



International Organization for Migration (IOM)
The UN Migration Agency

Open to Internal and External Candidates

Position Title : **Case Worker (2 Positions)**
Duty Station : **Cairo, Egypt**
Classification : **General Service Staff, Grade G4**
Type of Appointment : **Special, 6 months with possibility of extension**
Estimated Start Date : **As soon as possible**
Reference Code : **CAI/2017/08**
Closing Date : **August 10, 2017**

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. For the purpose of the vacancy, internal candidates are considered as first-tier candidates.

Context:

Under the overall supervision of the Head of Office and the direct supervision of the Migrant Assistance Services Coordinator, the successful candidate will assist in providing Direct Assistance to vulnerable migrants and victims of trafficking. He/she is expected to carry out his/her duties in accordance with strictest moral and ethical standards and with due respect for gender and socio-cultural differences of the victims.

Core Functions / Responsibilities:

In particular s/he will:

1. Carry out interviews with potential victims of trafficking and vulnerable migrants for recording general information;
2. Coordinate the assistance provided to each of the beneficiaries;
3. Prepare case management reports for each beneficiary in regular basis;

4. Ensure appropriate data management of beneficiaries, including entering data into IOM databases on assistance and proper filing;
5. Prepare statistics, reports and analysis as requested;
6. Ensure the confidentiality of all beneficiaries;
7. Assist in organizing trainings on victims identification and direct assistance
8. Undertake other duties as assigned; undertake duty travels as required.

Required Qualifications and Experience

Education

- Secondary School diploma or equivalent (University degree in Social Science, Psychology, Business Administration would be considered as an advantage);

Experience

- 3 years of relevant experience;
- Experience in working with governmental and diplomatic authorities as well as with international organizations.
- Excellent knowledge in word processing and typing skills in English and Arabic;
- Experience working with Excel and databases.

Languages

Fluency in **English** and **Arabic** is required.

Required Competencies

Behavioural

- Accepts and gives constructive criticism
- Follows all relevant procedures, processes, and policies
- Meets deadline, cost, and quality requirements for outputs
- Monitors own work to correct errors

Client Orientation

- Identifies the immediate and peripheral clients of own work
- Establishes and maintains effective working relationships with clients

Continuous Learning

- Contributes to colleagues' learning
- Demonstrates interest in improving relevant skills
- Demonstrates interest in acquiring skills relevant to other functional areas
- Keeps abreast of developments in own professional area

Communication

- Actively shares relevant information
- Clearly communicates, and listens to feedback on, changing priorities and procedures
- Writes clearly and effectively, adapting wording and style to the intended audience
- Listens effectively and communicates clearly, adapting delivery to the audience

Creativity and Initiative

- Proactively develops new ways to resolve problems

Leadership and Negotiation

- Convinces others to share resources
- Presents goals as shared interests

Performance Management

- Provides constructive feedback to colleagues
- Provides fair, accurate, timely, and constructive staff evaluations

Planning and Organizing

- Sets clear and achievable goals consistent with agreed priorities for self and others
- Identifies priority activities and assignments for self and others
- Organizes and documents work to allow for planned and unplanned handovers Identifies risks and makes contingency plans

Professionalism

- Incorporates gender-related needs, perspectives, and concerns, and promotes equal gender participation
- Persistent, calm, and polite in the face of challenges and stress
- Treats all colleagues with respect and dignity
- Works effectively with people from different cultures by adapting to relevant cultural contexts
- Knowledgeable about and promotes IOM core mandate and migration solutions

Teamwork

- Actively contributes to an effective, collegial, and agreeable team environment
- Contributes to, and follows team objectives
- Gives credit where credit is due
- Seeks input and feedback from others
- Delegates tasks and responsibilities as appropriate
- Actively supports and implements final group decisions
- Takes joint responsibility for team's work

Technological Awareness

- Learns about developments in available technology
- Proactively identifies and advocates for cost-efficient technology solutions

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.

Only candidates residing in either the country of the duty station or from a location in a neighbouring country that is within commuting distance of the duty station will be considered. In all cases, a prerequisite for taking up the position is legal residency in the country of the duty station, or in the neighbouring country located within commuting distance, and work permit, as applicable.

How to apply:

Interested candidates are invited to submit their application and cover letter by August 10 2017 at the latest on www.egypt.iom.int

In order for an application to be considered valid, IOM only accepts profiles duly completed. Only shortlisted candidates will be contacted.