



Call for Applications

Position Title	: On Call Medical Assistant x 5
Duty Station	: Harare, Zimbabwe
Classification	: Special Short Term Hourly Contract
Type of Appointment	: 3 months with possibility of extension
Estimated Start Date	: As soon as possible
CFA Reference Number	: CFA2023/10
Closing Date	: 14 January 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

Context:

Under the overall supervision of the Chief Migration Health Officer and the direct supervision of the Senior Medical Assistant, the successful candidate will be responsible for the performing the following duties and responsibilities in relation to the Migration Health Assessment Centre (MHAC) in Harare, Zimbabwe.

Core Functions / Responsibilities:

1. The Medical Assistant provides information relevant to Health Assessment Programs, Applicant processing and other IOM services to the migrants.
2. 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 centre. The incumbent must be flexible 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:

3. Provide migrants' information regarding health assessments by phone.
4. Register the migrants in the IOM database, schedule and confirm medical appointments and communicate messages for medical staff and beneficiaries.
5. Prepare master lists of migrants scheduled for health assessment processing and submit

- them to respective service providers / relevant persons as required.
6. Maintain daily statistics related to health assessments and update the records; and,
 7. Contribute to customer satisfaction evaluation management.

Reception and Data Entry overall duties:

8. 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.
9. 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.
10. Prepare, sort and package medical files and other documents during mobile migration health assessment missions where such mobile units are available.
11. 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.
12. File incoming/outgoing letters, reports, memoranda, emails faxes as well as IOM documents and forms related to IOM medical issues.
13. Check, print and make photocopy of bank deposit slips (or other proof of payment). Regularly submit these photocopies to the Administrative/Finance Assistant; and,
14. Perform such other duties as may be assigned.

Required Qualifications and Experience

- University Degree with at least two years of relevant working experience or 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

Proficiency in written and spoken English.

Required Competencies

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

- 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 of 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

- Appointment will be subject to certification that the candidate is medically fit for appointment.
- No late applications will be accepted.

How to apply:

Interested candidates are invited to submit their applications to vacancieshre@iom.int by 04 January 2024 at the latest, referring to this advertisement. Applications must include a cover letter indicating your motivation for this internship, educational background relevant to the post and knowledge, skills and competencies and IT skills and programmes that you are proficient in to make you a suitable candidate for this position.

Only shortlisted candidates will be contacted.

Posting period:

From 29 December 2023 to 04 January 2024.