



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

SPECIAL VACANCY NOTICE IOM TUNISIA: SVNTN2021-010 Caseworkers- Sfax

The UN agency for Migration – IOM Tunisia is looking for **Two Caseworkers** according to the terms of reference stipulated below. Interested candidates are invited to submit their applications including: PHForm, CVs and cover letter specifying the motivation for applications to Tunisrecruitment@iom.int no later than **11th May 2021**; indicating the reference code in the subject.

Please note that only short-listed candidates will be contacted, and applications submitted without PHForm will not be considered.

Position Title:	Caseworker
Duty Station:	Sfax, Tunisia
Classification:	G4
Type of Appointment:	Special Short Term contract;
Estimated Start Date:	ASAP
Reference Code:	SVNTN2021-010

Organizational Context and Scope:

Established in 1951, IOM is a Related Organization of the United Nations, and as the leading UN organization 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.

Under the overall supervision of the Project Manager, Migrant Protection and Assistance, the direct supervision of Head of Sfax suboffice and in close co-ordination with relevant IOM Tunisia colleagues, the successful candidate will support with the provision of reception, orientation, referral and assistance to vulnerable migrants, including migrants approaching IOM for support and migrants accommodated at emergency shelters.

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 to the planning and implementation of outreach activities, including the identification and assistance to beneficiaries in IOM supported shelters and other, 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. Maintain a professional and neutral behavior, as well as empathy with migrants.
11. 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 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

- 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.

Teamwork

Develops and promotes effective collaboration within and across units to achieve shared goals and optimize results.

- Establishes strong relationships with colleagues and partners; relates well to people at all levels.
- Is fully aware of the team purpose, respects and understands individual and collective responsibilities.
- Willingly puts in extra effort without being asked and adopts a "hands-on" approach whenever necessary to achieve team objectives.
- Coordinates own work with that of the team to meet agreed priorities and deadlines.

Delivering results

Produces and delivers quality results in a service-oriented and timely manner. Is action oriented and committed to achieving agreed outcomes.

- Produces quality results and provides quality services to clients.
- Meets goals and timelines for delivery of products or services.
- Manages time and resources efficiently, monitoring progress and making adjustments as necessary.
- Shows understanding of own role and responsibilities in relation to expected results.

Managing and sharing knowledge

Continuously seeks to learn, share knowledge and innovate.

- Keeps abreast of new developments in own field of competence and creates opportunities for knowledge management initiatives.
- Shares knowledge and learning willingly, and proactively seeks to learn from the experiences of others.
- Puts new learning into practice and draws on diverse sources of ideas and inspiration.
- Contributes to the identification of improvements to work processes and assists in implementing them.

Accountability

Takes ownership for achieving the Organization's priorities and assumes responsibility for own action and delegated work.

- Accepts personal responsibility for quality and timeliness of work.
- Takes ownership of all responsibilities within own role and honours commitments to

others and to the Organization.

- Operates in compliance with organizational regulations and rules.
- Accepts and gives constructive criticism; acknowledges and corrects mistakes and apply lessons learned for improvement.

Communication

Encourages and contributes to clear and open communication.

Explains complex matters in an informative, inspiring and motivational way.

- Presents information using language and sequence of ideas that is easy for recipients to understand.
- Adapts communication to the recipient's needs, asks questions to clarify, and exhibits interest in having two-way communication.
- Encourages others to share their views, using active listening to demonstrate openness and to build understanding of different perspectives.
- Listens carefully and genuinely to the views and positions of others; acts on received information.

Required Qualifications:

Education & Experience:

- Bachelor's degree or Equivalent, or higher, 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/certificate with 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.

Languages:

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

Posting period:

From 27/04/2021 to 11/05/2021.