



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

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## **SPECIAL VACANCY NOTICE**

### **IOM TUNISIA: VATN/2018-026**

#### **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 **Tunisrecruitment@iom.int** no later than **27<sup>th</sup> December 2018**; indicating the reference code in the subject.

Please note that only short-listed candidates will be contacted

<b>Position Title:</b>	Case Worker – Sfax
<b>Duty Station:</b>	Sfax, Tunisia
<b>Classification:</b>	G4
<b>Type of Appointment:</b>	Special Short Term contract; 6 months
<b>Estimated Start Date:</b>	Janvier 2019
<b>Reference Code:</b>	VATN/2018-026

#### **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.

Under the overall guidance of the Chief of Mission (CoM), under the direct supervision of the CT/Protection of Migrants Project Manager 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 with migrants at IOM office.

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

The successful candidate will be responsible for:

In particular he/she will:

1. Assist IOM beneficiaries in the provision of accurate 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; Assist with telephone and e-mail inquiries from migrants providing timely and accurate information to migrants; Inform migrants of any changes to IOM services and procedures; Ensure that migrants are provided with the basic assistance necessary to meet their needs;

2. Provide individualized and group orientations and supporting migrants through social service referrals, coordination of medical access and legal services and assessing and evaluating each migrant's needs, in straight coordination with IOM Protection team and ensure accurate tracking of the migrants' situation;
3. Ensure compliance with case file management and reporting requirements; Assess and monitor migrant progress at regular intervals; modifying initial plans and case file documents as required;
4. Data collection: Assist in the collection of data on migrants' profiles, vulnerabilities and needs; using the existing IOM data base platform;
5. Maintain a professional and neutral behavior, as well as empathy with migrants;
6. Immediately inform management of any problems or issues related to the daily work and regularly make suggestions on how to improve efficiency and IOM migrants services;
7. Comply with the "IOM Policy for a Respectful Working Environment", "IOM Confidentiality Agreement", "IOM Data Protection Manual", "IOM Standards of Conduct", "IOM Preventing and Responding to Sexual Exploitation and Abuse", and the "IOM Policy on Reporting Irregular Practices, Wrongdoing and Misconduct" and any other related instruction/guideline;
8. Such other duties as may be assigned by the Chief of Mission or supervisors.

### **Required Competencies:**

#### **Inclusion & respect for diversity**

Respects and promotes individual and cultural differences. Encourages diversity and inclusion wherever possible.

#### **Integrity & 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.

#### **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.

**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 Bachelors 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;
- Excellent computer skills, especially in MS Office;
- Strong interpersonal & intercultural skills with an attention to detail;
- Team player; 100% integrity.

**Languages:**

Fluency in French and Arabic.

Good knowledge of English.

**Posting period:**

From 13.12.2018 to 27.12.2018