SPECIAL VACANCY NOTICE
IOM TUNISIA: VATN2020-006
Case Worker – Sfax

The UN agency for Migration – IOM Tunisia is looking for a **Case Worker – Sfax** 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 Tunisirecruitment@iom.int no later than **24 May 2020**; indicating the reference code in the subject.

Please note that only short-listed candidates will be contacted

**Position Title:** Case Worker – Sfax  
**Duty Station:** Sfax, Tunisia  
**Classification:** G4  
**Type of Appointment:** Special Short Term contract; 6 months  
**Estimated Start Date:** ASAP  
**Reference Code:** VATN2020-006

**Organizational Context and Scope:**

Established in 1951, IOM is a Related Organization of the United Nations. Dedicated to promoting humane and orderly migration for the benefit of all, IOM provides services and advice to governments and migrants. As the leading UN organization in the field of migration, IOM works closely with its governmental, intergovernmental and non-governmental partners on capacity building and advocacy for policy and legislative practices to ensure the protection of migrants.

IOM Tunisia works closely with its governmental and non-governmental partners to provide assistance to vulnerable migrants in Tunisia, including Victims of Trafficking, migrants with Health needs and unaccompanied migrant children to identify a short, medium and long-term solutions for every migrant assisted.

Under the overall supervision of the Project Manager, Migrant Protection, the direct supervision of the IOM Head of Sub-Office in Sfax, and in close co-ordination with other relevant IOM Tunisia colleagues, the successful candidate will support with the provision of reception, orientation, referral and assistance to beneficiaries of IOM protection and assistance services in Sfax.
**Core Functions / Responsibilities:**

In particular he/she will:

1. Carry out screening interviews with migrants to understand and assess their vulnerability, identify their specific needs and determinate their eligibility for IOM assistance;
2. Refer eligible beneficiaries, including unaccompanied migrant children, victims of trafficking, medical cases, and other vulnerable migrants, for available services (medical, psychosocial, assisted voluntary return and reintegration, legal assistance) as per the needs identified and within the limits of resources available;
3. 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;
4. Provide individualized and group orientation and support migrants through referrals to services available, including social services, medical assistance and legal services;
5. Follow-up with IOM partners responsible for provision of assistance provided through referral;
6. Support the process of case management to identify the short, medium and long-term solutions for every migrant assisted;
7. Support in the preparation and submission of financial documents in relation with direct assistance to vulnerable migrants.
8. Assist with the planning and implementation of outreach activities, including awareness raising on IOM services and assistance to migrants rescued at sea, in case of urgency also outside office hours.
9. Compile case reports and maintain case files for each beneficiary assisted and prepare statistical reports as requested, while adhering to IOM data protection standards; and using the existing IOM data base platform.
10. Perform such other duties as may be assigned.
**Required Competencies:**

The incumbent is expected to demonstrate the following competencies:

**Inclusion & respect for diversity:** Respects and promotes individual and cultural differences. Encourages diversity and inclusion wherever possible.
- Shows respect and sensitivity towards gender, culture, ethnicity, religion, sexual orientation, political conviction and other differences.
- Encourages the inclusion of all team members and stakeholders while demonstrating the ability to work constructively with people with different backgrounds and orientations.
- Promotes the benefits of diversity; values diverse points of view and demonstrate this in daily work and decision making.
- Challenges prejudice, biases and intolerance in the workplace.

**Integrity & transparency:** Maintains high ethical standards and acts in a manner consistent with organizational principles/rules and standards of conduct.
- Upholds and promotes the Standards of Conduct and Unified Staff Regulations and Rules.
- Delivers on commitments; manages the organization’s resources reliably and sustainably.
- Embraces and encourages transparency, balancing this with the need for discretion and confidentiality as appropriate.
- Maintains impartiality and takes prompt action in cases of unprofessional or unethical behaviour.
- Does not abuse one’s position and acts without consideration of personal gain. Is motivated by professional rather than personal concerns.

**Professionalism:** Demonstrates ability to work in a composed, competent and committed manner and exercises careful judgment in meeting day-to-day challenges.
- Demonstrates professional competence and mastery of subject matter and willingness to improve knowledge and skills.
- Seeks to raise professional standards in self and others through daily work and activities.
- Adapts quickly to change and is decisive and versatile in face of uncertainty.
- Shows self-control and persistence when faced with difficult problems and remains calm in stressful situations.
- Is conscientious and efficient in meeting commitments, observing deadlines and achieving results.

**Teamwork:** Develops and promotes effective collaboration within and across units to achieve shared goals and optimize results.
- Fosters a sense of team spirit by developing a shared understanding, accountability and enthusiasm for the team’s work.
- Displays a high level of cultural awareness, sensitivity to different ways of working and leverages individual strengths in order to build a better team.
- Shares credit for team accomplishments and ensures that the contribution of others is recognized.
• Helps create a positive team spirit, putting aside personal considerations to help the team achieve its goals.

Delivering results: Produces and delivers quality results in a service-oriented and timely manner. Is action oriented and committed to achieving agreed outcomes.
• Produces high-quality results and workable solutions that meet clients’ needs.
• Anticipates constraints, identifies solutions and takes responsibility for addressing critical situations.
• Monitors own and others’ work in a systematic and effective way, ensuring required resources and outputs.
• Aligns projects with Organization’s mission and objectives and demonstrates a good understanding of the impact of team’s and own work on external and internal counterparts.

Managing and sharing knowledge: Continuously seeks to learn, share knowledge and innovate.
• Disseminates and shares knowledge openly and actively contributes to knowledge/network communities for topics relevant to area of expertise.
• Encourages knowledge-sharing across units/departments and ensures that knowledge is captured, recorded and disseminated appropriately.
• Builds networks for the effective communication and exchange of knowledge and ideas and puts others into contact with various sources of knowledge.
• Contributes to an environment that is conducive to innovation and learning.
• Disseminates and shares knowledge openly and actively contributes to knowledge/network communities for topics relevant to area of expertise.
• Encourages knowledge-sharing across units/departments and ensures that knowledge is captured, recorded and disseminated appropriately.
• Builds networks for the effective communication and exchange of knowledge and ideas and puts others into contact with various sources of knowledge.
• Contributes to an environment that is conducive to innovation and learning.

Accountability: Takes ownership for achieving the Organization’s priorities and assumes responsibility for own action and delegated work.
• Proactively seeks responsibility in delivering towards the goals of the Organization.
• Plans and organizes work with a clear and deliberate focus, ensuring commitments are easily identified and progress is widely communicated.
• Stands by the actions of team or department, publicly accepting ownership.
• Takes responsibility of own shortcomings and those of the work unit, where applicable.

Communication: Encourages and contributes to clear and open communication. Explains complex matters in an informative, inspiring and motivational way.
• Speaks and writes clearly and effectively.
• Seeks to share information with others, with due respect for diversity and the confidentiality of specific sensitive information.
• Listens and seeks to understand without bias and responds appropriately.
• Shares information and keeps others up to date; actively seeks others’ views and ideas and
respects their contribution.

**Required Qualifications:**

**Education & Experience:**

- Bachelors’ degree in Social Work, Health, Psychology or a related field from an accredited academic institution with two years of relevant professional experience or
- High School degree in the above fields with four years of relevant professional experience
- Experience in the field of assistance to vulnerable individuals;
- Experience in working with international or non-governmental organizations.
- Demonstrated interpersonal & intercultural skills.
- Knowledge of computer applications, especially MS Word, Excel, Outlook and Access.
- Previous experience in working with vulnerable migrants in an advantage.
- Must be a national of Tunisia.

**Languages:**

Fluency in French and Arabic (written and spoken) is required. Good knowledge of English.

**Posting period:**

From 07 May 2020 to 24 May 2020.