



## Vacancy Notice

### Open to Internal and External Candidates

Vacancy Number : **UA90VN/2024/04**  
Position Title : **Project Associate, Case Management**  
Duty Station : **Ukraine Sub - Office in Warsaw, Poland ([UN Salary Scale](#))**  
Classification : **General Service Staff, Grade G7**  
Type of Appointment : **One-Year Fixed Term, with possibility of extension**  
Estimated Start Date : **As soon as possible**  
Closing Date : **04 February 2024**

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 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 United States Refugee Admissions Program (USRAP), Resettlement Support Centers (RSCs) provide critical support and processing assistance for resettlement to the US. As part of an MOU between IOM and the US State Department Bureau for Population Refugees and Migration (PRM), IOM manages several RSCs which prepare applications for adjudication by and provide support to visiting US Citizenship and Immigration Services (USCIS) officers, facilitate security and medical screenings, provide information about arriving individuals to resettlement agencies in the US and offer Cultural Orientation (CO) training to individuals departing for the US.

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 Project Associate is responsible for supervising case management activities, with the following duties and responsibilities:

## RESPONSIBILITIES AND ACCOUNTABILITIES

1. Supervise up to two teams 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 assistance, including overseeing 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 distribution, return and re-filing of case files, the file tracking system, and file scanning and/or travel packet creation. Ensure the file tracking system is utilized according to established guidelines. Liaise with other units to ensure open communication and satisfaction with file integrity services.
3. Oversee refugee interviews, if assigned, ensuring appropriate interview techniques are utilized, refugee applicants are treated with dignity and respect, formfill and casework procedures are followed, data is entered and verified correctly, and that other work performed in relation to files is carried out in accordance with established Standard Operating Procedures (SOPs). As needed, arrange for team members to undertake duty travel. Liaise with other units to ensure open communication and satisfaction in relation to the work performed by team members conducting refugee interviews).
4. Oversee the organization and/or scheduling of refugee appointments, including, as assigned, the creation of ad hoc reports, the creation and updating of schedules, the issuance of notifications and the confirmation of appointments, interpretation services and/or the completion of logistical duties related to circuit rides. Liaise with all units being serviced by scheduling team members to ensure open communication and satisfaction with scheduling activities.
5. In relation to the adjudication of refugee case files, liaise with US Citizenship and Immigration Services (USCIS) team leaders to ensure they are able to carry out their work in a manner consistent with their established schedules and guidelines. Supervise team members providing support to USCIS officers and overseeing 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. Ensure START is updated in a timely and effective manner with such content as refugee application data, biographical and other sensitive information such as interview dates, USCIS interview and fingerprint results, medical data and resettlement location preferences, and supervise processes being carried out within and between units, such as program access verification, security checks and assurances.
7. Utilizing reports, oversee regular QC of case files and data in START 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. Proactively address backlogs or pipeline issues in coordination with RSC management.
8. Liaise 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 unit statistics and report regularly to the 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 to efficiently and effectively manage refugee case files, conduct refugee interviews, organize and schedule refugee appointments, update

START, conduct quality assurance of files and case data and support the USCIS adjudication, and to supervise case management team members 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 START, as well as the ability to remain professional, impartial and unbiased during all interactions with refugee applicants, colleagues and partners. Develop and implement SOPs as needed.
12. Maintain and promote 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 five years of relevant professional experience; or
- Secondary education with seven years of relevant professional experience.

### **Experience**

- Demonstrated proficiency with START is essential.
- Experience in USRAP, particularly in RSC processing activities, is preferred.
- Knowledge of USRAP program implementation and familiarity with IOM's administrative, financial, and business rules and practices is desirable.

### **Skills**

- Strong written and verbal communication skills and ability to effectively communicate with and lead a team;
- Excellent computer skills and a high level of proficiency in spreadsheet and database applications.

### **Languages**

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 is required (oral and written).

### **Required Competencies**

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

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 – Level 2**

**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 – 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 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:**

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, or a completed Personal History Form in English by email to: [rscrcpl@iom.int](mailto:rscrcpl@iom.int)**, specifying the vacancy reference number and full name in the subject line (e.g., "UA90VN/2024/04 – Jane SMITH").
- By clicking on APPLY on Impactpool <https://www.impactpool.org/jobs/1033354>

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.

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***Posting period:***

From 23 January 2024 to 04 February 2024