



Vacancy Notice

Open to Internal and External Candidates

Vacancy Number : **UA90VN/2024/05**
Position Title : **Project Focal Point, Case Management**
Duty Station : **Ukraine Sub - Office in Warsaw, Poland**
Classification : **General Service Staff, Grade G5 ([UN Salary Scale](#))**
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.

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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 overall supervision of the **Project Officer – Case Management** and direct supervision of the **Project Associate – Case Management** the successful candidate will be based in Warsaw, Poland and will have the following duties and responsibilities:

RESPONSIBILITIES AND ACCOUNTABILITIES

1. Undertake 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, and, as required, guide and monitor teams of Project Clerks and Project Assistants in organizing and completing case management activities in an assigned area.
2. Efficiently and effectively manage refugee case files and medical records, including, if assigned, verifying the creation of new case files, the timely and accurate distribution of case files, that all returned files are promptly filed, 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. Undertake refugee formfill and casework interviews for the purposes of recording case histories and biographical information, including, if assigned, correctly entering data into the Refugee Admissions Program System (START) and other databases, verifying information previously entered, such as biographic and family information, and, as needed, scanning, photocopying, attaching and filing documents, translating documents, and photographing applicants in accordance with established Standard Operating Procedures (SOPs).
4. In coordination with supervisors, organize and schedule refugee appointments, including, if assigned, running ad hoc reports, creating schedules in START or another database, entering schedule data, updating schedules, overseeing the issuance of notifications and confirmation of appointments, arranging interpretation services and assisting with circuit ride logistics.
5. In relation to the adjudication of refugee case files, as assigned, assist supervisors in supporting USCIS officers, conduct briefings for refugee applicants, ensuring accurate information is shared regarding timelines, expectations, fraud, malfeasance and case processing, and, as needed, provide interpretation during interviews, perform data entry, provide logistical support and notify refugees of results.
6. Verify START is updated as needed with refugee application data, biographical and other sensitive information such as interview dates, US Citizenship and Immigration Services (USCIS) interview and fingerprint results, medical data and resettlement location preferences, and, if assigned, guide the activation of processes such as program access verification, security checks or assurances as required.
7. Utilizing reports, conduct regular quality assurance checks of case files and data in START to ensure the accuracy of all case information and the RSC's compliance with all USRAP and RSC SOPs in relation to case files.
8. In coordination with supervisors, liaise as needed with other teams and units in RSC Eurasia and other RSCs. Provide regular reports on the work being accomplished within the team to supervisors and team members.
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 START, conduct quality assurance of files and case data and support the USCIS adjudication.

10. Undertake duty travel as needed to participate in refugee interview and USCIS adjudication circuit rides, for meetings and for training.
11. Demonstrate an in-depth understanding of the USRAP, SOPs and START, as well as the ability to remain professional, impartial and unbiased during all interactions with refugee applicants and colleagues.
12. Maintain 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

- Completed secondary education required

Experience

- Five years of working experience with secondary education; three years of working experience with Bachelor's degree
- Thorough knowledge of English
- Ability to use own initiative and work under pressure with minimum supervision.

Skills

- 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

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 1

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.

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, specifying the vacancy reference number and full name in the subject line (e.g., "UA90VN/2024/05 – Jane SMITH").
- By clicking on APPLY on Impactpool <https://www.impactpool.org/jobs/1033355>

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