



International Organization for Migration (IOM)  
The UN Migration Agency

**VACANCY NOTICE**  
**Open to Internal and External Candidates**

Position Title : **Medical Assistant – 3 positions**  
VN No : **IOMKCO/VN/006/2023**  
Duty Station : **Nairobi, Kenya**  
Classification : **General Service Staff, Grade G4**  
Type of Appointment : **One Year Fixed Term, with possibility of extension**  
Estimated Start Date : **As soon as possible**

Closing Date : **1<sup>st</sup> March 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:**

Under the overall supervision of the - Chief Migration Health Officer (CMHO) and the direct supervision of the - Senior Medial Assistant the successful candidate will be responsible for the carrying out the following duties and responsibilities in relation to the Migration Health Assessment Centre (MHAC) in Nairobi , Kenya.

**Core Functions / Responsibilities:**

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 centre. 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. Provide migrants' information regarding health assessments by phone.
2. Register the migrants in the IOM database, schedule and confirm medical appointments and receive and communicate messages for medical staff and beneficiaries.

3. Prepare master lists of migrants scheduled for health assessment processing and submit them to respective service providers/relevant persons as required.
4. Maintain daily statistics related to health assessments and update the records;  
and,
5. Contribute to customer satisfaction evaluation management.

**Reception and Data Entry overall duties:**

6. 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 bio-data 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.
7. 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.
8. Prepare, sort and package medical files and other documents during mobile migration health assessment missions where such mobile units are available.
9. 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.
10. File incoming/outgoing letters, reports, memoranda, emails faxes as well as IOM documents and forms related to IOM medical issues.
11. Check, print and make photocopy of bank deposit slips (or other proof of payment). Regularly submit these photocopies to the Administrative/Finance Assistant.
12. Perform such other duties as may be assigned.

***Required Qualifications and Experience***

**Education**

- University Degree with at least two years of relevant working experience; or,
- Secondary School Diploma with at least four 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;

- 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.

### **Language**

- Fluency in English and Kiswahili is required.

### ***Required Values***

#### **Inclusion & respect for diversity**

- Shows respect and sensitivity towards gender, culture, ethnicity, religion, sexual orientation, political conviction and other differences.
- Encourages the inclusion of all team members and stakeholders while demonstrating the ability to work constructively with people with different backgrounds and orientations.
- Promotes the benefits of diversity; values diverse points of view and demonstrate this in daily work and decision making.
- Challenges prejudice, biases and intolerance in the workplace.

#### **Integrity & transparency**

- Upholds and promotes the Standards of Conduct and Unified Staff Regulations and Rules.
- Delivers on commitments; manages the organization's resources reliably and sustainably.
- Embraces and encourages transparency, balancing this with the need for discretion and confidentiality as appropriate.
- Maintains impartiality and takes prompt action in cases of unprofessional or unethical behavior.
- Does not abuse one's position and acts without consideration of personal gain. Is motivated by professional rather than personal concerns.

#### **Professionalism**

- Demonstrates professional competence and mastery of subject matter and willingness to improve knowledge and skills.
- Seeks to raise professional standards in self and others through daily work and activities.
- Adapts quickly to change and is decisive and versatile in face of uncertainty.
- Shows self-control and persistence when faced with difficult problems and remains calm in stressful situations.
- Is conscientious and efficient in meeting commitments, observing deadlines and achieving results.

### ***Required Competencies***

#### **Teamwork**

- Establishes strong relationships with colleagues and partners; relates well to people at all levels.

- Is fully aware of the team purpose, respects and understands individual and collective responsibilities.
- Willingly puts in extra effort without being asked and adopts a "hands-on" approach whenever necessary to achieve team objectives.
- Coordinates own work with that of the team to meet agreed priorities and deadlines

### **Delivering Results**

- Produces quality results and provides quality services to clients.
- Meets goals and timelines for delivery of products or services.
- Manages time and resources efficiently, monitoring progress and making adjustments as necessary.
- Shows understanding of own role and responsibilities in relation to expected results

### **Managing and Sharing Knowledge**

- Keeps abreast of new developments in own field of competence and creates opportunities for knowledge management initiatives.
- Shares knowledge and learning willingly, and proactively seeks to learn from the experiences of others.
- Puts new learning into practice and draws on diverse sources of ideas and inspiration.
- Contributes to the identification of improvements to work processes and assists in implementing them

### **Accountability**

- Accepts personal responsibility for quality and timeliness of work.
- Takes ownership of all responsibilities within own role and honors commitments to others and to the Organization.
- Operates in compliance with organizational regulations and rules.
- Accepts and gives constructive criticism; acknowledges and corrects mistakes and apply lessons learned for improvement

### **Communication**

- Presents information using language and sequence of ideas that is easy for recipients to understand.
- Adapts communication to the recipient's needs, asks questions to clarify, and exhibits interest in having two-way communication.
- Encourages others to share their views, using active listening to demonstrate openness and to build understanding of different perspectives.
- Listens carefully and genuinely to the views and positions of others; acts on received

### **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 by sending a Motivation Letter and the updated CV to the email address [hrnairobi@iom.int](mailto:hrnairobi@iom.int) referring to this advertisement.

**Closing Date: 1<sup>st</sup> March 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:***

**From 16.02.2023 to 01.03.2023**