



International Organization for Migration (IOM)
The UN Migration Agency

Position Title : **Senior Medical Data Assistant**
Duty Station : **Lilongwe, Malawi**
Classification : **General Service staff, G6**
Type of Appointment : **Special Short-Term Contract, with possibility of extension**
Estimated Start Date : **As soon as possible**

Closing Date : **June 10, 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.

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

Context:

The Senior Medical Assistant oversees the Call Centre and Data Processing/registration teams in the Migration Health Assessment Centre (MHAC). These teams provide information, relevant to Health Assessment Programs, Applicant processing and other IOM services to the migrants. The incumbent will be responsible for performing routine administrative functions such as switchboard operations, handling inquiries and providing refugee/immigrant assistance as necessary. Under the overall supervision of the Chief of Mission (CoM) and the direct supervision of the Senior Migration Health Physician the successful candidate will be responsible for the carrying out the following duties and responsibilities in relation to the Migration Health Assessment Centre (MHAC) in Lilongwe, Malawi.

Core Functions / Responsibilities:

1. Organize the Medical Assistants Roster and assign various duties in the unit as well as actively participate in day-to-day scheduling.
2. Develop and keep up-to-date MHAC's Standard Operating Procedures (SOP's).
3. Supervise and train Medical Assistants in compliance to the MHAC Medical Assistants' SOPs.

4. Assist in analysis of various tools pertaining to migrant flow and satisfaction in MHAC – including active monitoring of scheduling trends.
5. Prepare medical forms, laboratory labels, serology code books, chest x-ray labels and daily scheduling of MHD health assessments.
6. Ensure that reception area is well organized and presentable at all times.
7. Provide accurate information and answers to telephone and/or walk-in queries from applicants regarding their schedules and direct as required.
8. Assist in improving the integrity of customer care work by proposing key fraud prevention measures.
9. Receive all completed medical deferrals/furtherance, x-rays and other documents from MHD, update the reception of the same in the database and forward to the migration health physician for clearance.
10. Oversee the completion of medical forms, DNA packages and other medical documents and ensure they are transmitted to relevant partners, either by electronic means or by courier services. Verify that 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.
11. Updating MHD information on the country MHD Website.
12. Prepare and submit monthly statistics on Health Assessments performed by MHD.
13. Prepare correspondence to respond to queries in respect to relevant matters of the MHAC. File incoming/outgoing letters, reports, memoranda, emails faxes as well as IOM documents and forms related to IOM medical issues.
14. Prepare purchase request forms for procurement of equipment and working materials for MHD.
15. Data management follow-up including the creation of queries to retrieve information from the database and responding to various follow-up needs.
16. Participate in mobile health assessment missions in the Region to provide IT/Database support.
17. Provide Database/data processing support to the Region and other MHD locations as needs arise.
18. Suggest improvements to strengthen internal control mechanisms; provide inputs for new procedures to complement and/or adapt existing instructions in an effort to achieve streamlining efficiencies.
19. Perform such other duties as may be assigned.

Required Qualifications and Experience

Education

- University Degree with at least four years of relevant working experience.

OR

- Secondary School Diploma with at least six years of relevant working experience.

Experience

- Experience in managing large dynamic teams, with a customer service, IT or administrative background.
- Knowledge of data management principles.

- Certificate in IT/Data entry is an advantage.
- Knowledge of customer care.
- High computer literacy in Windows and MS Office is mandatory, knowledge of web page design would be an asset.
- In-depth use of MS office applications, data collection and manipulation.
- 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.
- Effective managerial and leadership skills in the provision of data entry and customer care.
- Analytical skills.
- Excellent communication skills.
- Fast and accurate typing.

Languages

Fluency in English is required.

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: 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 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.

Other

Any offer made to the candidate in relation to this vacancy notice is subject to funding confirmation.

Appointment will be subject to certification that the candidate is medically fit for appointment, accreditation, any residency or visa requirements, and security clearances.

How to apply:

Interested candidates are invited to submit their applications via email to lilongwevacancy@iom.int by 10th June 2024.

Only shortlisted candidates will be contacted.

Posting period:

From 27.05.2024 to 10.06.2024