



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 G5**
Type of Appointment : **Fixed-term, One year with the possibility of extension**
Estimated Start Date : **As soon as possible**
Reference code : **VN/CAI/2022/14**
Closing Date : **August 08, 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.

Organizational Scope:

The United States Refugee Admissions Program (USRAP) operates world-wide with a target of providing resettlement opportunities to 50,000 or more individuals 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.

Context:

Under the United States Refugee Admissions Program (USRAP), the Resettlement Support Center (RSC) provides critical support and processing services for 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 Middle East and North Africa (MENA). RSC MENA manages US resettlement activities in Jordan, Iraq, Egypt, Syria, Morocco, Algeria, Tunisia, Libya, Yemen, Oman, 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 National Project Officer, Case Management, RSC MENA, the direct supervision of the Senior Project Assistant, Case Management, 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, and, as required, guide and monitor teams of Project Clerks and Project Assistants in organizing and completing case management activities in an assigned area.
2. Efficiently and effectively manage refugee case files and medical records, including, if assigned, verifying the creation of new case files, the timely and accurate distribution of case files, that all returned files are promptly filed, that the file tracking system is used to keep comprehensive track of files, and that files are scanned and transformed into travel packets as needed.
3. Undertake refugee form fill and casework interviews for the purposes of recording case histories and biographical information, including, if assigned, correctly entering data into the Worldwide Refugee Admissions Program System (WRAPS) and other databases, verifying information previously entered, such as biographic and family information, and, as needed, scanning, photocopying, attaching and filing documents, translating documents, and photographing applicants in accordance with established Standard Operating Procedures (SOPs).
4. In coordination with supervisors, organize and schedule refugee appointments, including, if assigned, running ad hoc reports, creating schedules in WRAPS or another database, entering schedule data, updating schedules, overseeing the issuance of notifications and confirmation of appointments, arranging interpretation services and assisting with circuit ride logistics.
5. In relation to the adjudication of refugee case files, as assigned, assist supervisors in supporting USCIS officers, conduct briefings for refugee applicants, ensuring accurate information is shared regarding timelines, expectations, fraud, malfeasance and case processing, and, as needed, provide interpretation during interviews, perform data entry, provide logistical support and notify refugees of results.
6. Verify WRAPS is updated as needed with refugee application data, 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, guide the activation of processes such as program access verification, security checks or assurances as required.
7. Utilizing reports, conduct regular quality assurance checks of case files and data in WRAPS to ensure the accuracy of all case information and the RSC's compliance with all USRAP and RSC SOPs in relation to case files.

8. In coordination with supervisors, liaise as needed with other teams and units in RSC MENA and other RSCs. Provide regular reports on the work being accomplished within the team to supervisors and team members.
9. Train other Case Management team members as needed to efficiently and effectively manage refugee case files, conduct full refugee interviews, organize and schedule refugee appointments, update WRAPS, conduct quality assurance of files and case data and support the USCIS adjudication.
10. Undertake duty travel as needed to participate in refugee interview and USCIS adjudication circuit rides.
11. Demonstrate an in-depth 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.
12. Maintain 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 RSC management of any non-compliance to SOPs or codes of conduct by RSC staff members.
13. Perform such other duties as may be assigned.

Required Qualifications and Experience:

Education and Experience

- University degree from an accredited academic institution with three years of relevant professional experience; or,
- Secondary School Education with five years of relevant professional experience preferably within UN agencies or non-governmental organizations.

Skills

- Ability to use own initiative and work under pressure with minimum supervision
- Excellent computer skills - Word, Excel and Internet.
- Strong interpersonal and communication skills.
- Attention to detail and ability to organize
- Self-motivated and objective driven

Languages

- Fluency in English and Arabic (oral and written) is required.

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 1*

- 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

Competencies will be assessed during a competency-based interview.

Other

Any offer made to the candidate in relation to this 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 **Monday, 08 August 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 26.07.2022 to 08.08.2022