



Open to Internal and External Candidates

Position Title : **Project Assistant (Case Management)**
Duty Station : **Lima, Perú**
Classification : **General Services Staff – Graded 4**
Type of Appointment : **Fixed term, one year with possibility of extension
(Two Vacancies)**
Estimated Start Date : **As soon as possible**

Closing Date : **February 18th 2024**

Established in 1951, IOM is a Related Organization of the United Nations, and as the leading UN agency in the field of migration, 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. For the purpose of the vacancy, internal candidates are considered as first-tier candidates.

Context:

The United States Refugee Admissions Program (USRAP) operates world-wide with a target of providing resettlement opportunities to thousands of refugees each year. IOM provides 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 United States Refugee Admissions Program (USRAP), Resettlement Support Centers (RSCs) provide critical support and processing assistance for resettlement to the US. As part of an MOU between IOM and the US State Department Bureau for Population Refugees and Migration (PRM), IOM manages several RSCs which prepare applications for adjudication by and provide support to visiting US Citizenship and Immigration Services (USCIS) officers, facilitate security and medical screenings, provide information about arriving individuals to resettlement agencies in the US and offer Cultural Orientation (CO) training to individuals departing for the US.

Under the overall supervision of the Project Coordinator and direct supervision of the Project Associate, Case Management, the successful candidate will be based in Lima, Peru and will have the following duties and responsibilities:

Core Functions / Responsibilities:



1. Undertake case management activities in an assigned area or areas, such as file integrity, program access, prescreening, field team, adjudications support, scheduling, or pre-departure services.
2. Assist in the efficient and effective management of refugee case files and medical records, including, if assigned, undertaking such duties as creating new case files, distributing case files, filing returned files, keeping accurate and comprehensive track of files through the file tracking system, scanning files, and transforming case files into travel packets.
3. Undertake refugee form fill interviews for the purposes of recording biographical information, including, if assigned, accurately completing necessary forms, correctly entering data into the Worldwide Refugee Admissions Program System (START) and other databases, scanning, photocopying, attaching, and filing documents, translating basic documents, and photographing applicants in accordance with established Standard Operating Procedures (SOPs).
4. Assist with the organization and/or scheduling of refugee appointments, including, if assigned, running ad hoc reports, entering data into schedules in START or another database, updating schedules, issuing notifications, visiting applicants in camps and other locations to relay appointment information, and/or assisting with circuit ride logistics.
5. Assist with the adjudication of refugee case files by providing, if assigned, interpretation during interviews, data entry services, logistical support and assisting with the notification of results to refugee applicants as needed.
6. Update START with biographical and other sensitive information such as interview dates, US Citizenship and Immigration Services (USCIS) interview and fingerprint results, medical data and resettlement location preferences, and, if assigned, activate processes such as program access verification, security checks or assurances as required.
7. Undertake quality assurance checks of refugee files and case data in START as directed by Case Management team members or supervisors.
8. Provide regular reports on work being accomplished to the Project Focal Point, Case Management, and/or supervisors and team members.
9. Undertake duty travel as needed to participate in meetings or training.
10. Demonstrate a solid understanding of the USRAP, SOPs and START, as well as the ability to remain professional, impartial, and unbiased during all interactions with refugee applicants and colleagues.



11. Maintain and ensure the confidentiality and integrity of all RSC-related information by implementing control procedures in line with USRAP standards of conduct and data.
12. Protection rules. Alert the Project Focal Point or RSC management of any non-compliance to SOPs or codes of conduct by RSC staff members.
13. Perform such other duties as may be assigned.

Required Qualifications and Experience

Education

- Completed secondary education required.
- Four years of working experience with secondary education.
- Two years of working experience with Bachelor's degree

Skills

- Excellent computer skills - Word, Excel, and Internet
- Strong interpersonal and communication skills
- Attention to detail and ability to organize
- Delivers on set objectives in hardship situations

Languages

- External applicants for all positions in the Professional category are required to be proficient in English and have at least a working knowledge of one additional UN Language (Arabic, Chinese, French, Russian, or Spanish).
- For all applicants, fluency in English and Spanish is required (oral and written).

Required Competencies

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

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

- Only applications that meet the requested profile will be considered.
- All applications must be submitted in English (CV and cover letter), applications submitted in another language will not be considered.
- Those applications received on a date after the call closes or that do not specify the reference code will not be considered.
- This call is only open to national citizens or foreigners legally authorized to work in the country.
- Any job offer in connection with this special vacancy notice is subject to the availability of project funds.
- The hiring of this candidacy is subject to the validation of references, medical approval. You must have the complete COVID vaccination certificate and/or programming of the second and/or third dose, as well as verification of residence, visa and authorizations by the local government, if applicable.

How to apply:

Interested candidates are invited to apply by sending an email to rrhlima@iom.int with the subject: "RRHH 13_2024 Project Assistant (Case Management)" attaching their ID



or passport, cover letter (English) and CV (English) in PDF format renamed as follows:
“CV LAST NAMES_NAMES”, until February 18th, 2024 at 11:59 pm.

Only shortlisted candidates will be contacted.

Posting period:

From 05.02.2024 to 18.02.2024