



International Organization for Migration (IOM)  
The UN Migration Agency

## **VACANCY NOTICE**

**Open to Internal and External Candidates**

Position Title	: <b>Medical Assistant</b>
Vacancy No.	: <b>IOMRONBO/VN/036/2023</b>
Duty Station	: <b>Regional Office, Nairobi, Kenya</b>
Classification	: <b>General Service Staff, Grade G4</b>
Type of Appointment	: <b>One Year Fixed Term Contract (with possibility of extension)</b>
Estimated Start Date	: <b>As soon as possible</b>
Closing Date	: <b>October 18, 2023</b>

The International Organization for Migration (IOM) is the UN Migration Agency. With 174 member states it is committed to the principle that humane and orderly migration benefits migrants and society. Established in 1951 and now active in over 400 field locations worldwide, IOM works with partners, government and civil society to:

1. Assist in meeting the operational challenges of migration and mobility
2. Advance understanding of migration issues
3. Encourage social and economic development through migration; and
4. Uphold the human dignity and well-being of migrants and mobile populations.

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

IOM's Regional Office for the East and Horn of Africa supports and monitors the following countries: Burundi, Djibouti, Eritrea, Ethiopia, Kenya, Rwanda, Somalia, South Sudan, Tanzania and Uganda. Through a team of specialists, the Regional Office supports the development, implementation, monitoring, reporting and evaluation of projects and initiatives undertaken by country offices and regional programmes.

### **Context:**

Under the overall supervision of the Regional Health Assessment Programme Coordinator (RHAPC), the direct supervision of the mPDA Coordinator, and the technical supervisor of the Senior Medical Assistant the incumbent will be responsible for duties and responsibilities related to the Medical Processing and Deployment Arrangements

(mPDA) in Sub-Saharan Africa. The mPDA unit is tasked to support the RHAPC in implementing pre-immigration medical examination activities in the region, particularly providing mobile missions and surge support to the country offices, capacity-building of medical personnel, and systematic monitoring and evaluation of the Health Assessment Programme in the region.

***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).

In particular he/she will:

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 at the regional Medical Processing and Deployment Arrangements (mPDA) unit or the Migration Health Assessment Centre (MHAC), such as:
  - a) receiving and explaining the registration process to applicants.
  - b) checking applicant's identity.
  - c) entering biodata 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; and,
12. Participate in organizing and preparation of the mobile missions and training sessions when required.
13. Travel as needed.
14. 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.
- Knowledge of customer care.
- 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.

### **Skills**

- Leadership skills (desirable);
- Excellent communication skills;
- Fast and accurate typing;
- Typing speed of at least 60 words per minute;
- Knowledge of data management principles;
- High computer literacy in Windows and MS Office is mandatory, knowledge of web page design would be an asset.

### **Languages**

Fluency in both written and spoken English and Kiswahili is required.

Knowledge of French is an advantage.

### ***Required Competencies***

The incumbent is expected to demonstrate the following values and competencies:

**Values** - all IOM staff members must abide by and demonstrate these three 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 *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 action and delegated work.
- Communication: encourages and contributes to clear and open communication; explains complex matters in an informative, inspiring and motivational way.

**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:**

Submit cover letter indicating the Position Title & Vacancy Notice Number (**Medical Assistant-IOMRONBO/VN/036/2023**), and CV with telephone and e-mail contacts including 3 Referees (Supervisors) to: IOM, RO Human Resources Department, via e-mail to [ronairobihrdrec@iom.int](mailto:ronairobihrdrec@iom.int)

**Closing Date: 18 October 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: **11.10.2023** to **18.10.2023**