



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

SPECIAL VACANCY NOTICE IOM TUNISIA: SVNTN2021-012 Caseworker-Zarzis

The UN agency for Migration – IOM Tunisia is looking for **Caseworker- Zarzis** 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 **06th July 2021**; indicating the reference code **SVNTN2021-012 Caseworker Zarzis** 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: Zarzis, Tunisia
Classification: G4 (UN salary scale can be found in this link https://www.un.org/Depts/OHRM/salaries_allowances/salaries/tunisia.htm)
Type of Appointment: Special Short Term contract;
Estimated Start Date: ASAP
Reference Code: SVNTN2021-012

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 requests and 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:

In particular he/she will:

1. Carry out screening interviews with migrants to identify their specific needs and determine their eligibility for IOM assistance;
2. Assist IOM beneficiaries through provision of information on the services available for migrants in Tunisia, including through individual counselling sessions as well as distribution of information sheets, leaflets/brochures regarding social or medical services in Tunisia;
3. Attend to telephone and e-mail inquiries from migrants through providing timely and accurate information on IOM services and procedures;
4. 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;
5. Provide individualized and group orientation and support migrants through referrals to services available, including social services, medical assistance and legal services;
6. 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;
7. Follow-up on the assistance provided to beneficiaries, including through coordination with service providers responsible for provision of assistance;
8. Compile case reports and maintain case files for each beneficiary assisted and prepare statistical reports and analysis as requested, while adhering to IOM data protection standards;
9. Support with administrative tasks of the Sub-Office, including collecting and recording of beneficiary data and creating of new case files when required;
10. Identify, codify and disseminate best practices and lessons learned in assistance to vulnerable migrants in general and vulnerability assessment in particular;
11. 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:**

- High School Degree/Certificate degree in Business Management, Client Services, Social Science from an accredited academic institution and four years of relevant professional experience; or
- Bachelor's or equivalent or higher degree in the above fields with two years of relevant professional experience.
- Experience in the field of migrant assistance and humanitarian activities targeting returnees and vulnerable migrants;
- Experience in liaising with governmental authorities, NGOs, and other national/international institutions;
- Strong interpersonal & intercultural skills.
- Excellent computer skills, especially in MS Office.

Languages:

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

Posting period:

From 22/06/2021 to 06/07/2021.

