



International Organization for Migration (IOM)

The UN Migration Agency

VACANCY NOTICE VN-2024-089GT

Open to internal and external candidates

Position Title : **Project Assistant, Case Management**
Duty Station : **GUATEMALA CITY, GUATEMALA**
Classification : **General Service Staff, Grade G-5, (1 position)**
Type of Appointment : **One Year Fixed Term**
Estimated Start Date : **As soon as possible**
Closing Date : **May 17, 2024**
Reference Code : **VN-2024-089GT**

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 **internal candidates** are considered as First-Tier 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 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 OVERALL SUPERVISOR and direct supervision of the DIRECT SUPERVISOR, the successful candidate will be based in Guatemala City, Guatemala and will have the following duties and responsibilities:

Core Functions / Responsibilities:

- 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 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.
- 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.
- Undertake refugee formfill and casework interviews for the purposes of recording case histories and biographical information, including, if assigned, correctly entering data into the Refugee Admissions Program System (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).
- 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.
- 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.
- 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.
- 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.
- In coordination with supervisors, liaise as needed with other teams and units in RSC ACRONYM and other RSCs. Provide regular reports on the work being accomplished within the team to supervisors and team members.
- 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.
- Undertake duty travel as needed to participate in refugee interview and USCIS adjudication circuit rides.

- 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.
- 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.
- Perform such other duties as may be assigned.

Required Qualifications and Experience

Education and Experience

- Completed secondary education required.
- Five years of working experience with secondary education.
- Three years of working experience with Bachelor's degree.
- Thorough knowledge of English.
- Ability to use own initiative and work under pressure with minimum supervision.

Skills

- 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

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

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: 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

- 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.

MANAGERIAL COMPETENCIES - Behavioural indicators

- Leadership: Provides a clear sense of direction, leads by example and demonstrates the ability to carry out the Organization's vision. Assists others to realize and develop their leadership and professional potential.
- Empowering others: Creates an enabling environment where staff can contribute their best and develop their potential.
- Building Trust: Promotes shared values and creates an atmosphere of trust and honesty.
- Strategic thinking and vision: Works strategically to realize the Organization's goals and communicates a clear strategic direction.
- Humility: Leads with humility and shows openness to acknowledging own shortcomings.

How to apply:

Internal and External Candidates:

To apply for this position please send the following documents in one email to the following address: recruitment-gt@iom.int

1. External candidates: Curriculum vitae (only PDF format accepted)
2. Internal Candidates: Personal History Form (PHF) generado desde PRISM Applets
3. Internal and External Candidates: Motivation letter (only PDF format accepted).
4. Internal candidates MUST submit the application from their institutional email.
5. Email title MUST contain only the position reference code: **VN-2024-089GT**
6. The attachment must not be larger than 2MB.

Only shortlisted candidates will be contacted.

Deadline to apply for this vacancy is **May 17, 2024, at 18:00 hrs.**

Important notes:

- Only applications that comply with the required profile Will be considered.
- Applications received after the deadline will not be considered.
- This vacancy is only opened to Guatemalan citizens or foreign citizens who are legally authorized to work in the country.
- Failure to comply with the instructions in this publication will immediately disqualify the application.

- Only shortlisted candidates will be contacted.

More information about the UN salary scale: [UN - Salary Scale](#)

Posting period: From 10.05.2024 to 17.05.2024