



POST DESCRIPTION

I. POSITION INFORMATION	
SVN	IOM/KSU/024/2023
Position Title	Medical Assistant-1 Position
Position grade	G-4
Duty Station	Kasulu/Makere, United republic of Tanzania
Durations	9 months with possibility of extension
Position number	To be created
Job family	MHD
Organization unit	MHD Unit
Reporting direct to	Senior Medical Assistant
Overall Supervised by	Chief Migration Health Officer
II. ORGANIZATIONAL CONTEXT AND SCOPE	
<p>Under the overall supervision of the Chief Migration Health Officer and the direct supervision of the Senior Medical Assistant, the successful candidate will be responsible for the carrying out the following duties and responsibilities in relation to the Migration Health Assessment Centre (MHAC) in Kasulu/Makere, Tanzania.</p>	
III. RESPONSIBILITIES AND ACCOUNTABILITIES	
<p>The Medical Assistant provides information, relevant to Health Assessment Programs, Applicant processing and other IOM services to the migrants.</p> <p>He/she may be assigned to one of two potential subunits within the Migration Health Assessment Centre (MHAC): the reception and data processing unit or the call centre. The incumbent will need to be capable of flexibility when assigned different tasks. Below is a description of the possible tasks, which are more detailed in the duty lists and standard operating procedures (SOPS).</p> <p>Call Centre overall duties:</p> <ol style="list-style-type: none"> 1. Provide migrants’ information regarding health assessments by phone. 2. Register the migrants in the IOM database, schedule and confirm medical appointments and receive and communicate messages for medical staff and beneficiaries. 3. Prepare master lists of migrants scheduled for health assessment processing and submit them to respective service providers / relevant persons as required. 4. Maintain daily statistics related to health assessments and update the records. 5. Contribute to customer satisfaction evaluation management. <p>Reception and Data Entry overall duties:</p> <ol style="list-style-type: none"> 6. Perform all the necessary data processing activities of the Migration Health 	

Assessment Centre (MHAC), such as:

- a. receiving and explaining the registration process to applicants;
 - b. checking applicant's identity;
 - c. entering bio-data of the applicants in the appropriate platform;
 - d. taking photos using webcam and loading the image to the appropriate platform; and,
 - e. printing of medical forms, consent forms and other necessary documents.
7. Receive all completed medical examination forms, x-rays and other documents from Country Offices or Panel Physicians while updating the reception of the same in the database and forward for quality check before clearance, if applicable.
 8. Prepare, sort and package medical files and other documents during mobile migration health assessment missions where such mobile units are available.
 9. Transmit completed medical forms, DNA packages and other medical documents either by electronic means or by courier services to the various partners. Ensure correct contacts and physical address are used whenever documents are transmitted by courier services and ensure to inform the receiving party of the parcel tracking number electronically.
 10. File incoming/outgoing letters, reports, memoranda, emails faxes as well as IOM documents and forms related to IOM medical issues.
 11. Check, print and make photocopy of bank deposit slips (or other proof of payment). Regularly submit these photocopies to the Administrative/Finance Assistant.
 12. Perform such other duties as may be assigned.

IV. REQUIRED QUALIFICATIONS AND EXPERIENCE

EDUCATION

- University Degree with at least two years of relevant working experience or
- Secondary School Diploma with at least four years of relevant working experience.
- Certificate in IT/Data entry is an advantage.

EXPERIENCE

- Experience in computer data entry, elaboration and analysis or in a call centre in a busy institution, preferably a medical one;
- Typing speed of at least 60 words per minute;
- High computer literacy in Windows and MS Office is mandatory, knowledge of web page design would be an asset;
- Knowledge of medical terminology, as well as previous secretarial and archival experience, an added advantage; and,
- Previous working experience with NGOs or international organizations is an added advantage.

V. LANGUAGES	
Required (specify the required knowledge)	Advantageous
Fluency in English and Kiswahili is required.	Working knowledge of French and Spanish is desirable
VI. COMPETENCIES	
<p>The incumbent is expected to demonstrate the following competencies:</p> <ul style="list-style-type: none"> • Accountability – takes responsibility for action and manages constructive criticisms. • Client Orientation – works effectively well with client and stakeholders. • Continuous Learning – promotes continuous learning for self and others. • Communication – listens and communicates clearly, adapting delivery to the audience. • Creativity and Initiative – actively seeks new ways of improving programmes or services. • Leadership and Negotiation – develops effective partnerships with internal and external stakeholders. • Performance Management – identify ways and implement actions to improve performance of self and other. • Planning and Organizing - plans work, anticipates risks, and sets goals within area of responsibility. • Professionalism - displays mastery of subject matter. • Teamwork – contributes to a collegial team environment; incorporates gender related needs, perspectives, concerns and promotes equal gender participation. • Technological Awareness - displays awareness of relevant technological solutions. 	
Notes	
<ul style="list-style-type: none"> • The appointment is subject to funding confirmation. • Appointment will be subject to certification that the candidate is medically fit for appointment, accreditation, any residency or visa requirements, and security clearances. 	

OTHER:

Qualified persons with disabilities are encouraged to apply for UN vacancies and are protected from discrimination during all

stages of employment.

Females with qualifications are encouraged to apply.

NO FEES:

IOM does not charge a fee at any stage of its recruitment process (application, interview, processing, training, or other fee). IOM does not request any information related to bank accounts.

HOWTOAPPLY:

Interested candidates should fill in the PH form, submit CV's and cover letter indicating Vacancy Notice number with 3 professional references and contacts to email address: tzvacancy@iom.int

The vacancy is open for internal and external candidates Tanzanian national only.

Only e-mail applications will be considered.

For further information, please refer to: <https://tanzania.iom.int/careers>

Period: From 25th July 2023 to 08th August 2023

POST DESCRIPTION

I. POSITION INFORMATION	
Vacancy Notice	IOM/KSU/022/2023
Position title	National Movements Operations Officer (Field Support)
Position grade	NO-B
Duty station	Kasulu/Makere, United Republic of Tanzania
Position number	To be created
Durations	One Year Fixed-Term Contract with possibility of extension
Job family	Operations
Organizational unit	Movement Operations
Reports directly to	Movement Operations Officer (Field Support)
Overall Supervised by	Movement Operations Manager
II. ORGANIZATIONAL CONTEXT AND SCOPE	
<p>Since the inception of IOM in 1951, Movement Operations have been and continue to be a fundamental pillar of the Organization’s work. The organized movement of persons in need of international migration assistance is a primary mandate of the Organization and a cornerstone of IOM’s operations. This mandate has resulted in the international transport of more than 15 million migrants and refugees worldwide. Movement Operations departments in various IOM missions, coordinated under the division of Resettlement and Movement Management (RMM) in the Department of Operations and Emergencies (DOE) at IOM’s Geneva Headquarters, are responsible for all aspects of travel for migrants and refugees under IOM’s auspices, in accordance with the various framework agreements with resettlement and receiving Governments and partners across the spectrum of the Organization’s programmes.</p> <p>Context:</p> <p>Under the general supervision of the Movement Operations Manager and the direct supervision of the Movement Operations Officer (Field Support), is responsible for supervising movement operations activities in the field, with the following duties and responsibilities:</p>	
III. RESPONSIBILITIES AND ACCOUNTABILITIES	
<ol style="list-style-type: none"> 1. Oversee up to four teams of staff members undertaking field activities in an assigned area or areas, such as at an airport, transit center, third-party facility, camp-based operation or sub-office, or in relation to transportation, including supporting staff development processes such as hiring, providing training, assigning duties and giving feedback to staff members on their performance on a regular basis to ensure high quality work and the accurate completion of field support activities. 2. Oversee the efficient and effective management of airport services for arriving and departing individuals, including in relation to documentation, luggage, escorts and special services. Ensure staff at airports deliver the highest quality service possible and interact in the 	

appropriate way with airport and government officials and handle urgent issues as they occur. Monitor the work schedule, ensuring there is adequate coverage for daily flights, and validate all hours worked for HR. Process relevant financial paperwork for airport services in coordination with the IOM finance department.

3. Oversee staff as they assist individuals at transit centers or third-party facilities. Monitor the weekly shift schedule, ensuring coverage is adequate to maintain a professional, safe, secure and clean environment; address issues as they arise. Continually seek ways in which IOM can improve services, including in relation to food, water, non-food items, shelter, sanitation, briefings, signage and youth services; for third party facilities, regularly conduct checks to ensure accommodation is up to IOM standards. Manage assets and inventories, ensuring stocks are continually acceptable, supervise quality control of vendors, and manage the fleet of transit center vehicles and related driving schedules, staff and paperwork, if relevant. In coordination with the finance and procurement units, handle all paperwork related to facilities, including payment and procurement requests.
4. Oversee staff undertaking the coordination of timely and adequate services for meals, snacks and water for individual staying at Transit Centers, third-party facilities or during transit in airports and other locations. Work closely with meal providers to ensure meals are culturally appropriate, hygienic and cost efficient; as needed, identify new vendors to provide services and negotiate agreements with them.
5. Ensure selection mission support, exit permit support and interpretation services are coordinated for individuals at the airport, in transit centers, camps, consolidation points and third-party facilities or during transport by air, ground or water, according to the highest ethical standards and guidelines established by IOM. Handle financial paperwork related to selection mission, exit permit or interpretation services as needed.
6. Supervise the coordination of transportation from consolidation points, transit centers and third-party facilities, including liaising with service providers and supervising staff as all related activities are undertaken. Regularly review service providers to ensure they meet IOM standards. Ensure persons with special needs are provided with appropriate services and continually seek ways in which services can be expanded and improved to meet their needs.
7. Liaise with Units in IOM Tanzania and with external partners such as airport and government authorities, relevant embassies, and the United Nations High Commissioner for Refugees (UNHCR) in a positive and productive manner. As needed, represent IOM at partner meetings and conferences.
8. Supervise quality assurance procedures of Field Support services, ensuring quality assurance checks are being regularly undertaken by

staff members overseeing day-to-day activities. Report any anomalies or issues with Field Support relevant data to Movement Operations Officer-Field Support.

9. Supervise the handling of at-risk and sensitive cases in accordance with IOM's policies, procedure and guidance in the Movement Management Manual (MMM), including assistance for unaccompanied refugee minors (URMs) while ensuring that IOM is adequately training staff members on working with at-risk and sensitive cases and is mainstreaming prevention of sexual exploitation and abuse (PSEA) through the awareness and training sessions for staff and service-providers.
10. Ensure incident reports are prepared, submitted and responded to in an efficient manner and communicate promptly to management and staff about all incidents that occur while suggesting methods of improving service and reducing incidents related to arriving and departing flights, transit and facilities to Movement Operations Officer when needed.
11. Prepare statistics and report regularly to the Movement Operations Officer on relevant activities, problems and solutions related to Field Support while working to streamline how reports are prepared and presented in order to improve services.
12. Demonstrate a comprehensive understanding of relevant Movement Operations SOPs, as well as the ability to remain professional, impartial and unbiased during all interactions with migrants and colleagues per the IOM Code of Conduct and instruction on the prevention of sexual exploitation and abuse (PSEA). Develop and revise SOPs as needed. Ensure staff members conduct themselves according to the code of conduct and with a high level of integrity at all times.
13. Alert Movement Operations Officer or management of any non-compliance to SOPs or codes of conduct by IOM staff members or partners.
14. Perform such other duties as may be assigned.

IV. COMPETENCIES

The incumbent is expected to demonstrate the following technical and behavioural competencies:

Behavioural

Accountability

- Accepts and gives constructive criticism
- Follows all relevant procedures, processes, and policies
- Meets deadline, cost, and quality requirements for outputs
- Monitors own work to correct errors
- Takes responsibility for meeting commitments and for any shortcomings

Client Orientation

- Identifies the immediate and peripheral clients of own work
- Establishes and maintains effective working relationships with clients
- Identifies and monitors changes in the needs of clients, including donors, governments, and project beneficiaries
- Keeps clients informed of developments and setbacks
- Continuous Learning
- Contributes to colleagues' learning
- Demonstrates interest in improving relevant skills
- Demonstrates interest in acquiring skills relevant to other functional areas
- Keeps abreast of developments in own professional area

Communication

- Actively shares relevant information
- Clearly communicates, and listens to feedback on, changing priorities and procedures
- Writes clearly and effectively, adapting wording and style to the intended audience
- Listens effectively and communicates clearly, adapting delivery to the audience

Creativity and Initiative

- Actively seeks new ways of improving programmes or services
- Expands responsibilities while maintaining existing ones
- Persuades others to consider new ideas
- Proactively develops new ways to resolve problems

Leadership and Negotiation

- Convinces others to share resources
- Actively identifies opportunities for and promotes organizational change
- Presents goals as shared interests
- Articulates vision to motivate colleagues and follows through with commitments

Performance Management

- Provides constructive feedback to colleagues
- Identifies ways for their staff to develop their abilities and careers
- Provides fair, accurate, timely, and constructive staff evaluations
- Uses staff evaluations appropriately in recruitment and other relevant HR procedures
- Holds directly reporting managers accountable for providing fair, accurate, timely, and constructive staff evaluation

Planning and Organizing

- Sets clear and achievable goals consistent with agreed priorities for self and others
- Identifies priority activities and assignments for self and others
- Organizes and documents work to allow for planned and unplanned

handovers

- Identifies risks and makes contingency plans
- Adjusts priorities and plans to achieve goals
- Allocates appropriate times and resources for own work and that of team members

Professionalism

- Masters subject matter related to responsibilities
- Identifies issues, opportunities, and risks central to responsibilities
- Incorporates gender-related needs, perspectives, and concerns, and promotes equal gender participation
- Persistent, calm, and polite in the face of challenges and stress
- Treats all colleagues with respect and dignity
- Works effectively with people from different cultures by adapting to relevant cultural contexts
- Knowledgeable about and promotes IOM core mandate and migration solutions

Teamwork

- Actively contributes to an effective, collegial, and agreeable team environment
- Contributes to, and follows team objectives
- Gives credit where credit is due
- Seeks input and feedback from others
- Delegates tasks and responsibilities as appropriate
- Actively supports and implements final group decisions
- Takes joint responsibility for team's work

Technological Awareness

- Learns about developments in available technology
- Proactively identifies and advocates for cost-efficient technology solutions
- Understands applicability and limitation of technology and seeks to apply it to appropriate work

Resource Mobilization

- Establishes realistic resource requirements to meet IOM needs

Technical

- Delivers on set objectives in hardship situations;
- Effectively coordinates actions with other implementing partners;
- Works effectively with local authorities, stakeholders, beneficiaries, and the broader community to advance country office or regional objectives.

V. EDUCATION AND EXPERIENCE

EDUCATION:

- Four years of working experience with Bachelor’s degree or
- Two years of working experience with Master’s degree.

EXPERIENCE:

- Experience in Movement Operations especially with IOM, is highly preferred.
- Knowledge of Movement Operations program implementation and familiarity with IOM's administrative, financial and business rules and practices is desirable.
- Strong written and verbal communication skills and ability to effectively communicate with and lead a team.
- Demonstrated proficiency with IGator.
- Excellent computer skills and a high level of proficiency in spreadsheet and database applications.

VI. LANGUAGES

Required

Advantageous

Fluency in both written & spoken English and Kiswahili are required.

Working knowledge of French or Spanish is an advantage.

Notes

- The appointment is subject to funding confirmation.
- Appointment will be subject to certification that the candidate is medically fit for appointment, accreditation, any residency or visa requirements, and security clearances.

OTHER:

The UN system in Tanzania provides a work environment that reflects the values of gender equality, teamwork, diversity, integrity, a healthy balance of work and life and equal opportunities for all, including persons with disability.

Female candidates and qualified persons with disabilities are encouraged to apply for UN vacancies and are protected from discrimination during all stages of employment.

NO FEES:

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HOW TO APPLY:

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cover letter indicating Vacancy Number with 3 professional references and contacts to email address: tzvacancy@iom.int

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Posting period: From 26th July 2023 – 07th August 2023



POST DESCRIPTION

I. POSITION INFORMATION	
SVN:	IOM/DAR/023/2023
Position title:	Consultant-Field Engineer
Duty Station:	Home based
Duration of Assignment:	Six (6) months
Type of Appointment	Consultancy Contract
Organizational Unit:	Programme Unit
Reporting direct to:	Programme Coordinator
Estimated Start Date	August 2023
II. ORGANIZATIONAL CONTEXT AND SCOPE	
<p>Established in 1951, IOM is a Related Organization of the United Nations, and as the leading UN agency 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.</p> <p>To ensure the timely and effective implementation of the construction and renovation works under various projects implemented by the IOM Tanzania Programme Unit is looking for an Civile Engineer to advise on an on-call basis. The Engineer is expected to work in close cooperation with Contractors and their engineering staff and report to and advise the IOM Project Manager.</p>	
III. RESPONSIBILITIES AND ACCOUNTABILITIES	
<p>Specifically, the Consultant will have the following responsibilities:</p> <ul style="list-style-type: none"> ➤ On an on-call basis, advise and assist IOM as follows: <ol style="list-style-type: none"> 1. Manage the planning, organizing and development of all aspects of the construction works, including the monitoring of activity work plans, progress monitoring, documenting and reporting and coordination and supervision of contractors' work. 2. Provide professional services required to oversee the design, construction / refurbishment of sites including the preparation and updates of plans and detailed drawings, preparation of bills of quantities (BOQs), estimates and tender documents, adjudication of bids, supervision and certification of works, and follow up projects to ensure a satisfactory conclusion. 3. Provide expert guidance on the construction works to diagnose defects and specify remedial repairs, assist with cost management and analysis and have a good understanding of the key trades and accepted standards of workmanship. 4. Ensure quality in all stages of rehabilitation works from inception to completion (including documentation). 5. Supervise the contractors in the areas of monitoring, change of orders, contract compliance, quality assurance, safety and documentation of all interactions. 	

III. RESPONSIBILITIES AND ACCOUNTABILITIES

6. Ensure that time action is taken to address any deficiencies in quality/safety standards and provide solutions for improving the quality of work.
7. Ensure that field reports are to a satisfactory standard in line with Quality Control System and Safety Plan(s).
8. Draft Plans of action for rectifying the defects, whenever needed. Coordinate all actions with the IOM Project Manager.
9. Ensure that all materials and equipment related to the Project meet the required standards and specifications.
10. Ensure that all tasks are completed to a satisfactory standard before final payment is authorized by the IOM Project Manager.

➤ **Performance indicators for the evaluation of results**

- Manage, and supervise all construction activities, and conduct regular site visit to ensure that construction activities are running as per plan, and specifications.
- Modify, and edit all technical documents, and design of new structures as per site requirements.
- Provide expert advice on design, planning, and management of construction activities covering all type of activities may be required for the new construction or renovation of an existing building.
- Conduct meetings with construction company to discuss all aspects of the project, and report to the management.

IV. REQUIRED QUALIFICATIONS AND EXPERIENCE

EDUCATION

- Bachelor's degree in civil engineering; Advanced Degree in Civil Engineering preferred.

EXPERIENCE

- Minimum of 5 years of professional experience in technical survey, design, cost estimation and overseeing project implementation.
- Operating and application of MS project, Primavera, Auto-Cad, and Engineering related software.
- Experience working with specialized international agencies (UN Agencies, International organizations, and International NGOs) and in close consultation and coordination with local authorities, community representatives, implementing partners and field staff.
- Ability to operate AutoCAD 2D 3D, Scheduling (Primavera), Total Station, SAP2000, Etabs, with respect to required plan, profile and sections.
- Ability to conduct technical survey on the ground with latest survey equipment.
- Ability in geotechnical, and field technical tests.

COMPETENCIES

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

- **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.

V. LANGUAGES

Required <i>(specify the required knowledge)</i>	Desirable
Fluency in English and Kiswahili is required	Working knowledge of French, Spanish, Portuguese is desirable.

OTHER:

Qualified female candidates and qualified person with disabilities are encouraged to apply for UN vacancies and are protected from discrimination during all stages of employment.

All application documents will be handled in accordance with IOM data protection policy. The selected candidate is required to commence the assignment as soon as the recruitment process completes.

NO FEES:

IOM does not charge a fee at any stage of its recruitment process

(application, interview, processing, training, or other fee). IOM does not request any information related to bank accounts.

HOWTOAPPLY:

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Only e-mail applications will be considered.

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Posting period: From 26th July 2023 to 08th August 2023