



International Organization for Migration (IOM)
The UN Migration Agency

SVN-2023-039

Position Title : **Medical Assistant – Unit MHD (2 positions)**

Duty Station : **San Jose, Costa Rica**

Classification : **G-5**

Type of Appointment : **Special Short Term, 6 months**

Estimated Start Date : **As soon as possible**

Closing Date : **February 22nd, 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.

The International Organization for Migration (IOM) does not discriminate on the basis of disability, age, gender identity and expression, sexual orientation, nationality, racial identity, religious beliefs, among others. IOM is committed to a diverse and inclusive environment and therefore its staff come from a wide range of socio-economic backgrounds and world perspectives. Candidates from women, people of African descent and LGBTIQ+ people who are qualified and meet the requirements of each vacancy are especially encouraged.

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

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

Core Functions / Responsibilities:

The Medical Assistant provides information, relevant to Health Assessment Programs, Applicant processing and other IOM services to the migrants.

He/she may be assigned to one of two potential subunits within the Migration Health Unit (MHU): the reception and data processing unit or the call centre. The incumbent will need to be capable of flexibility when assigned different tasks. Below is a description of the possible tasks, which are more detailed in the duty lists and standard operating procedures (SOPS).

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. Prepare, sort and package medical files and other documents during mobile migration health assessment missions where such mobile units are available.
9. 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;
10. File incoming/outgoing letters, reports, memoranda, emails faxes as well as IOM documents and forms related to IOM medical issues.

11. Check, print and make photocopy of bank deposit slips (or other proof of payment). Regularly submit these photocopies to the Administrative/Finance Assistant; and,
12. 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

Fluency in English and Spanish (oral and written) is required.

Salary

993,000.00 colones

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.

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.

How to apply:

The candidate should send his/her application **through the following Microsoft Form:** <https://forms.office.com/e/b3qKdNsg31>.

The form will request vacancy code, position title, duty station, grade, and unit. Please complete as it follows:

- **Vacancy Code: SVN-2023-039**
- **Position Title: Medical Assistant**
- **Duty Station: San Jose, Costa Rica**
- **Grade: G5**
- **Unit: MHD**

Candidates must submit their offer by **February 22nd, 2024**. No applications will be considered after this date.

Any application not presented using the Microsoft Form, will not be taken into consideration.

In case of receiving applications from foreigners living in Costa Rica, they must have a valid work permit.

Only short-listed candidates will be contacted.

You can check the Post Description on <https://costarica.iom.int/es/vacantes>.