

Vacancy Notice

Position title : **Medical Assistant**
Duty Station : **Tegucigalpa, Honduras**
Classification : **General Services**
Type of Appointment : **G5, One Year Fixed Term**
Estimated Start Date : **As soon as possible.**
Closing Date : **May 9th, 2024**
Reference Code : **VN 008 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 IOM, created in 1951, is the main Intergovernmental Organization in the field of Migration and works closely with governmental, intergovernmental and non-governmental partners. IOM's job is to ensure an orderly and humane management of migration; promote international cooperation on migration issues; help find practical solutions to migration problems; and offer humanitarian assistance to migrants who need it, whether they are refugees, displaced or uprooted people.

IOM is committed to promoting a diverse and inclusive environment. The candidacy of women is strongly encouraged.

Under the overall supervision of the Chief of Mission (CoM) and the direct supervision of the Migration Health Physician the successful candidate will be responsible for the carrying out the following duties and responsibilities in relation to the Migration Health Unit (MHU) in Honduras.

Core Functions / Responsibilities::

Call Centre overall duties:

1. Provide migrants' information regarding health assessments by phone.
2. Register the migrants in the IOM database, schedule and confirm medical appointments and receive and communicate messages for medical staff and beneficiaries.
3. Prepare master lists of migrants scheduled for health assessment processing and submit them to respective service providers / relevant persons as required.
4. Maintain daily statistics related to health assessments and update the records; and,
5. Contribute to customer satisfaction evaluation management.

Reception and Data Entry overall duties:

6. Perform all the necessary data processing activities of the Migration Health Unit (MHU), such as:
 - a) receiving and explaining the registration process to applicants.
 - b) checking applicant's identity.
 - c) entering biodata of the applicants in the appropriate platform.
 - d) taking photos using webcam and loading the image to the appropriate platform; and,
 - e) printing of medical forms, consent forms and other necessary documents.
7. Receive all completed medical examination forms, x-rays and other documents from Country Offices or Panel Physicians while updating the reception of the same in the database and forward for quality check before clearance, if applicable.
8. Receive and review invoices from non-IOM Panel Physicians to validate services provided in accordance to the Standard Operating Procedure for this.
9. Prepare, sort and package medical files and other documents during mobile migration health assessment missions where such mobile units are available.
10. Transmit completed medical forms, DNA packages and other medical documents either by electronic means or by courier services to the various partners. Ensure 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;
11. File incoming/outgoing letters, reports, memoranda, emails faxes as well as IOM documents and forms related to IOM medical issues.

12. Check, print and make photocopy of bank deposit slips (or other proof of payment). Regularly submit these photocopies to the Administrative/Finance Assistant; and,
13. Perform such other duties as may be assigned.

Required Qualifications and Experience

Education

- University Degree with at least two years of relevant working experience.
- OR
- Secondary School Diploma with at least four years of relevant working experience.
 - Certificate in IT/Data entry is an advantage.

Experience

- Experience in computer data entry, elaboration and analysis or in a call centre in a busy institution, preferably a medical one.
- Typing speed of at least 60 words per minute.
- Knowledge of data management principles.
- Knowledge of customer care.
- High computer literacy in Windows and MS Office is mandatory, knowledge of web page design would be an asset.
- 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.

Skills

- At least an intermediate level of MS office skills;
- Leadership skills (desirable);
- Analytical skills;
- Excellent communication skills;
- Fast and accurate typing.

Languages

REQUIRED

For this position, 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, a CV and internal application form to the following e-mail address: recursoshumanoshonduras@iom.int by **May 9th, 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 **May 9th, 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 008 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 008 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 26.04.2024 to 09.05.2024