



Vacancy Notice 2024-08

Open to Internal and External Candidates

Position Title: **Project Assistant, Case Management, Pre-screening**
Duty Station: **Shengjin, Albania**
Classification: **General Service Staff, Grade 5**
Type of Appointment: **One Year Fixed Term graded, 1 (one) year with possibility of extension.**
Estimated Start date: **15 March 2024**
Closing Date: **29 February 2024**

Established in 1951, the International Organization for Migration (IOM), the UN Migration Agency, 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 work environment. Read more about diversity and inclusion at IOM at www.iom.int/diversity.

IOM is committed to a diverse and inclusive environment. Applications from qualified female candidates are especially encouraged. For the purpose of the vacancy, internal candidates are considered as first-tier candidates.

Context:

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 assistance 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 IOM Head of Office in Albania and general supervision of the Project Coordinator (Albania) and direct supervision of Project Associate, the successful candidate will be based in Shengjin, Albania and will have the following duties and responsibilities:

Responsibilities and Accountabilities:

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 assistance, 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 START 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 START 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 START 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 START 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 Eurasia 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 START, 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 START, 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:

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

Experience:

- Excellent computer skills - MS Office (Word, Excel), database, and Internet are required.
- Experience in administrative work.
- Experience in clerical support and analytical tasks.

Skills:

- Strong interpersonal and communication skills
- Ability to work under pressure with minimum supervision is required.
- Attention to detail and the ability to organize is required.

Languages:

Fluency in English and Albanian (oral and written) is required.
Working knowledge of Dari and/or Pashto would be an 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 five values:

- Inclusion and respect for diversity: Respects and promotes individual and cultural differences. Encourages diversity and inclusion.
- Integrity and transparency: Maintain 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 action and delegated work.
- Communication: Encourages and contributes to clear and open communication; explains complex matters in an informative, inspiring and motivational way.

Other:

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.

How to apply:

Interested candidates are invited to submit the following (all in English language) indicating the **Vacancy Notice Number (2024-08)** with a subject line “**Project Assistant (Case Management – Pre-screening)**” to: HumanResourcesTirana@iom.int.

- CV or Personal History Form (PHF) [download here](#)
- Cover Letter with the details of competences (including previous similar experience, if any)
- [Reference and additional information form](#) signed in each page including three professional referees and their contacts (both email and telephone) potentially previous supervisors, as well as confirming that you agree on our check for references to the referees and the requested additional information.

Internal candidates with the required qualifications are invited to submit the internal application form in English at the above e-mail address.

To download Personal History Form please refer to: <https://albania.iom.int>

In order for an application to be considered valid, IOM only accepts applications duly completed.

Only shortlisted candidates will be contacted.

Posting period: 15 February 2024 to 29 February 2024