



International Organization for Migration (IOM)
The UN Migration Agency

VACANCY NOTICE

Open to Internal and External Candidates

Position Title : **Migrant Service Assistant**
VN No : **IOMKCO/VN/031/2023**
Duty Station : **Nairobi, Kenya**
Classification : **General Service Staff, Grade G5**
Type of Appointment : **One Year Fixed Term, with possibility of extension**
Estimated Start Date : **As soon as possible**

Closing Date : **11 September 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 direct supervision of the Senior Project Assistant (Quality Control Monitoring), the successful candidate will be accountable and responsible for assisting the streamlining of visa application services for the German family reunification, resettlement and evacuation caseloads.

Core Functions / Responsibilities:

1. Assist on a daily basis beneficiary at the Family Assistance Programme (FAP) Center and case management of their files.
2. Process efficiently and effectively the family reunification visa application case, files, and medical records by registering the newly received family reunification appointments lists, creating of new case files into Dynamics 365 (data entry), distributing of case files in a timely and accurate manner, collect biometric data, ensuring that all submitted files are promptly completed and compiled, and keeping the file tracking system is use to maintain a comprehensive track of application files.
3. Undertake applicant form completion and casework interviews for the purposes of recording family separation and case histories and biographical information, while ensuring that the interview reports filed with the visa applications are accurate and meet the requirements set by the donor, and immediately report any quality issue to the Quality Control Assistant.

4. Enter data accurately into the Family Assistance Programme (FAP) case management software by verifying information previously entered such as biographic and family information, and, when needed, scanning, photocopying, attaching, filing and translating documents, and photographing applicants in accordance with established Standard Operating Procedures (SOPs).
5. In coordination with supervisors, organize and schedule family reunification appointments, including running ad hoc reports, entering schedule data, updating schedules, issuing and confirming appointments, and assisting logistics.
6. Ensure that Family Assistance Programme (FAP) case management system is updated as needed with application data, biographical and other sensitive information such as interview dates, activities conducted, medical data and file submission.
7. Enter required applicant data, lodge application documents in the required order to the IOM designated folders of applicants to submit to Embassy.
8. Assist and guide migrants in the completion of the visa application form as per checklists, conduct remote completeness checks on all documentation before their visa appointment, and fill in the questionnaires when required.
9. Provide migrants with accurate information in a timely manner, including distributing information sheets and visa requirement checklists; handling telephone and e-mail inquiries from applicants in accordance with established Standard Operating Procedures (SOPs) (including wide range of visa and appointments inquiries); and keep them updated with announcements and modifications.
10. Organize the applicants' files based on the instructions of the German Consular staff and in full compliance with the IOM Service Standards.
11. Call families and principle applicants to answer questions and provide remote guidance on form filling, visa requirements and general information.
12. Maintain records of all applications and contacts of principle applicants and report these records periodically and in a timely manner. Assist with the report preparation through maintaining internal lists and coding system to track all the German consulate requests.
13. Inform supervisor of any problem(s) or issue(s) immediately and regularly and come up with suggestions on how to improve efficiency and service.
14. Demonstrate an in-depth understanding of the FAP SoPs as well as the ability to remain professional, impartial and unbiased during all interactions with applicants, colleagues and external stakeholders.
15. Maintain and ensure confidentiality of all FAP-related matters and information, by implementing the operations in accordance with guidelines, instructions, IOM standards of conduct and data protection rules. Alert management of any non-compliance to SOPs or codes of conduct by other staff members.
16. Take action and steps to mitigate fraud and malfeasance, and to monitor the integrity of records containing individual data.
17. In coordination with the Quality Control Assistant and National Officer, flag vulnerable cases needing referral and protection support. Record all referred cases into FAP case management system and follow up on the status of each case with the correspondant applicant and report to the National Officer.

18. Handle the hardship and medical cases, coordinate between the FAP management, the IOM medical department and the German Embassy. Reply to emails related to this caseload, report on the medical cases monthly; liaise between the IOM medical department and the German Consulate, regarding the appointments, the medical assessments, as well as following up on the check-up payments when made at IOM Germany.
19. Ensure general maintenance for the IOM Family Assistance Programme (FAP) office building; monitors and maintains facility equipment to ensure safe and efficient facility operation.
20. Follow and direct coordination with logistics, finance and human resources units to carry out any work related to the Family Assistance Programme (FAP) Center, and act as an admin focal point for the Team.
21. Organize and register all missing documents sent by the applicants to the embassy on excel sheets and submit them to Embassy on a daily basis.
22. Support German resettlement missions by filling the visa application forms, collecting documents and biometric fingerprints, ensuring data entry and file preparation for the resettlement cases in order to complete the visa applications.
23. Receive files and original documents from other offices and forward them to the Embassy for legalization and ensure the physical delivery of the files to the Embassy.
24. Provide training, introduction, and assistance to newly joined staff members.
25. Undertake duty travel when needed to support other offices in family reunification services, resettlement operations, meetings, and training.
26. Perform other duties as may be assigned.

Required Qualifications and Experience

Education

- University degree in Business Management, Client Services, Social Science, Engineering Science or related field with three years of relevant experience.
- or,
- High school diploma with five years of relevant experience.

Experience

- Demonstrated proficiency with Microsoft Office applications, including Excel, PowerPoint, Good knowledge of information technology and proficiency in Microsoft Office applications especially Excel, Word, PowerPoint and Publisher.
- Previous work experience in international organizations and service industry companies and in non-government or government institutions/organization in a multi-cultural would be an advantage.
- Strong interpersonal & intercultural skills with an attention to detail.
- Attention to detail, ability to organize paperwork in a methodical way; discreet, details and clients-oriented, patient and willingness to learn new things.

Language

- Fluency in English and in Somali is required; working knowledge of German is an advantage.

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 referring to this advertisement.

Closing Date: 11 September 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 29.08.2023 to 11.09.2023