



## Special Vacancy Notice

Título de la Posición : **Project Associate (Case Management)**  
Lugar de Trabajo : **Tegucigalpa, Honduras**  
Clasificación : **Servicios Generales**  
Tipo de Contrato : **One Year Fixed Term (OYFT – G7)**  
Fecha estimada de inicio : **Lo más pronto posible.**  
Fecha de cierre : **15 de Abril, 2024**  
Código de referencia : **VN 007 2024**

*Establecida en 1951, la OIM es una Organización Relacionada de las Naciones Unidas y, como agencia líder de las Naciones Unidas en el campo de la migración, trabaja en estrecha colaboración con socios gubernamentales, intergubernamentales y no gubernamentales. La OIM se dedica a promover la migración humana y ordenada para el beneficio de todos. Lo hace brindando servicios y asesoría a gobiernos y migrantes*

La OIM está comprometida con un entorno diverso e inclusivo. Los candidatos internos y externos son elegibles para postularse a esta vacante. A los efectos de la vacante, los candidatos internos se consideran candidatos primarios

### **Contexto:**

The United States Refugee Admissions Program (USRAP) operates world-wide with a target of providing resettlement opportunities to 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 Mobility Pathways and Inclusion, 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), Resettlement Support Centers (RSCs) provide critical support and processing assistance 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 several RSCs which prepare applications for adjudication by and provide support to visiting US Citizenship and Immigration Services (USCIS) officers, facilitate security and medical screenings, provide information about arriving individuals to resettlement agencies in the US and offer Cultural Orientation (CO) training to individuals departing for the US.

Under the general supervision of the Senior Project Coordinator, Remote Sites, and the direct supervision of the Project Coordinator, Honduras, the Project Associate is

responsible for supervising case management activities, with the following duties and responsibilities:

***Funciones y responsabilidades:***

1. Supervise up to two teams of RSC LA staff members undertaking case management activities in an assigned area or areas, such as file integrity, program access, prescreening, field team, adjudications support, scheduling or pre-departure services, including overseeing staff development processes such as hiring, providing training, assigning duties and giving feedback to staff members on their performance on a regular basis to ensure high quality work and the accurate completion of case management activities.
2. Oversee the efficient and effective management of refugee case files and medical records, including, if assigned, the creation of new case files, the distribution, return and re-filing of case files, the file tracking system, and file scanning and/or travel packet creation. Ensure the file tracking system is utilized according to established guidelines. Liaise with other units to ensure open communication and satisfaction with file integrity services.
3. Oversee refugee interviews, if assigned, ensuring appropriate interview techniques are utilized, refugee applicants are treated with dignity and respect, form fill and casework procedures are followed, data is entered and verified correctly, and that other work performed in relation to files is carried out in accordance with established Standard Operating Procedures (SOPs). As needed, arrange for team members to undertake duty travel. Liaise with other units to ensure open communication and satisfaction in relation to the work performed by team members conducting refugee interviews.
4. Oversee the organization and/or scheduling of refugee appointments, including, as assigned, the creation of ad hoc reports, the creation and updating of schedules, the issuance of notifications and the confirmation of appointments, interpretation services and/or the completion of logistical duties related to circuit rides. Liaise with all units being serviced by scheduling team members to ensure open communication and satisfaction with scheduling activities.
5. In relation to the adjudication of refugee case files, liaise with US Citizenship and Immigration Services (USCIS) team leaders to ensure they are able to carry out their work in a manner consistent with their established schedules and guidelines. Supervise team members providing support to USCIS officers and overseeing daily adjudications activities, the distribution of adjudications work to team members, the delivery of briefings for refugee applicants, interpretation during interviews, data entry, logistical support and notifications to refugees of their results.
6. Ensure START is updated in a timely and effective manner with such content as refugee application data, biographical and other sensitive information such as interview dates, USCIS interview and fingerprint results, medical data and resettlement location preferences, and supervise processes being carried out within and between units, such as program access verification, security checks and assurances.
7. Utilizing reports, oversee regular QC of case files and data in START to ensure the accuracy of all case information, the RSC's compliance with all USRAP and RSC SOPs and that processing pipelines are as short and efficient as possible, with expedited cases progressing as needed. Proactively address backlogs or pipeline issues in coordination with RSC management.
8. Liaise with other teams and units in RSC LA and with external partners such as USCIS, the Refugee Processing Center (RPC), panel physicians, the US Embassy and the United Nations High Commissioner for Refugees (UNHCR). Prepare unit statistics and report regularly to the National / Project Officer or RSC management on relevant activities, problems and solutions related to the workflow and processing pipeline.

9. Train other Case Management team members to efficiently and effectively manage refugee case files, conduct refugee interviews, organize and schedule refugee appointments, update START, conduct quality assurance of files and case data and support the USCIS adjudication, and to supervise case management team members and activities.
10. Undertake duty travel as needed to participate in refugee interview and USCIS adjudication circuit rides, for meetings and for training.
11. Demonstrate a comprehensive understanding of the USRAP, SOPs and START, as well as the ability to remain professional, impartial and unbiased during all interactions with refugee applicants, colleagues and partners. Develop and implement SOPs as needed.
12. Maintain and promote 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.

## ***Experiencia y Calificaciones Requeridas***

### **Educación**

- Bachelor's degree with five years of relevant professional experience; or
- Secondary education with seven years of relevant professional experience.

### **Experiencia**

- Demonstrated proficiency with START is essential;
- Experience in USRAP, particularly in RSC processing activities, is preferred;
- Knowledge of USRAP program implementation and familiarity with IOM's administrative, financial and business rules and practices is desirable;

### **Idiomas**

External applicants for all positions in the Professional category are required to be proficient in English and have at least a working knowledge of one additional UN Language (Arabic, Chinese, French, Russian, or Spanish).

For all applicants, fluency in English is required (oral and written).

### ***Competencias Requeridas:***

#### **VALUES - All IOM staff members must abide by and demonstrate these five values:**

**Inclusion and respect for diversity:** Respects and promotes individual and cultural differences. Encourages diversity and inclusion.

**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.

Courage: Demonstrates willingness to take a stand on issues of importance.  
Empathy: Shows compassion for others, makes people feel safe, respected and fairly treated.

## **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 actions and delegated work.

Communication: Encourages and contributes to clear and open communication. Explains complex matters in an informative, inspiring and motivational way.

### ***Importante:***

Esta vacante está abierta a candidatos internos y externos.

Cualquier oferta que se haga al candidato en relación con este anuncio de vacante está sujeta a la confirmación de la financiación.

El nombramiento estará sujeto a la certificación de que el candidato es médicamente apto para trabajar, cuenta con cualquier requisito de residencia o visa y las autorizaciones de seguridad.

### ***HOW TO APPLY:***

***Interested internal candidates are invited to submit their applications by completing and sending a letter of interest and a CV to the following e-mail address: recursoshumanoshonduras@iom.int by April 15th, 2024 at the latest, referring to this advertisement. Personal History Form optional.***

***External Candidates that comply with the role will need to send the Resume and a letter of interest to recursoshumanoshonduras@iom.int by April 15th, 2024 at the latest, referring to this advertisement.***

### ***IMPORTANT:***

***The motivation/cover letter should be a maximum of 1 page long and in English. It should state the position you are applying for (VN 007 2024) .***

***The CV should be a maximum of 2 pages long and in English.***

***KEEP IN MIND:***

***Only the applications that comply with the required role will be taken into consideration.***

***Those applications received after the due date or the ones that don't include the name of the position (VN 007 2024) as the subject, will not be considered.***

***This vacancy is open for local staff with legal permit to work in the Country.***

***Tiempo de publicación:***

***Del 02.04.2024 al 15.04.2024***