

Open to Internal and External Candidates

Position Title	: Medical Assistant
Organizational Unit	: Migration Health
Duty Station	: Erbil - Iraq
Classification	: General Service Staff, Grade G5
Type of Appointment	: Special Short Term contract (SST)
Duration of Appointment	: Six (6) months with possibility of extension
Closing Date	: 10 th March, 2022
Reference Code	: SVN2022/IRQ/056

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. Applications from qualified female candidates are especially encouraged as well as the 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 Medical Assistant oversees the Data Processing/registration teams in the Migration Health Assessment Centre (MHAC). These teams provide information, relevant to Health Assessment Programs, Applicant processing and other IOM services to the migrants. the incumbent will be responsible for coordinating the routine administrative functions such as switchboard operations, handling inquiries and providing refugee/immigrant assistance as necessary.

Under the general guidance of the Chief of Mission (CoM) and the overall supervision of the head of MHD and the direct supervision of the Migration Health Officer (MHO) the successful candidate will be responsible for the carrying out the following duties and responsibilities in relation to the Migration Health Assessment Centre (MHAC) in Erbil, IRAQ

Core Functions / Responsibilities:

1. Organize the Medical Assistants Roster and assign various duties in the unit as well as actively participate in day-to-day scheduling;
2. Develop and keep up-to-date MHAC's Standard Operating Procedures (SOP's) and train Medical Assistants in compliance to the MHAC Medical Assistants' SOPs;
3. Assist in analysis of various tools pertaining to migrant flow and satisfaction in MHAC – including active monitoring of scheduling trends.

4. Prepare medical forms, laboratory labels, serology code books, chest x-ray labels and daily scheduling of MHD health assessments.
5. Ensure that reception area is well organized and presentable at all times.
6. Provide accurate information and answers to telephone and/or walk-in queries from applicants regarding their schedules and direct as required.
7. Assist in improving the integrity of customer care work by proposing key fraud prevention measures.
8. Receive all completed medical deferrals/furtherance, x-rays and other documents from MHD, update the reception of the same in the database and forward to the migration health physician for clearance.
9. Oversee the completion of medical forms, DNA packages and other medical documents and ensure they are transmitted to relevant partners, either by electronic means or by courier services. Verify that correct contacts and physical address are used whenever documents are transmitted by courier services and ensure to inform the receiving party of the parcel tracking number electronically.
10. Prepare and submit monthly statistics on Health Assessments performed by MHD.
11. Prepare correspondence to respond to queries in respect to relevant matters of the MHAC. File incoming/outgoing letters, reports, memoranda, emails faxes as well as IOM documents and forms related to IOM medical issues.
12. Data management follow-up including the creation of queries to retrieve information from the database and responding to various follow-up needs.
13. Participate in mobile health assessment missions in the Region to provide IT/Database support.
14. Suggest improvements to strengthen internal control mechanisms; provide inputs for new procedures to complement and/or adapt existing instructions in an effort to achieve streamlining efficiencies.
15. Perform such other duties as may be assigned.

Qualifications;

Education

- University degree in related field from accredited academic institution with 3 years of relevant professional experience
- Completed High School degree from accredited academic institution with 5 years relevant professional experience.

Experience

- Experience in managing a dynamic teams, with a customer service, IT or administrative background;
- Certificate in IT/Data entry is an advantage;
- High computer literacy in Windows and MS Office is mandatory, knowledge of web page design would be an asset;
- In-depth use of MS office applications, data collection and manipulation;
- Knowledge of medical terminology, as well as previous secretarial and archival experience, an added advantage; and,

- Previous working experience with NGOs or international organizations is an added advantage.

Languages

- English, Kurdish and Arabic are required.
- Any other language is an advantage.

Skills

- Demonstrated working experience in data management and analysis and presenting data to form meaningful insights and aid decision making
- Excellent analytical and problem-solving ability. Attentive to details in handling data and reporting
- Good verbal and written communication skills
- Knowledge of medical terminology, or previous work experience in a healthcare setting or organization is an added advantage.
- Advanced Knowledge of IOM medical data processing software, Mimosa and E-medical is an added advantage
- Knowledge of Power BI and other reporting software
- Advanced knowledge Microsoft Office Suite (MS Access, MS Excel and MS PowerPoint)
- Knowledge of any statistical software (STATA, EPI INFO, SPSS, and/or R) is an added advantage

Required Competencies

The incumbent is expected to demonstrate the following values and 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 IN/234 - Policy and Procedures for Preventing and Responding to Sexual Exploitation and Abuse
IOM has a policy of zero tolerance of sexual exploitation and abuse (SEA) by IOM staff members and the employees or any other persons engaged and controlled by IOM Contractors. The staff members and all contract type holders shall protect against and prevent sexual exploitation and abuse (PSEA).

Others

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:

While this vacancy is open to both Internals and Externals, priority shall be given to qualified Internal applicants.

Interested candidates are invited to submit their applications via a link:

<http://iraqkobo.iom.int:8081/x/#ufWtHf80>

For an application to be considered valid, IOM only accepts online profiles duly completed. Only shortlisted candidates will be contacted.

Posting period:

From 24.02.2022 to 10.03.2022