



International Organization for Migration (IOM)  
The UN Migration Agency

## SVN-2023-070

Position Title : **Senior Project Assistant, Case Management, File Integrity, and Scheduling – Unit RSC (1 Position)**

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

Classification : **G-6**

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

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

Closing Date : **December 15<sup>th</sup>, 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, 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 United States Refugee Admissions Program (USRAP) operates world-wide with a target of providing resettlement opportunities to 85,000 or more refugees each year. IOM provides a range of services 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. Some 1200 multi-disciplinary staff members work in support of the USRAP which has an annual budget in the range of USD 200 million. 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.

### ***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 Project Coordinator, Costa Rica and direct supervision of the Project Officer, Case Management, the successful candidate will be based in San Jose, Costa Rica and will have the following duties and responsibilities:

### ***Core Functions / Responsibilities:***

1. Oversee a team of RSC Latin America staff members undertaking 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, including supporting staff development processes such as hiring, providing training, assigning duties and giving feedback to staff members on their performance on a regular basis to ensure high quality work and the accurate completion of case management activities.

2. Oversee the efficient and effective management of refugee case files and medical records, including, if assigned, the creation of new case files, the timely and accurate distribution, return and re-filing of case files, 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. Oversee refugee interviews, if assigned, ensuring team members use appropriate interview techniques, treat refugee applicants with dignity and respect, follow up-to-date formfill and casework procedures, correctly enter data into the Refugee Admissions Program System (START) and other databases, accurately verify information previously entered into files such as biographic and family information, scan, photocopy, attach, file and translate documents as needed, and photograph applicants in accordance with established Standard Operating Procedures (SOPs).
4. Organize and schedule refugee appointments, including, if assigned, creating and running ad hoc reports, creating schedules in START or another database, entering schedule data, updating schedules, overseeing the issuance of notifications and the confirmation of appointments, ensuring applicants are notified of their appointments in an effective, respectful and timely manner, facilitating interpretation assistance and maintaining a related database, and assisting with circuit ride logistics as needed.
5. In relation to the adjudication of refugee case files, provide support to USCIS officers and oversee daily adjudications activities, the distribution of adjudications work to team members, the delivery of briefings for refugee applicants, interpretation during interviews, data entry, logistical support and notifications to refugees of their results.
6. Through oversight and quality check (QC) measures, ensure START is updated as needed with refugee application data, biographical and other sensitive information such as USCIS interview dates, interview and fingerprint results, medical data and resettlement location preferences, and oversee processes such as program access verification, security checks or assurances as required.
7. Utilizing reports, oversee and conduct regular QC of case files and data in START to ensure the accuracy of all case information, the RSC's compliance with all USRAP and RSC SOPs and that processing pipelines are as short and efficient as possible, with expedited cases progressing as needed.
8. In coordination with the Project Coordinator, liaise as needed with other teams and units in RSC Latin America and with external partners such as USCIS, the Refugee Processing Center (RPC), panel physicians, the US Embassy and the United Nations High Commissioner for Refugees (UNHCR). Prepare team statistics and report regularly to the Project Coordinator, National / Project Officer or RSC management on relevant activities, problems and solutions related to the workflow and processing pipeline.

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, and to oversee case management teams and activities.
10. Undertake duty travel as needed to participate in refugee interview and USCIS adjudication circuit rides, for meetings and for training.
11. Demonstrate a comprehensive understanding of the USRAP, SOPs and START, as well as the ability to remain professional, impartial and unbiased during all interactions with refugee applicants, colleagues and partners. Support the development and implementation of SOPs as needed.
12. Maintain and ensure 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 and Experience**

- Completed secondary education required
- Six years of working experience with secondary education; four 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 is 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.

**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 2

- 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 – Choose a level.

**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:**

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-2023-070**
- **Position Title: Senior Project Assistant, Case Management, File Integrity, and Scheduling**
- **Duty Station: San Jose, Costa Rica**
- **Grade: G6**
- **Unit: RSC**

Candidates must submit their offer by **December 15th, 2023**. 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>.