

## Vacancy Notice

Position title : **Project Assistant, Case Management (File Integrity and Scheduling)**  
Duty Station : **Tegucigalpa, Honduras**  
Classification : **General Services**  
Type of Appointment : **G4, One Year Fixed Term**  
Estimated Start Date : **As soon as possible.**  
Closing Date : **April 3rd, 2024**  
Reference Code : **VN 002 2024**

*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 environment. Applications from qualified female candidates are especially encouraged. For the purpose of the vacancy, the following candidates are considered as first-tier candidates:

1. Internal candidates

2. Qualified applicants from the following NMS countries:

*Algeria, Angola, Antigua and Barbuda, Bahamas, Belize, Benin, Burundi, Cambodia, Cape Verde, Cameroon, Central African Republic, Czech Republic, Comoros, Djibouti, El Salvador, Gabon, Gambia, Guyana, Holy See, Iceland, Israel, Lesotho, Libya, Luxembourg, Madagascar, Maldives, Malta, Marshall Islands, Montenegro, Micronesia, Mongolia, Namibia, Nauru, Papua New Guinea, Paraguay, Republic of Congo, Saint Vincent and the Grenadines, Samoa, Seychelles, Somalia, Suriname, Swaziland, Tanzania, Timor Leste, Togo, Trinidad and Tobago, Vanuatu, Venezuela, Vietnam, Yemen*

3. External female candidates.

### **Organizational Context and Scope:**

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 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.

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 overall supervision of the Project Coordinator and direct supervision of the Project Associate, Case Management, the successful candidate will be based in Tegucigalpa, Honduras and will have 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, prescreening, 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 formfill 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 Project Focal Point, 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 Project Focal Point 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**

- Completed secondary education required.

### **Experience**

- Four years of working experience with secondary education.
- Two years of working experience with Bachelor's degree

### **Skills**

- Excellent computer skills - Word, Excel and Internet
- Strong interpersonal and communication skills
- Attention to detail and ability to organize
- Delivers on set objectives in hardship situations

### **Languages**

#### **REQUIRED**

- 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 and Spanish is required (oral and written).

## ***Required Competencies***

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

#### 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](mailto:recursoshumanoshonduras@iom.int) by **April 3rd, 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](mailto:recursoshumanoshonduras@iom.int) by **April 3rd, 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 002 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 002 2024) as the subject, will not be considered.**
- **This vacancy is open for local staff with legal permit to work in the Country.**

#### ***Posting Period:***

Extension from 21.03.2024 to 03.04.2024