



## Vacancy Notice

### Open to Internal and External Candidates

Vacancy Number : **PLVN 23 054\_03**  
Position Title : **Project Associate, Case Management, Program Access and Scheduling**  
Duty Station : **Warsaw, Poland**  
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 : **30 October 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. 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 worldwide to provide resettlement opportunities to thousands of individuals annually. IOM offers 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 Manager, 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:

***Core Functions / Responsibilities:***

- 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 services, 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.
- 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.
- Oversee refugee interviews, if assigned, ensuring appropriate interview techniques are utilized, refugee applicants are treated with dignity and respect, form fill 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.
- 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.
- 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.
- 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.

- 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.
- 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 Project Officer or RSC management on relevant activities, problems and solutions related to the workflow and processing pipeline.
- 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.
- Undertake duty travel as needed to participate in refugee interview and USCIS adjudication circuit rides, for meetings and for training.
- 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.
- 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.
- Perform such other duties as may be assigned.

### ***Required Qualifications and Experience***

#### ***Education***

- High school degree or equivalent with seven years of professional work experience.
- OR
- Bachelor's degree or equivalent from an accredited academic institution with five years of professional work experience.

#### ***Experience***

- 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.
- Fluency in Ukrainian and Russian is desirable.

### ***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.

#### **Managerial Competencies-Behavioural indicators – Level 1**

- **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, residency verification, visa, and authorizations by the concerned Government, where applicable.

***How to apply:***

Interested candidates can submit their application:

- By clicking on APPLY on Impactpool <https://www.impactpool.org/jobs/1000786>  
OR
- By sending a CV and a completed [Personal History Form \(four pages\)](#) in English to: [rsc\\_warsaw@iom.int](mailto:rsc_warsaw@iom.int), specifying the vacancy reference number and full name in the subject line (e.g., "PLVN 2023 01 – Jane SMITH").

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

***Posting period:***

*From 14 October 2023 – 30 October 2023*