



IOM International Organization for Migration

SHORT VACANCY NOTICE

Open to Internal & External Candidates

Position : **Medical Assistant (3 positions)**
Organizational Unit : **Migration Health**
Duty Station : **Lagos**
IOM Classification : **G4**
Type of Appointment : **Special Short-Term (SST) 6 months with possibility of extension**
SVN No. : **SVN2023.115**
Estimated Start Date : **As soon as possible**
Closing Date : **31 October 2023**

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 work environment. Read more about diversity and inclusion at IOM at www.iom.int/diversity. Applications are welcome from first- and second-tier candidates, particularly qualified female candidates. For all IOM vacancies, applications from qualified and eligible first-tier candidates are considered before those of qualified and eligible second-tier candidates in the selection process.

Context:

Working Under the overall supervision of the Migration Health Officer and the direct supervision of the Senior Medical Assistant, 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, Nigeria

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).

Call Centre overall duties:

1. Provide migrants' information regarding health assessments by phone and email.
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 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 biodata of the applicants in the appropriate platform.
 - d. taking photos using approved gadget (camera or 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. Maintain and ensure the confidentiality and integrity of all relevant paperwork in line with standards of conduct and data protection rules. Ensure compliance to SOPs or codes of conduct by IOM staff members or partners.
12. Check, print and make photocopy of bank deposit slips (or other proof of payment). Regularly submit these photocopies to the Administrative/Finance Assistant; and,
13. Perform such other duties as may be assigned.

Education:

University Degree in Computer Science, Information Technology/Management, Statistics, Social Sciences, Business Administration, or related field with at least two years of relevant working experience.

Experience:

- Certification/Experience in IT/computer, data entry, elaboration, and analysis or in a call centre in a busy institution, preferably a medical one is an advantage.
- Previous working experience with NGOs or international organizations is an added advantage.
- High computer literacy in Windows and MS Office is mandatory, knowledge of web page design or data analysis would be an asset.
- Knowledge of medical terminology, as well as previous secretarial and archival experience, an added advantage
- Customer orientation and ability to adapt/respond to different types of personalities.
- Excellent communication (writing, verbal and listening) and presentation skills.
- Ability to multi-task, prioritize, and manage time effectively.

Languages:

Fluency in English (oral and written) required, working knowledge of the local language.

Skills:

- Excellent communication and interpersonal skills; Ability to work with minimum supervision.
- Works effectively with local authorities, stakeholders, beneficiaries, and the broader community to advance country office or regional objective.
- Typing speed of at least 60 words per minute.
- Delivers on set objectives in strict deadlines.
- Demonstrated proficiency with Microsoft Office applications especially Excel, Word, PowerPoint, Publisher, and SharePoint
- Willing to accept a flexible work schedule.
- Attentive to details and accuracy in handling and reporting data.

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: maintain 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.
- Courage: Demonstrates willingness to take a stand on issues of importance.
- Empathy: Shows compassion for others, makes people feel safe, respected, and fairly treated.

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.

Other

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

Appointment will be subject to certification that the candidate is medically fit for appointment, confirmation of all documents, 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 **Tuesday, 31 October 2023** and follow this link: <https://forms.office.com/e/rqYB2RwbWu>

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 **SVN2023.115 Medical Assistant G4 Lagos**.

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 **18.10.2023 to 31.10.2023**