



International Organization for Migration (IOM)
The UN Migration Agency

Vacancy Notice

SVN2023_057

Open to internal and external candidates

Position Title : **Case Management Support**
Duty Station : **Port-au-Prince**
Classification : **Employee, Grade Equiv. G2**
Type of Appointment : **Special Short-Term Contract, 6 months with possibility of extension**
Estimated Start Date : **ASAP**

Closing Date : **August 30th, 2023**

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.

Responsibilities:

Under the direct supervision of the VAC Coordinator (Migration Management) and the Team Leader (CAVB), the incumbent will be responsible to provide excellent level of migrant service by performing case management support.

In particular, he/she will:

1. Contact beneficiaries and update on application status once received from the Embassy and assist with the on-site delivery of same.
2. File all CAVB documents, in a well-organized filing system.
3. Facilitate delivery/pick up of documents at the Embassy if needed.

4. Provide access to applicants coming to the CAVB using the appointment list and provide access authorization upon need.
5. Any other duties as may be assigned by the CAVB Team Leader and the VAC Coordinator.

Required Qualifications and Experience:

Education

1. The incumbent should be minimum a High school graduate with at least one-year work experience in providing administrative support.
2. Demonstrated ability to maintain accuracy and confidentiality in the performing responsibilities.
3. Ability to work effectively and harmoniously with colleagues from varied cultures and professional backgrounds.
4. Personal commitment, efficiency, flexibility, drive for results; capacity to work effectively and harmoniously within a team of colleagues from varied cultures and professional backgrounds.

Experience

Position specific experience, for example:

- *Experience in filing system*
- *Experience in the usage of office software packages (MS Word, Excel, etc...)*

Languages:

Fluency in French and Creole Haitian, working knowledge of English and eventually Portuguese are an advantage.

Required 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.

Core Competencies

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, accreditation, any residency or visa requirements, and security clearances.

Subject to certain exemptions, vaccination against COVID-19 will in principle be required for individuals hired on or after 15 November 2021. This will be verified as part of the medical clearance process.

How to apply:

Interested candidates are invited to submit their applications via e-mail to smhtirecruitment@iom.int referring to this advertisement in the subject: "SVN2023_057_ Applicant name". Application must contain a CV and a cover letter in a unique file.

Only shortlisted candidates will be contacted.

Posting period:

From 22.08.2023 to 30.08.2023