

Vacancy Notice

Open to Internal and External Candidates

Vacancy Number : **PLVN22-017**
Position Title : **Senior Project Assistant, Case Management**
Duty Station : **Warsaw, Poland**
Classification : **General Service Staff, Grade G6**
Type of Appointment : **One-Year Fixed Term, with possibility of extension**
Estimated Start Date : **As soon as possible**
Closing Date : **03 December 2022**

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. The International Organization for Migration (IOM) is committed to the principle that humane and orderly migration benefits migrants and society. As the leading international organization for migration, IOM acts with its partners in the international community to: assist in meeting the growing operational challenges of migration management; advance understanding of migration issues; encourage social and economic development through migration, and; uphold the human dignity and well-being of migrants.

IOM has been active in Poland since 2002 under an agreement with the Polish government and conducts various migration programs, including activities supporting the integration of male and female migrants into Polish society. IOM in Poland implements projects aimed at the private sector to promote ethical recruitment, respect for the rights of migrants and migrant women as well as the elimination of forced labour from value chains and the prevention of human trafficking.

IOM is committed to a diverse and inclusive work environment. Internal candidates are eligible to apply to this vacancy. For the purpose of the vacancy, internal candidates are considered as first-tier candidates.

Context:

The United States Refugee Admissions Program (USRAP) operates world-wide with a target of providing resettlement opportunities to thousands of individuals 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. The Department of Operations and Emergencies (DOE), specifically the Resettlement and Movement Division (RMM), has the organizational responsibility to provide direction, oversight and guidance to IOM's global support to all resettlement programs.

Under the general supervision of the Project Coordinator, Case Management, RSC Eurasia and the direct supervision of the Project Officer, Case Management, RSC Eurasia, the Senior Project Assistant is responsible for supervising case management activities, with the following duties and responsibilities:

Core Functions / Responsibilities:

1. Oversee a team of RSC Eurasia staff members undertaking case management activities in an assigned area or areas, such as file integrity, program access, pre-screening, field team, adjudications support, scheduling or pre-departure services, including supporting staff development processes such as hiring, providing training, assigning duties and giving feedback to staff members

on their performance on a regular basis to ensure high quality work and the accurate completion of case management activities.

2. Oversee the efficient and effective management of refugee case files and medical records, including, if assigned, the creation of new case files, the timely and accurate distribution, return and re-filing of case files, that the file tracking system is used to keep comprehensive track of files, and that files are scanned and transformed into travel packets as needed.
3. Oversee refugee interviews, if assigned, ensuring team members use appropriate interview techniques, treat refugee applicants with dignity and respect, follow up-to-date formfill and casework procedures, correctly enter data into the Worldwide Refugee Admissions Program System (WRAPS) and other databases, accurately verify information previously entered into files such as biographic and family information, scan, photocopy, attach, file and translate documents as needed, and photograph applicants in accordance with established Standard Operating Procedures (SOPs).
4. Organize and schedule refugee appointments, including, if assigned, creating and running ad hoc reports, creating schedules in WRAPS or another database, entering schedule data, updating schedules, overseeing the issuance of notifications and the confirmation of appointments, ensuring applicants are notified of their appointments in an effective, respectful and timely manner, facilitating interpretation services and maintaining a related database, and assisting with circuit ride logistics as needed.
5. In relation to the adjudication of refugee case files, provide support to USCIS officers and oversee daily adjudications activities, the distribution of adjudications work to team members, the delivery of briefings for refugee applicants, interpretation during interviews, data entry, logistical support and notifications to refugees of their results.
6. Through oversight and quality check (QC) measures, ensure WRAPS is updated as needed with refugee application data, biographical and other sensitive information such as USCIS interview dates, interview and fingerprint results, medical data and resettlement location preferences, and oversee processes such as program access verification, security checks or assurances as required.
7. Utilizing reports, oversee and conduct regular QC of case files and data in WRAPS to ensure the accuracy of all case information, the RSC's compliance with all USRAP and RSC SOPs and that processing pipelines are as short and efficient as possible, with expedited cases progressing as needed.
8. In coordination with the Project Coordinator, liaise as needed with other teams and units in RSC Eurasia and with external partners such as USCIS, the Refugee Processing Center (RPC), panel physicians, the US Embassy and the United Nations High Commissioner for Refugees (UNHCR). Prepare team statistics and report regularly to the Project Coordinator, National / Project Officer or RSC management on relevant activities, problems and solutions related to the workflow and processing pipeline.
9. Train other Case Management team members as needed to efficiently and effectively manage refugee case files, conduct full refugee interviews, organize and schedule refugee appointments, update WRAPS, conduct quality assurance of files and case data and support the USCIS adjudication, and to oversee case management teams and activities.
10. Undertake duty travel as needed to participate in refugee interview and USCIS adjudication circuit rides, for meetings and for training.
11. Demonstrate a comprehensive understanding of the USRAP, SOPs and WRAPS, as well as the ability to remain professional, impartial and unbiased during all interactions with refugee applicants, colleagues and partners. Support the development and implementation of SOPs as needed.
12. Maintain and ensure the confidentiality and integrity of all RSC-related information by implementing control procedures in line with USRAP standards of conduct and data protection rules. Alert RSC management of any non-compliance to SOPs or codes of conduct by RSC staff members.
13. Perform such other duties as may be assigned.

Required Qualifications and Experience

Education

- Bachelor's degree with four years of working or a related field from an accredited academic institution; or
- Six years of working experience with secondary education.

Experience and Skills

- Thorough knowledge of English;
- Ability to use own initiative and work under pressure with minimum supervision;
- Excellent computer skills - Word, Excel and Internet;
- Strong interpersonal and communication skills;
- Attention to detail and ability to organize;
- Self-motivated and objective driven.

Languages

Fluency in **English** is required. Working knowledge of **Ukrainian and Russian** is an advantage.

Required Competencies

IOM's competency framework can be found at this [link](#).

Values

- Inclusion and respect for diversity: respects and promotes individual and cultural differences; encourages diversity and inclusion wherever possible.
- 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.

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 action 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 *level 2*

- 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 potential.
- Empowering others & building trust: creates an atmosphere of trust and an enabling environment where staff can contribute their best and develop their potential.
- Strategic thinking and vision: works strategically to realize the Organization's goals and communicates a clear strategic direction.

Other:

This post is subject to local recruitment. Only those holding a valid residence and work permit for Poland will be eligible for consideration.

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

At the time of recruitment, all candidates must disclose any known relative or spouse who works for IOM. Candidates may also be requested to provide documentary evidence of academic degree(s),

professional licenses, and proof of no criminal records as relevant to the requirements of the position advertised.

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

Vaccination against COVID-19 will be required for IOM personnel who are hired or otherwise engaged by IOM. As part of the mandatory medical entry on duty clearance, candidates will be requested to provide evidence of full vaccination.

How to apply:

Interested candidates are invited to submit their application including **a CV and a completed Personal History Form in English by email to: rscrepl@iom.int** specifying the vacancy reference number **PLVN22-017 and full name** in the subject line.

Please click this link to access [Personal History Form \(four pages\)](#)

Due to the volume of applications received, IOM Poland will not be able to respond to all inquiries about the application status and will only contact shortlisted candidates.

Posting period:

From 26 September 2022 to 09 October 2022
From 21 November 2022 to 03 December 2022