



International Organization for Migration (IOM)
The UN Migration Agency

POST DESCRIPTION

I. POSITION INFORMATION	
Position title	Senior Project Assistant (Integration Case Management)
Position grade	G-6
Duty station	Paramaribo - Suriname
Position number	For create
Job family	
Organizational unit	8 digit number, for example: 10011627
Is this a Regional, HQ, MAC, PAC, Liaison Office or Country Office based position?	Country Office
Position rated on	28 Feb 2023
Reports directly to	20084551
Number of Direct Reports	2-4
II. ORGANIZATIONAL CONTEXT AND SCOPE	
<p><i>Since the inception of IOM in 1951, Movement Operations have been and continue to be a fundamental pillar of the Organization's work. The organized movement of persons in need of international migration assistance is a primary mandate of the Organization and a cornerstone of IOM's operations. This mandate has resulted in the international transport of more than 15 million migrants and refugees worldwide.</i></p> <p><i>Early 2023, the governments of the United States of America (USG) and of Suriname (GoS) reached an agreement on the movement of Afghan evacuees currently hosted in transit in Camp Bondsteel, Kosovo (hereafter "migrants") to Suriname. The agreement outlined that people determined ineligible to travel onward to the US may voluntarily apply to relocate and live in Suriname. IOM has been requested to support by providing protection and assistance to these migrants throughout this process, particularly in the provision of access to regular pathways for admission into Suriname, pre-departure orientation, movement assistance, temporary accommodation, access to basic services and through initial integration in Suriname society.</i></p> <p><i>Context:</i></p> <p><i>Under the general supervision of the IOM Head of Office / Team Leader in Suriname and the direct supervision of the IOM Program Manager for the VHALI program in Suriname and the Senior Project Assistant/ Case Manager, the Migration Partnership Management Officer is responsible for undertaking movement operations activities in the field, with the following duties and responsibilities: Under the overall supervision of the Regional Coordinator and Chief of Mission (CoM) in Barbados the general supervision of the IOM Head of Office and Team Leader in Suriname and direct supervision of the of the IOM Program Manager for the VHALI program in Suriname; and, in collaboration with relevant units at Headquarters and</i></p>	

the Administrative Centres, the successful candidate will be responsible and accountable for undertaking movement operations activities in the field.

III. RESPONSIBILITIES AND ACCOUNTABILITIES

1. Oversee the efficient and effective management of client case files and medical records, including, the creation of new case files, the distribution, return and re-filing of case files, the file tracking system, file scanning and archiving accordingly.
2. Oversee client interviews, if assigned, ensuring appropriate interview techniques are utilized, clients 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 team members to ensure open communication and satisfaction in relation to the work performed by team members conducting refugee interviews.
3. Oversee the organization and/or scheduling of client 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, facilitation of interpretation services and/or the completion of logistical duties related to circuit rides. Liaise with all team members being serviced by scheduling team members to ensure open communication and satisfaction with scheduling activities.
4. In relation to the adjudication of client case files, liaise with the 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 that provide project case-management support and oversee daily adjudication activities, the distribution of adjudications works to team members, the delivery of briefings for clients, interpretation during interviews, data entry, logistical support and notifications to clients of their results.
5. Ensure team leaders are updated in a timely and effective manner with such content as client applications, biographical and other sensitive information such as interview dates, interviews with migration services, medical data and resettlement location preferences. As well as the supervision of processes being carried out within and between team members and external partners, such as security checks and assurances.
6. Overseeing the management of individual case files and relevant data to ensure the accuracy of all case information and in compliance with IOM guidelines.
7. Undertake duty travel as needed to participate in refugee interview and adjudication of circuit rides, for meetings and for training.
8. Demonstrate an adequate ability to draft individual case management plans, while remaining a professional, impartial and unbiased position during all interactions with refugee applicants, colleagues and partners.

<p>9. Maintain and promote the confidentiality and integrity of all client-related information by implementing control procedures in line with IOM standards of conduct and data protection rules. Alert the team leaders of any non-compliance to SOPs or codes of conduct by team members and partners.</p> <p>10. Perform such other duties as may be assigned.</p>	
IV. REQUIRED QUALIFICATIONS AND EXPERIENCE	
EDUCATION	
<ul style="list-style-type: none"> • High School diploma with six years of relevant experience; or, • Bachelor's degree in Psychology, Social studies, Administration or related with 3 years of relevant professional experience 	
EXPERIENCE	
<ul style="list-style-type: none"> • Prior experience working in social/ welfare work is an advantage. • Prior Movement Operations, transportation-related and/or management experience a strong advantage. • Experience communicating with government representatives is an advantage. 	
SKILLS	
<ol style="list-style-type: none"> • Ability to use own initiative and work under pressure with minimum supervision. • Excellent computer skills, including in Microsoft Office tools (i.e. Word and Excel) and Internet; IT skills are a distinct advantage. • Excellent data analysis, visualization and presentation skills. • Strong interpersonal and communication skills. <ul style="list-style-type: none"> • Self-motivated and objective driven. 	
V. LANGUAGES	
Required <i>(specify the required knowledge)</i>	Desirable
Language required for the position, for example: Thorough knowledge of English and Dutch	Desirable languages: Working knowledge of Sranan Tongo/ Dari/ Pashtun an advantage.
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: 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.

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.

If direct reports (10th row above) for SES is greater than zero, then the managerial competencies below are inserted.

Managerial Competencies – behavioural indicators *level 2*

- 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 potential.
- Empowering others & building trust: creates an atmosphere of trust and an enabling environment where staff can contribute their best and develop their potential.
- Strategic thinking and vision: works strategically to realize the Organization's goals and communicates a clear strategic direction.

SIGNATURES:

1ST LEVEL SUPERVISOR

DATE

2ND LEVEL SUPERVISOR

DATE

How to apply?

Please adhere to the guidelines below:

1. Resume and Cover letter/ Motivational Letter should be submitted via email no later than 05 April 2023, to JWEGDAM@iom.int and jarion@iom.int in CC, clearly indicate the name of the position in the subject line.
2. Take time to read about IOM, our values, our work, and our culture before sending your application.
3. Applications after the deadline will not be considered.
4. Hand-delivered applications will not be given special consideration over the ones sent electronically.
5. Only short-listed candidates will be contacted due to the large volume of applications that are usually received.