



International Organization for Migration (IOM)  
The UN Migration Agency

## Open to Internal and External Candidates

Position Title : **Project Assistant, Case Management**  
Duty Station : **Country Office in Cairo, Egypt**  
Classification : **G4**  
Type of Appointment : **Fixed Term, One Year with possibility of extension**  
Estimated Start Date : **As soon as possible**  
Reference code : **VN/CAI/2022/25**  
Closing Date : **December 05, 2022**

*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](http://www.iom.int/diversity).

### **Organizational Scope & Context:**

The United States Refugee Admissions Program (USRAP) operates world-wide with a target of providing resettlement opportunities to many thousands of 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. 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. Refugees and Migration (PRM), IOM manages the RSC for Middle East and North Africa (MENA). RSC MENA manages US resettlement activities in Jordan, Iraq, Egypt, Syria, Morocco, Algeria, Tunisia, Libya, Yemen, Oman, India, Saudi Arabia, Qatar, Bahrain, Kuwait, and United Arab Emirates. RSC MENA prepares applications for adjudication by and provides support to visiting US Citizenship and Immigration Services (USCIS) officers, facilitates security and medical screenings, provides information about arrivals to resettlement agencies in the US and offers Cultural Orientation (CO) training to individuals departing for the US.

Under the general supervision of the Associate National Project Officer, Case Management, RSC MENA in Cairo, the direct supervision of the Senior Project Assistant, Case Management, RSC MENA in Cairo, the Project Assistant is responsible for undertaking case management activities, with the following duties and responsibilities:

***Core Functions / Responsibilities:***

1. Undertake case management activities in an assigned area or areas, such as file integrity, program access, pre-screening, 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 form fill 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 (START) 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 START 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 START 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 START as directed by Case Management team members or supervisors.
8. Provide regular reports on work being accomplished to the Senior Project Assistant, Case Management, and/or supervisors and team members.

9. Undertake duty travel as needed to participate in meetings or training.
10. Demonstrate a solid understanding of the USRAP, SOPs and START, as well as the ability to remain professional, impartial, and unbiased during all interactions with refugee applicants and colleagues.
11. 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 Senior Project Assistant or RSC management of any non-compliance to SOPs or codes of conduct by RSC staff members.
12. Perform such other duties as may be assigned.

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

#### **Education and Experience**

- Completed secondary education with 4 years' experience
- Completed Bachelor's degree with 2 years' experience.

#### **Skills**

- 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

#### **Notes**

Accredited Universities are the ones listed in the UNESCO World Higher Education Database (<https://whed.net/home.php>).

### ***Required Competencies:***

**Values** – all IOM staff members must abide by and demonstrate these three 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 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.

IOM's competency framework can be found at this link.

[https://www.iom.int/sites/default/files/about-iom/iom\\_revised\\_competency\\_framework\\_external.pdf](https://www.iom.int/sites/default/files/about-iom/iom_revised_competency_framework_external.pdf)

Competencies will be assessed during a competency-based interview.

### ***Other***

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

This is a national position and as such only Egyptian citizens and legal residents with authorization to work in Egypt at the time of the application will be considered.

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.

### ***How to apply:***

Interested candidates are expected to submit their applications on or before **December 05, 2022- Cairo time** to [Careers | IOM Egypt](#). Late submissions will not be considered.

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 and considered for the announced vacancy.

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

***Posting period:***

From 21.11.2022 to 05.12.2022