, please visit: <https://www.cao-ombudsman.org> or contact us at CAO@worldbankgroup.org with "CAO mediator roster" in the subject line.