



Organisation internationale pour les migrations (OIM)
L'organisme des Nations Unies chargé des migrations

SPECIAL VACANCY NOTICE
IOM TUNISIA: VATN/2018-023
Case Worker – Zarzis
Extended (17/02/2019)

The UN agency for Migration – IOM Tunisia is looking for a **Case Worker – Zarzis** according to the terms of reference stipulated below. Interested candidates are invited to submit their applications PHForm, CVs and cover letter specifying the motivation for applications to **Tunisrecruitment@iom.int** no later than the 17th February 2019; indicating the reference code in the subject.

Please note that only short-listed candidates will be contacted

Position Title:	Case Worker – Zarzis
Duty Station:	Zarzis, Tunisia
Classification:	G4
Type of Appointment:	Special Short Term contract; 6 months-with possibility of renewal
Estimated Start Date:	December 2018
Reference Code:	VATN/2018-023

Organizational Context and Scope:

Established in 1951, the UN agency for Migration – IOM is the leading inter-governmental organization in the field of migration and 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. In line with IOM's mandate, IOM Tunisia works to uphold the human dignity and well-being of migrants and to advance the understanding of migration issues in the region. As part of its Migrant Protection and Assistance programming, IOM Tunisia works with its partners to address the immediate needs of migrants and to refer them to available services.

Under the overall guidance of the Chief of Mission (CoM), the direct supervision of the Head of Sub-Office (HSO) and in close coordination with IOM Protection team, the "Case Worker" will be responsible of the reception, orientation, referral and assistance to migrants, based on their needs, as well as case management, including individual and group counselling of migrants both at IOM office as well as different shelters providing emergency accommodation to vulnerable migrants in Medenine.

Core Functions / Responsibilities:

The successful candidate will be responsible for:

In particular he/she will:

1. Assist IOM beneficiaries through provision of information on the services available for migrants in Tunisia, including through individual counseling sessions as well as distribution of information sheets, leaflets/brochures regarding social or medical services in Tunisia;
2. Attend to telephone and e-mail inquiries from migrants by providing timely and accurate information on IOM services and procedures;
3. Carry out screening interviews with migrants to assess their vulnerability, identify their specific needs and determine their eligibility for IOM assistance, in close coordination with IOM Protection team;
4. Provide orientation and support to migrants through referrals to services available, including social services, medical assistance and legal services;
5. Refer eligible beneficiaries, including victims of trafficking, medical cases and other vulnerable migrants, for relevant service (medical, psychosocial, AVRR), or to external service providers as per the needs identified;
6. Follow-up on the assistance provided to beneficiaries, including through coordination with service providers responsible for provision of assistance;
7. Compile case reports and maintain case files for each beneficiary assisted and prepare statistical reports as requested, while adhering to IOM data protection standards;
8. Support with administrative tasks of the Sub-Office, including collecting and recording of beneficiary data and creating of new case files when required;
9. Disseminate best practices and lessons learned in assistance to vulnerable migrants in general and vulnerability assessment in particular;
10. Other duties as may be assigned.

Required Competencies:

Inclusion & respect for diversity

Respects and promotes individual and cultural differences. Encourages diversity and inclusion wherever possible.

Integrity & 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.

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.

Required Qualifications:

Education & Experience:

- Bachelors or Equivalent or Higher degree in the above fields with two years of relevant professional experience,
Or High School Degree/Certificate degree in Business Management, Client Services, Social Science from an accredited academic institution and four years of relevant professional experience;
- Experience in the field of assistance to vulnerable individuals and / or humanitarian assistance;
- Experience in liaising with governmental authorities, NGOs, and other national/international institutions;
- Excellent computer skills, especially in MS Office;
- Strong interpersonal & intercultural skills;

Languages:

Fluency in oral and written in English, French and Arabic is required.

Posting period:

From **04.02.2019** to **17.02.2019**