



International Organization for Migration (IOM)
The UN Migration Agency

POST DESCRIPTION

I. POSITION INFORMATION	
Position title	Project Assistant, Case Management, Pipeline Management
Position grade	G5
Duty station	San Jose, Costa Rica
Position number	TBC
Job family	Operations
Organizational unit	US Refugee Admissions Program, RSC
Is this a Regional, HQ, MAC, PAC, Liaison Office, or Country Office based position?	Country Office
Position rated on	2016
Reports directly to	Project Associate, Case Management, RCS Costa Rica
Number of Direct Reports	0
II. ORGANIZATIONAL CONTEXT AND SCOPE	
<p>The United States Refugee Admissions Program (USRAP) operates world-wide with a target of providing resettlement opportunities to tens of thousands of individuals 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. 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.</p> <p>Context:</p> <p>Under the United States Refugee Admissions Program (USRAP), the Resettlement Support Center (RSC) provides critical support and processing services 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 the RSC for Latin America (LA). RSC LA prepares applications for adjudication by and provides support to visiting US Citizenship and Immigration Services (USCIS) officers, facilitates security and medical screenings, provides information about arriving individuals to resettlement agencies in the US and offers Cultural Orientation (CO) training to individuals departing for the US.</p> <p>Under the general supervision of the Project Coordinator, RSC Costa Rica and the direct supervision of the Project Associate, Case Management, RCS Costa Rica, the successful candidate will be based in San Jose, Costa Rica and will have the following duties and responsibilities:</p>	
III. RESPONSIBILITIES AND ACCOUNTABILITIES	

1. Undertake case management activities in an assigned area or areas, such as file integrity, program access, pre-screening, field team, adjudications support, scheduling or pre-departure services, and, as required, guide and monitor teams of Project Clerks and Project Assistants in organizing and completing case management activities in an assigned area.
2. 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.
3. Undertake refugee data collection and casework interviews for the purposes of recording case histories and biographical information, including, if assigned, correctly entering data into the START database, 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).
4. 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.
5. 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.
6. 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.
7. 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.
8. In coordination with supervisors, liaise as needed with other teams and units in RSC Costa Rica and other RSCs. Provide regular reports on the work being accomplished within the team to supervisors and team members.
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.
10. Undertake duty travel as needed to participate in refugee interview and USCIS adjudication circuit rides.
11. 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.
12. 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.
13. Perform such other duties as may be assigned.

IV. REQUIRED QUALIFICATIONS AND EXPERIENCE	
EDUCATION	
<ul style="list-style-type: none"> University degree in Social Science, International Relations, Regional Studies, or a related field from an accredited academic institution with three years of relevant professional experience. <p>OR</p> <ul style="list-style-type: none"> High school degree with five years of relevant professional experience. 	
EXPERIENCE	
<ul style="list-style-type: none"> Ability to use own initiative and work under pressure. Excellent computer skills - Word, Excel and Internet. Delivers on set objectives in hardship situations 	
SKILLS	
<ul style="list-style-type: none"> Ability to use own initiative and work under pressure with minimum supervision Strong interpersonal and communication skills, team player. Deliver on set objectives in hardship situations Self-motivated and objective driven Strong organizational skills to be able to work in a diverse, operational environment and ability to prioritize. Experience working with international cooperation and humanitarian organizations is an advantage Attention to detail and ability to organize 	
V. LANGUAGES	
Required (Specify the required knowledge)	Desirable
Fluency in English and Spanish (oral and written):	
VI. COMPETENCIES ¹	
<p>The incumbent is expected to demonstrate the following values and competencies:</p> <p>Values - all IOM staff members must abide by and demonstrate these three values:</p> <ul style="list-style-type: none"> <u>Inclusion and respect for diversity</u> respects and promotes individual and cultural differences; encourages diversity and inclusion wherever possible. <u>Integrity and transparency</u>: maintain high ethical standards and acts in a manner consistent with organizational principles/rules and standards of conduct. <u>Professionalism</u>: demonstrates ability to work in a composed, competent and committed manner and exercises careful judgment in meeting day-to-day challenges. <p>Core Competencies – behavioural indicators <i>level 2</i></p>	

¹ Competencies and respective levels should be drawn from the Competency Framework of the Organization.

<ul style="list-style-type: none"> • <u>Teamwork</u>: develops and promotes effective collaboration within and across units to achieve shared goals and optimize results. • <u>Delivering results</u> produce and delivers quality results in a service-oriented and timely manner; is action oriented and committed to achieving agreed outcomes. • <u>Managing and sharing knowledge</u> continuously seeks to learn, share knowledge, and innovate. • <u>Accountability</u>: takes ownership for achieving the Organization’s priorities and assumes responsibility for own action and delegated work. • <u>Communication</u>: encourages and contributes to clear and open communication; explains complex matters in an informative, inspiring, and motivational way. 	
SIGNATURES:	
1 ST LEVEL SUPERVISOR	DATE
2 ND LEVEL SUPERVISOR	DATE

Submission of application:

The candidate should send his/her application through the following email cosan josevacancies2@iom.int , using as Subject “SVN 2022-054 Project Assistant, Case Management, Pipeline Management”.

The application must include:

- Curriculum in English.
- Letter of interest in English.
- In case of receiving applications from foreigners living in Costa Rica, they must submit their work permit.

Candidates must submit their offer by December 8, 2022. No applications will be considered after this date. Shortlisted candidates will be invited to an interview.