



International Organization for Migration (IOM)  
The UN Migration Agency

### Open to Internal and External Candidates

Position Title : **Senior Caseworker**  
Duty Station : **Cairo, Egypt**  
Classification : **General Service Staff, Grade G6**  
Type of Appointment : **Special Short Term, six months with possibility of extension**  
Estimated Start Date : **As soon as possible**  
Reference Code : **V-CAI/2017/26**  
Closing Date : **January 17, 2018**

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 victims of trafficking, vulnerable migrants and those migrants who are vulnerable to trafficking, in addition to coordination and monitoring of the daily activities of the localized migrant assistance services. The caseworker 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, determine if eligible for assistance, and refer them to relevant partners as needed;
- 2) Coordinate the assistance provided to each of the beneficiaries in own caseload and prepare case management reports accordingly;
- 3) Receive all case reports written by junior MAD case workers, review and approve assistance, in line with available resources, ensuring compliance with procedures, in coordination with the Migrant Assistance Services coordinator.

- 4) Monitor daily expenditure of Migrant Assistance budget lines and provide feedback to project managers on burn rates, in coordination with the finance unit;
- 5) Oversee junior MAD caseworkers' daily work, including ongoing case management;
- 6) Implement monitoring and evaluation activities of the Migrant Assistance Services, in coordination with the Migrant Assistance Services Coordinator;
- 7) Assist the Migrant Assistance Services Coordinator in all aspects of the implementation of the Migrant Assistance services, and act as the responsible focal point in the absence of the aforementioned;
- 8) Ensure appropriate data management of beneficiaries, including entering data into IOM local and global databases on assistance and proper filing in accordance with data management guidelines. Ensure compliance amongst all staff members;
- 9) Ensure the confidentiality and safe assistance of all beneficiaries and participate in development of procedures and policies as necessary, in coordination with the Migrant Assistance Services coordinator;
- 10) Proactively analyze assistance data on a regular basis and update the Migrant Assistance Services coordinator on developing trends and assistance needs. Recommend staff development and service needs to the Migrant Assistance Services coordinator, as observed through this process and the daily work;
- 11) Assist in training and mentoring of junior MAD caseworkers;
- 12) Assist in coordinating the development and maintenance of a monthly Migrant Assistance Services bulletin, in coordination with the project coordination unit;
- 13) Prepare statistics, forecasts, reports and analysis as requested;
- 14) Act as a focal point for coordinating protection related concerns with other agencies and provide guidance to other team members on protection related issues, including by attending working group meetings and proactively exchanging relevant information between members of the working group and IOM staff;
- 15) Assist in coordinating the daily smooth running of the Migrant Assistance Services, including responding to complaints or immediate concerns of beneficiaries, in a calm and professional manner, always seeking to find the most efficient and appropriate outcome for those concerned;
- 16) Undertake other duties as assigned;
- 17) Undertake duty travels as required.

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

- Either a University degree in a social care related field, with 4 years of relevant experience; or 6 years of experience in a social care related field, with relevant qualifications;
- Thorough and demonstrable knowledge of migration issues and how these may impact the vulnerability of a person;
- Experience in working with governmental and diplomatic authorities as well as with international organizations an advantage.
- Excellent knowledge in word processing and typing skills in English and Arabic;
- Experience working with Excel and databases.

## **Languages**

- Thorough knowledge of English and Arabic, both spoken and written.
- Proficiency in one of the main relevant community languages: Amharic, Oromo, Tigrinya, French or Somali is an advantage.

## **Required Competencies**

### **Technical**

- Effectively applies knowledge of health issues in execution of responsibilities at appropriate level
- Maintains confidentiality and discretion in appropriate areas of work

### **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
- Keeps clients informed of developments and setbacks

### **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
- Adjusts priorities and plans to achieve goals
- Allocates appropriate times and resources for own work and that of team members

### **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

### **Teamwork**

- Actively contributes to an effective, collegial, and agreeable team environment
- Seeks input and feedback from others
- 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 neighboring 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 neighboring country located within commuting distance, and work permit, as applicable.

***How to apply:***

Interested candidates are invited to submit their **application** and **cover letter** not later than **Wednesday, the 17<sup>th</sup> of January 2018**, at **17:00** O'clock, **Cairo** time on [www.egypt.iom.int](http://www.egypt.iom.int)

In addition, please note that only the applications which would have been duly done, and which would have been submitted and received through IOM website within the announced time frame would be valid & considered for the announced vacancy.

Kindly note that for efficiency reasons, only shortlisted candidates will be contacted.