



International Organization for Migration (IOM)
The UN Migration Agency

POST DESCRIPTION

I. POSITION INFORMATION	
Position title	Project Associate, Case Management
Position grade	G7
Duty station	San José, 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	2018
Reports directly to	Project Coordinator, RSC Costa Rica
Number of Direct Reports	Up to 7
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 Senior Project Coordinator, Remote Sites and the direct supervision of the Project Coordinator, RSC 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. Supervise up to two teams of RSC Costa Rica staff members undertaking 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, including overseeing 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 distribution, return and re-filing of case files, the file tracking system, and file scanning and/or travel packet creation. Ensure the file tracking system is utilized according to established guidelines. Liaise with other units to ensure open communication and satisfaction with file integrity services.
3. Oversee refugee interviews, if assigned, ensuring appropriate interview techniques are utilized, refugee applicants are treated with dignity and respect, form fill and casework procedures are followed, data is entered and verified correctly, and that other work performed in relation to files is carried out in accordance with established Standard Operating Procedures (SOPs). As needed, arrange for team members to undertake duty travel. Liaise with other units to ensure open communication and satisfaction in relation to the work performed by team members conducting refugee interviews.
4. Oversee the organization and/or scheduling of refugee appointments, including, as assigned, the creation of ad hoc reports, the creation and updating of schedules, the issuance of notifications and the confirmation of appointments, interpretation services and/or the completion of logistical duties related to circuit rides. Liaise with all units being serviced by scheduling team members to ensure open communication and satisfaction with scheduling activities.
5. In relation to the adjudication of refugee case files, liaise with US Citizenship and Immigration Services (USCIS) team leaders to ensure they are able to carry out their work in a manner consistent with their established schedules and guidelines. Supervise team members providing support to USCIS officers and overseeing daily adjudications activities, the distribution of adjudications works 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. Ensure START is updated in a timely and effective manner with such content as refugee application data, biographical and other sensitive information such as interview dates, USCIS interview and fingerprint results, medical data and resettlement location preferences, and supervise processes being carried out within and between units, such as program access verification, security checks and assurances.
7. Utilizing reports, oversee 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. Proactively address backlogs or pipeline issues in coordination with RSC management.
8. Liaise with other teams and units in RSC Costa Rica 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 unit statistics and report regularly to the 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 to efficiently and effectively manage refugee case files, conduct refugee interviews, organize and schedule refugee appointments, update START, conduct quality assurance of files and case data and support the USCIS adjudication, and to supervise case management team members and activities.

<p>10. Undertake duty travel as needed to participate in refugee interview and USCIS adjudication circuit rides, for meetings and for training.</p> <p>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. Develop and implement SOPs as needed.</p> <p>12. Maintain and promote 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.</p> <p>13. Perform such other duties as may be assigned.</p>	
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 five years of relevant professional experience. <p>OR</p> <ul style="list-style-type: none"> High school degree with seven years of relevant professional experience. 	
EXPERIENCE	
<ul style="list-style-type: none"> Experience in the usage of office software packages (MS Word, Excel, etc.) and internet. Ability to use own initiative and work under pressure with minimum supervision 	
SKILLS	
<ul style="list-style-type: none"> Thorough knowledge of English Ability to use own initiative and work under pressure with minimum supervision Excellent computer skills - Word, Excel, and Internet Strong interpersonal and communication skills Attention to detail and ability to organize Self-motivated and objective driven 	
V. LANGUAGES	
Required <i>(Specify the required knowledge)</i>	Desirable
Fluency in English and Spanish (oral and written):	
VI. COMPETENCIES¹	
The incumbent is expected to demonstrate the following values and competencies:	

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

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 2*

- Teamwork: develops and promotes effective collaboration within and across units to achieve shared goals and optimize results.
- Delivering results produce 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.

SIGNATURES:

1ST LEVEL SUPERVISOR

DATE

2ND 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 2022-003** Project Associate, Case 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 March 31, 2022. No applications will be considered after this date. Shortlisted candidates will be invited to an interview.