



International Organization for Migration (IOM)  
The UN Migration Agency

## **POST DESCRIPTION**

<b>I. POSITION INFORMATION</b>	
Position title	<b>Medical Assistant (Health Assessment Programs)</b>
Duty station	Quito, Ecuador
<b>IMPORTANT:</b> <i>Please consider that this call is not a Staff vacancy, selected applicants will be called when the program requires it.</i>	
<b>II. ORGANIZATIONAL CONTEXT AND SCOPE</b>	
<p>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 the carrying out the following duties and responsibilities in relation to the Migration Health Assessment Centre (MHAC) in Quito, Ecuador.</p>	
<b>III. RESPONSIBILITIES AND ACCOUNTABILITIES</b>	
<p>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 centre. 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).</p> <p><b>Call Centre overall duties:</b></p> <ol style="list-style-type: none"><li>1. Provide migrants' information regarding health assessments by phone.</li><li>2. Register the migrants in the IOM database, schedule and confirm medical appointments and receive and communicate messages for medical staff and beneficiaries.</li><li>3. Prepare master lists of migrants scheduled for health assessment processing and submit them to respective service providers / relevant persons as required.</li><li>4. Maintain daily statistics related to health assessments and update the records.</li><li>5. Contribute to customer satisfaction evaluation management.</li></ol> <p><b>Reception and Data Entry overall duties:</b></p> <ol style="list-style-type: none"><li>6. Perform all the necessary data processing activities of the Migration Health Assessment Centre (MHAC), such as:<ol style="list-style-type: none"><li>a) receiving and explaining the registration process to applicants.</li><li>b) checking applicant's identity.</li><li>c) entering biodata of the applicants in the appropriate platform.</li><li>d) taking photos using webcam and loading the image to the appropriate platform; and,</li><li>e) printing of medical forms, consent forms and other necessary documents.</li></ol></li><li>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.</li><li>8. Prepare, sort and package medical files and other documents during mobile migration health assessment missions where such mobile units are available.</li></ol>	

- 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.
- 12. Perform such other duties as may be assigned.

**IV. REQUIRED QUALIFICATIONS AND EXPERIENCE**

**EDUCATION**

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

**V. LANGUAGES**

Required

Fluency in Spanish and English (oral and written).

**VI. 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.

- 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.

**Managerial Competencies** – behavioural indicators.

- 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.

**VII. How to APPLY**

It is important that you provide the requested information accurately and completely. This will help us assess your suitability for the position and ensure a fair and equitable selection process. Interested applicants should send their CV (maximum 2 pages) and cover letter (maximum 1 page) at [procurement\\_ec@iom.int](mailto:procurement_ec@iom.int) by 23h59 on 16th April, 2024 with the subject of the email being “**Medical Assistant Quito-Ecuador**”.

Please keep in mind:

- Only applications that respect the above guidelines will be considered.
- Only shortlisted candidates will be contacted on invitation to a written test before a final interview.
- This call is only open to national citizens or legally foreigners authorized to work in the country.
- The attachment must not be larger than 2MB.

**Posting period: From 09.04.2024 to 16.04.2024.**