



International Organization for Migration (IOM)  
The UN Migration Agency

### Open to Internal and External Candidates

Position Title : **Project Assistant, Case Management**  
Duty Station : **Cairo, Egypt**  
Classification : **General Service Staff, Grade G4**  
Type of Appointment : **Fixed-term, One Year with possibility of extension**  
Estimated Start Date : **As soon as possible**  
Reference Code : **CAI/2017/17**  
Closing Date : **October 21, 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:**

The United States Refugee Admissions Program (USRAP) operates world-wide with a target of providing resettlement opportunities to 85,000 or more 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. Some 1200 multi-disciplinary staff members work in support of the USRAP which has an annual budget in the range of USD 200 million. 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), the Resettlement Support Center (RSC) provides critical support and processing services for refugee 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 the RSC for The Middle East and North Africa (RSC MENA). RSC MENA manages US resettlement activities in in Jordan, Iraq, Egypt, Syria, Morocco, Algeria, Tunisia, Libya, Yemen, Oman, Saudi Arabia, Qatar, Bahrain, Kuwait, and United Arab Emirates. RSC MENA prepares refugee applications for adjudication by and provides support to visiting US Citizenship and Immigration Services (USCIS) officers, facilitates security and medical screenings, provides information about arriving refugees to

resettlement agencies in the US and offers Cultural Orientation (CO) training to refugees departing for the US.

Under the general supervision of the National Project Officer, Case Management, RSC MENA, the direct supervision of the Project Administrator, Case Management, RSC MENA, and with monitoring and guidance from the Project Focal Point, Case Management, RSC MENA, the Project Assistant is responsible for undertaking case management activities, with the following duties and responsibilities.

### ***Core Functions / Responsibilities:***

In particular s/he will:

1. Undertake case management activities in an assigned area, such as file integrity, program access, casework, 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 formfill 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 (WRAPS) 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 WRAPS 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 WRAPS 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 WRAPS 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 other supervisors and team members.
9. Demonstrate a solid understanding of the USRAP, SOPs and WRAPS, as well as the ability to remain professional, impartial and unbiased during all interactions with refugee applicants and colleagues.

10. 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 protection rules. Alert the Project Focal Point, Project Coordinator or RSC management of any non-compliance to SOPs or codes of conduct by RSC staff members.
11. Perform such other duties as may be assigned.

### ***Required Qualifications and Experience***

- Completed secondary education required
- Three years of relevant experience
- Thorough knowledge of English
- Attention to detail and ability to organize
- Excellent computer skills - Word, Excel and Internet
- Strong interpersonal and communication skills
- Ability to work under pressure with minimum supervision

### ***Languages***

Thorough knowledge of **English** and **Arabic** is required.

### ***Required Competencies***

#### **Accountability**

- 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
- Takes responsibility for meeting commitments and for any shortcomings

#### **Client Orientation**

- Identifies the immediate and peripheral clients of own work
- Establishes and maintains effective working relationships with clients
- Identifies and monitors changes in the needs of clients, including donors, governments, and project beneficiaries

#### **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
- Uses staff evaluations appropriately in recruitment and other relevant HR procedures

**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**

- Masters subject matter related to responsibilities
- Identifies issues, opportunities, and risks central to responsibilities
- 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
- Understands applicability and limitation of technology and seeks to apply it to appropriate work

## ***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 **October 21, 2017** at the latest on [www.egypt.iom.int](http://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.