



IOM International Organization for Migration

SHORT VACANCY NOTICE

Open to Internal & External Candidates

Position : **Programme Assistant**
Organizational Unit : **Migration Health Assessment Center (MHAC)**
Duty Station : **Lagos**
Type of Appointment : **Special Short-Term (SST) 6 months with possibility of extension**
SVN No. : **SVN2019/11**
Estimated Start Date : **As soon as possible**
Closing Date : **10th February, 2019**

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 candidates are eligible to apply to this vacancy. For the purpose of the vacancy, internal candidates are considered as first-tier candidates.

Context:

Working Under the overall supervision of the Migration Health Officer and the direct supervision of the National Migration Health Physician 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 Lagos/Abuja, NIGERIA.

Core Functions / Responsibilities:

The Programme Assistant (MHAC) provides information relevant to Health Assessment Programs, Applicant processing and other IOM services to the migrants.

Customer care duties:

1. Provide applicants information regarding health assessments by phone and email;
2. Register applicants in the IOM database or any other format as appropriate, 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. Receive applicants as they report for migration health assessment.
5. Maintain daily statistics related to health assessments, and update the records as appropriate.
6. Contribute to customer satisfaction evaluations

Reception and Data Entry overall duties:

7. 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/or digital camera and loading the image to the appropriate platform; and
 - e. printing of medical forms, consent forms and other necessary documents.

8. Receiving all completed medical examination forms, x-rays and other documents from IOM missions or Panel Physicians, update the reception of the same in the database and forward for quality check before clearance if applicable;
9. Prepare, sort and package medical files and other documents during mobile migration health assessment missions where such mobile units are available;
10. Transmit completed medical forms, DNA packages and other medical documents either by electronic means or by courier services as appropriate 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;
11. Filing incoming/outgoing letters, reports, memoranda, emails faxes as well as IOM documents and forms related to IOM medical issues.
12. Check, print and make photocopy of bank deposit slips (or other proof of payment). Regularly submit these photocopies to the Administrative/Finance assistant.
13. Perform such other duties as may be assigned

Required Qualifications and Experience

- Minimum four years' experience (Two Years for University Degree holders) in computer data entry, elaboration and analysis or in a call centre or customer care in a busy institution, preferably a medical one;
- Certificate in IT/Data entry is an advantage;
- 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;
- Previous working experience with NGOs or international organizations is an added advantage.

Languages

Fluency in **English** and Native Language; Fluency in multiple languages advantageous;

Required Competencies

Behavioural

The incumbent is expected to demonstrate the following 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

Any offer made to the candidate in relation to this vacancy notice is subject to funding confirmation.

Only candidates residing in the country of the duty station within commuting distance of the duty station will be considered.

Appointment will be subject to certification that the candidate is medically fit for appointment, accreditation, any residency or visa requirements, and security clearances.

Women with the above qualifications are encouraged to apply.

How to apply:

Interested candidates are invited to submit their applications via email to **HRNIGERIA@iom.int** indicating position applied on subject line by **Sunday 10th February 2019**

In order for the applications to be considered valid, IOM only accepts applications with a cover letter not more than one page specifying the motivation for application, addressed to **Human Resources, International Organization for Migration (IOM)** and with a subject line **SVN2019.11 Lagos. Programme Assistant (MHAC) G4**

All applications should include a functional email address, mobile numbers and detailed curriculum vitae (CV).

Please note that this position is open only to Nigerian National applicants and only shortlisted candidates will be contacted.

Posting period:

From 29.01.2019 to 10.02.2019