



International Organization for Migration (IOM)
The UN Migration Agency

VACANCY NOTICE

Open to Internal and External Candidates

Position Title : **Senior Medical Assistant**
Vacancy No. : **IOMRONBO/VN/037/2023**
Duty Station : **Regional Office, Nairobi, Kenya**
Classification : **General Service Staff, Grade G6**
Type of Appointment : **One Year Fixed Term Contract (with possibility of extension)**
Estimated Start Date : **As soon as possible**
Closing Date : **October 18, 2023**

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 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:

In particular he/she will:

Support the Mobile Team Coordinator in all activities related to the mPDA Unit in the Sub Saharan Africa by:

1. Organize the Medical Assistants Roster and assign various duties in the unit as well as actively participate in day-to-day scheduling;
2. Develop and keep up-to-date mobile mission's Standard Operating Procedures (SOP's);
3. Supervise and train Medical Assistants in compliance to the MHAC Medical Assistants' SOPs;
4. Monitor the pipeline of health assessment requests from external partners and provide timely calls for the deployment of the mobile missions.
5. Assist in analysis of various tools pertaining to migrant flow and satisfaction during the mobile missions and in MHAC – including active monitoring of scheduling trends.
6. Analyze the pipeline reports, identify bottleneck of the process and suggest mitigative measures when required.
7. Prepare medical forms, laboratory labels, serology code books, chest x-ray labels and daily scheduling of MHD health assessments.
8. Ensure that reception area is well organized and presentable at all times.
9. Provide accurate information and answers to telephone and/or walk-in queries from applicants regarding their schedules and direct as required.
10. Assist in improving the integrity of customer care work by proposing key fraud prevention measures.
11. Receive all completed medical deferrals/furtherance, x-rays and other documents from MHD, update the reception of the same in the database and forward to the migration health physician for clearance.
12. Oversee the completion of medical forms, DNA packages and other medical documents and ensure they are transmitted to relevant partners, either by electronic means or by courier services. Verify that 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.
13. Update MHD information on the country MHD Website.
14. Prepare and submit monthly statistics on Health Assessments performed by MHD.
15. Prepare correspondence to respond to queries in respect to relevant matters of the MHAC. File incoming/outgoing letters, reports, memoranda, emails faxes as well as IOM documents and forms related to IOM medical issues.
16. Prepare purchase request forms for procurement of equipment and working materials for MHD.
17. Data management follow-up including the creation of queries to retrieve information from the database and responding to various follow-up needs and reconciliation reports;
18. Participate in mobile health assessment missions in the region to provide IT/Database support.
19. Provide Database/data processing support to the region and other MHD locations as needs arise.
20. Suggest improvements to strengthen internal control mechanisms; provide inputs for new procedures to complement and/or adapt existing instructions in an effort to achieve streamlining efficiencies.
21. Travel as needed.
22. Perform such other duties as may be assigned.

Required Qualifications and Experience

Education

- University Degree with at least four years of relevant working experience.
- OR
- Secondary School Diploma with at least six years of relevant working experience.

Experience

- Experience in managing large dynamic teams, with a customer service, IT or administrative background;
- Knowledge of data management principles;
- Certificate in IT/Data entry is an advantage;
- Knowledge of customer care;
- High computer literacy in Windows and MS Office is mandatory, knowledge of web page design would be an asset;
- In-depth use of MS office applications, data collection and manipulation;
- 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

- At least an intermediate level of MS office skills;
- Effective managerial and leadership skills in the provision of data entry and customer care;
- Analytical skills;
- Excellent communication skills;
- Fast and accurate typing.

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 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 action 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

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 (**Senior Medical Assistant-IOMRONBO/VN/037/2023**), 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

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**