



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

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## **VACANCY NOTICE**

### **IOM TUNISIA: SVNTN2023-004**

### **Case Worker (Health & Migration)**

The UN agency for Migration – IOM Tunisia is looking for a **Case worker (Health & Migration) G5** according to the terms of reference stipulated below.

Please Apply [SuccessFactors](#) before **09/05/2023**

**Please note that only short-listed candidates will be contacted**

<b>Position Title:</b>	<b>Case Worker (Health &amp; Migration)</b>
<b>Duty Station:</b>	Sfax, Tunisia
<b>Classification:</b>	G4
<b>Type of Appointment:</b>	Special Short Term Graded (06 months with possibility of extension)
<b>Estimated Start Date:</b>	ASAP
<b>Reference Code:</b>	SVNTN2023-004

#### **Organizational Context and Scope:**

Established in 1951, 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.

Under the overall supervision of the IOM Tunisia Chief of Mission and of the Project Manager and the direct supervision of the head of sub office and project assistant health and migration , the successful candidate will support case working of the health cases of the mission.

#### **Core Functions / Responsibilities:**

1. Carry out screening interviews with migrants to gather information about their vulnerability, identify their specific needs and determine their eligibility for IOM assistance, including with regard to medical and psychosocial assistance.
2. Support the development of a plan with each beneficiary to reach short, medium and long-term solutions for every migrant assisted;
3. Assist in referring eligible beneficiaries, including unaccompanied migrant children, victims of trafficking, and other vulnerable migrants, for available services (social assistance, health

assistance, legal assistance, assisted voluntary return and reintegration,..) as per the case management plan and within the limits of resources available;

4. Respond to the immediate needs identified of beneficiaries with physical and/or mental health conditions in terms of coordination of medical and psychosocial assistance according to available services of IOM and its partners.
5. 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;
6. In the context of case management, assist in following-up with IOM partners responsible for provision of assistance provided through referral;
7. Support in the preparation and submission of financial documents in relation to direct assistance to vulnerable migrants.
8. Assist the implementation of outreach activities to identify needs in the community with regard to migrants.
9. Assist to 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 ensuring that all assistance to beneficiaries is recorded on the IOM Migrant Management & Operational System (MiMosa) and matrices to the donor.
10. Perform such other duties as may be assigned.

### **Required Competencies:**

The incumbent is expected to demonstrate the following values and competencies:

**VALUES** - All IOM staff members must abide by and demonstrate these five values:

- Inclusion and respect for diversity: Respects and promotes individual and cultural differences. Encourages diversity and inclusion.
- 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.
- 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** - Behavioural 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 actions 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**

- 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**

- Proven experience in the field of assistance to migrants and / or humanitarian activities targeting vulnerable individuals.
- Experience with governmental authorities, the UN and / or other national/international institutions.
- Experience in working with non-governmental organizations.
- Knowledge of Tunisia and regional issues in the thematic area of migration is a distinct advantage.

#### **Skills**

- Good drafting skills and clear oral communication.
- Strong knowledge of computer applications, especially MS Word, Excel, Outlook and Access

#### **Languages:**

Fluency in French and Arabic (written and spoken) is required.

Working knowledge of English.

#### **Other:**

- Appointment will be subject to certification that the candidate is medically fit for appointment, accreditation, any residency or visa requirements, and security clearances. Vaccination against COVID-19 is required. This will be verified as part of the medical clearance process.

**ADDITIONAL INFORMATION:**

- Incomplete applications will not be considered. Applications received after the closing date will not be accepted.
- Any offer made to the candidate in relation to this vacancy notice is subject to funding confirmation.
- The list of accredited institutions can be found at <https://www.whed.net/home.php>

**Posting period:**

From 25/04/2023 to 09/05/2023