



International Organization for Migration (IOM)  
The UN Migration Agency

## VACANCY NOTICE

### Open to Internal and External Candidates

Position Title : **Medical Assistant, MHD**  
VN No : **PLVN 23-086**  
Duty Station : **Warsaw, Poland**  
Classification : **General Service Staff, Grade G5**  
Type of Appointment : **One Year Fixed Term, with possibility of extension**  
Estimated Start Date : **As soon as possible**  
Closing Date : **17 November 2023**

Established in 1951, IOM is the leading inter-governmental organization in the field of migration and works closely with governmental, intergovernmental and non-governmental partners. IOM is dedicated to promoting humane and orderly migration for the benefit of all. It does so by providing services and advice to governments and migrants.

IOM is committed to a diverse and inclusive environment. Internal and external candidates are eligible to apply to this vacancy.

#### **Context:**

The United States Refugee Admissions Program (USRAP) operates world-wide with a target of providing resettlement opportunities to thousands of refugees each year. IOM provides a range of services and support to the USRAP including, but not limited to, case processing, migration health assessments, cultural orientation training, organized transportation and administration of a travel loan and collections program.

Under the overall supervision of Regional Health Assessment Coordinator (ECA), Migration Health Unit and the direct supervision of the Migration Health Project Officer, Migration Health Unit, the successful candidate will be responsible for carrying out the call centre function and the the following duties and responsibilities in relation to the Migration Health Assessment Centre (MHAC) in Warsaw, Poland.

#### **Responsibilities and Accountabilities**

The Medical Assistant provides information relevant to Health Assessment Programs, Applicant processing and other IOM services to the migrants.

He/she may be assigned to one of two potential subunits within the Migration Health Assessment Centre (MHAC): the reception and data processing unit or the call center. The incumbent will need to be capable of flexibility when assigned different tasks. Below is a description of the possible tasks, which are more detailed in the duty lists and standard operating procedures (SOPS).

Call Centre overall duties:

1. Support coordination of call center function and support its efficient operation
2. Provide migrants' information regarding health assessments by phone.
3. Register the migrants in the IOM database, schedule and confirm medical appointments and receive and communicate messages for medical staff and beneficiaries.
4. Prepare master lists of migrants scheduled for health assessment processing and submit them to respective service providers / relevant persons as required.
5. Maintain daily statistics related to health assessments and update the records; and,
6. Contribute to customer satisfaction evaluation management.

Reception and Data Entry overall duties:

7. Perform all the necessary data processing activities of the Migration Health Assessment Centre (MHAC), such as:
  - a. receiving and explaining the registration process to applicants.
  - b. checking applicant's identity.
  - c. entering biodata of the applicants in the appropriate platform.
  - d. taking photos using webcam and loading the image to the appropriate platform; and,
  - e. printing of medical forms, consent forms and other necessary documents.
8. Receive all completed medical examination forms, x-rays and other documents from Country Offices or Panel Physicians while updating the reception of the same in the database and forward for quality check before clearance, if applicable.
9. Prepare, sort and package medical files and other documents during mobile migration health assessment missions where such mobile units are available.
10. Transmit completed medical forms, DNA packages and other medical documents either by electronic means or by courier services to the various partners. Ensure correct contacts and physical address are used whenever documents are transmitted by courier services and ensure to inform the receiving party of the parcel tracking number electronically;
11. File incoming/outgoing letters, reports, memoranda, emails faxes as well as IOM documents and forms related to IOM medical issues.
12. Check, print and make photocopy of bank deposit slips (or other proof of payment). Regularly submit these photocopies to the Administrative/Finance Assistant; and,
13. Perform such other duties as may be assigned

## **Required Qualifications and Experience**

## **Education**

- University Degree with at least three years of relevant working experience.
- OR
- Secondary School Diploma with at least five years of relevant working experience.
  - Certificate in IT/Data entry is an advantage.

## **Experience**

- Experience in computer data entry, elaboration and analysis or in a call centre in a busy institution, preferably a medical one.
- Typing speed of at least 60 words per minute.
- Knowledge of data management principles.
- Knowledge of customer care.
- High computer literacy in Windows and MS Office is mandatory, knowledge of web page design would be an asset.
- Knowledge of medical terminology, as well as previous secretarial and archival experience, an added advantage; and,
- Previous working experience with NGOs or international organizations is an added advantage.

## **Skills**

- At least an intermediate level of MS office skills;
- Leadership skills (desirable);
- Analytical skills;
- Excellent communication skills;
- Fast and accurate typing.

## **Language**

### **REQUIRED**

External applicants for all positions in the Professional category are required to be proficient in English and have at least a working knowledge of one additional UN Language (Arabic, Chinese, French, Russian, or Spanish).

For all applicants, fluency in English & local language is required (oral and written).

## **Competencies**

The incumbent is expected to demonstrate the following values and competencies:

VALUES - All IOM staff members must abide by and demonstrate these five values:

Inclusion and respect for diversity: Respects and promotes individual and cultural differences. Encourages diversity and inclusion.

Integrity and transparency: Maintains high ethical standards and acts in a manner consistent with organizational principles/rules and standards of conduct.

Professionalism: Demonstrates ability to work in a composed, competent and committed manner and exercises careful judgment in meeting day-to-day challenges.

Courage: Demonstrates willingness to take a stand on issues of importance.

Empathy: Shows compassion for others, makes people feel safe, respected and fairly treated.

### **Core Competencies – behavioural indicators**

Teamwork: Develops and promotes effective collaboration within and across units to achieve shared goals and optimize results.

Delivering results: Produces and delivers quality results in a service-oriented and timely manner. Is action oriented and committed to achieving agreed outcomes.

Managing and sharing knowledge: Continuously seeks to learn, share knowledge and innovate.

Accountability: Takes ownership for achieving the Organization's priorities and assumes responsibility for own actions and delegated work.

Communication: Encourages and contributes to clear and open communication. Explains complex matters in an informative, inspiring and motivational way.

### **Managerial Competencies– behavioural indicators**

Leadership: Provides a clear sense of direction, leads by example and demonstrates the ability to carry out the Organization's vision. Assists others to realize and develop their leadership and professional potential.

Empowering others: Creates an enabling environment where staff can contribute their best and develop their potential.

Building Trust: Promotes shared values and creates an atmosphere of trust and honesty.

Strategic thinking and vision: Works strategically to realize the Organization's goals and communicates a clear strategic direction.

Humility: Leads with humility and shows openness to acknowledging own shortcomings.

### **Other**

Any offer made to the candidate in relation to this vacancy notice is subject to funding confirmation.

Appointment will be subject to certification that the candidate is medically fit for appointment and verification of residency, visa and authorizations by the concerned Government, where applicable.

### **How to apply:**

Interested candidates are invited to submit their application including: a Motivation Letter and the updated CV, or a completed Personal History Form [IOM Personal History Form.xls \(live.com\)](#) (four pages) **by the**

**email:** [iom\\_wspolna@iom.int](mailto:iom_wspolna@iom.int) specifying the vacancy reference number **PLVN23-086** and full name in the subject line. Or you can you apply by clicking on <https://www.impactpool.org/jobs/1008521>

**Closing Date: 17 November 2023**

Only shortlisted applicants will be contacted.

**NOTE**

**NO FEE:**

**The International Organization for Migration (IOM) does not charge a fee at any stage of the recruitment process (application, interview meeting, process or training). IOM does not concern itself with information on applicants' bank details.**

***Posting period:***

**07 November 2023 - 17 November 2023**