

VACANCY NOTICE (VN)

Open to Internal and External Candidates

Position Title : **Medical Assistant-G4 (2 Positions)**
Reference No : **VN/UG/001/2024**
Duty Station : **Kampala, Uganda**
Classification : **General Service**
Type of Appointment : **One Year Fixed Term**
Estimated Start Date : **As soon as possible**
Closing Date : **23 February 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. Internal and external candidates are eligible to apply to this vacancy. For the purpose of the vacancy, internal candidates are considered as first-tier candidates

Background and Context:

Under the overall supervision of the Chief of Mission (CoM) and the direct supervision of the Chief Migration Health Officer (CMHO), the successful candidate will be responsible for carrying out the following duties and responsibilities in relation to the Migration Health Assessment Centre (MHAC) in Kampala, Uganda.

Core Functions / Responsibilities:

The Medical Assistant provides information, relevant to Health Assessment Programs, Applicant processing and other IOM services to the migrants.

He/she may be assigned to one of two potential subunits within the Migration Health Assessment Centre (MHAC): the reception and data processing unit or the call center. The incumbent will need to be capable of flexibility when assigned different tasks. Below is a description of the possible tasks, which are more detailed in the duty lists and standard operating procedures (SOPS).

Call Centre overall duties:

1. Provide migrants' information regarding health assessments by phone.
2. Register the migrants in the IOM database, schedule and confirm medical appointments and receive and communicate messages for medical staff and beneficiaries.
3. Prepare master lists of migrants scheduled for health assessment processing and submit them to respective service providers / relevant persons as required.

4. Maintain daily statistics related to health assessments and update the records; and,
5. Contribute to customer satisfaction evaluation management.

Reception and Data Entry overall duties:

6. Perform all the necessary data processing activities of the Migration Health Assessment Centre (MHAC), such as:
 - a) Receiving and explaining the registration process to applicants.
 - b) Checking applicant's identity.
 - c) Entering biodata of the applicants in the appropriate platform.
 - d) taking photos using webcam and loading the image to the appropriate platform; and,
 - e) Printing of medical forms, consent forms and other necessary documents.
7. Receive all completed medical examination forms, x-rays and other documents from Country Offices or Panel Physicians while updating the reception of the same in the database and forward for quality check before clearance, if applicable.
8. Prepare, sort and package medical files and other documents during mobile migration health assessment missions where such mobile units are available.
9. Transmit completed medical forms, DNA packages and other medical documents either by electronic means or by courier services to the various partners. Ensure 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;
10. File incoming/outgoing letters, reports, memoranda, emails faxes as well as IOM documents and forms related to IOM medical issues.
11. Check, print and make photocopy of bank deposit slips (or other proof of payment). Regularly submit these photocopies to the Administrative/Finance Assistant; and,
12. Perform such other duties as may be assigned.

Required Qualifications and Experience

Education

- University degree from an accredited academic institution with at least two years of professional work experience.
- Secondary School Diploma with at least four years of relevant working experience.
- Certificate in IT/ Data entry is an advantage.

Experience

- Experience in computer data entry, elaboration and analysis or in a call centre in a busy institution, preferably a medical one.
- Knowledge of customer care.
- 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

- Leadership skills (desirable);
- Excellent communication skills;
- Fast and accurate typing;
- Typing speed of at least 60 words per minute;
- Knowledge of data management principles;
- High computer literacy in Windows and MS Office is mandatory, knowledge of web page design would be an asset.

Languages

- For all applicants, fluency in English & local language is required (oral and written).
- Working Knowledge of Swahili is an advantage

Required Competencies

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.
- **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 – Behavioral 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.

How to apply:

For an application to be considered valid, IOM will only accept applications which should include a cover letter (not more than one page) and résumé highlighting the required education and experience.

Interested applicants may send their applications to hruganda@iom.int no later than **23 February 2024** Reference Number and Position Title (**VN/UG/001/2024 – Medical Assistant** should be specified in the SUBJECT field.

Required: After sending your application through hruganda@iom.int. **YOU ARE REQUIRED** to fill in the recruitment Questionnaire using the link: - [Pre-Screening Form](#).

Applications from qualified female candidates are especially encouraged.

Only short-listed candidates will be invited for an interview.

Posting period: From 9 February 2024-23 February 2024