



International Organization for Migration (IOM)  
The UN Migration Agency

## **SVN-2022-042**

### **Fully on-site position**

- Position Title : **Project Assistant, Case Management, Adjudications G5  
- Unit RSC (1 position)**
- Duty Station : **San José, Costa Rica**
- Classification : **G-5**
- Type of Appointment : **Special Short Term, 6 months**
- Estimated Start Date : **As soon as possible**
- Closing Date : **April 30st, 2024**

*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.*

*The International Organization for Migration (IOM) does not discriminate on the basis of disability, age, gender identity and expression, sexual orientation, nationality, racial identity, religious beliefs, among others. IOM is committed to a diverse and inclusive environment and therefore its staff come from a wide range of socio-economic backgrounds and world perspectives. Candidates from women, people of African descent and LGBTIQ+ people who are qualified and meet the requirements of each vacancy are especially encouraged.*

IOM is committed to a diverse and inclusive environment. Applications from qualified female candidates are especially encouraged. For the purpose of the vacancy, the following candidates are considered as first-tier candidates:

1. Internal candidates
2. Qualified applicants from the following NMS countries:

*Algeria, Angola, Antigua and Barbuda, Bahamas, Belize, Benin, Burundi, Cambodia, Cape Verde, Cameroon, Central African Republic, Czech Republic, Comoros, Djibouti, El Salvador, Gabon, Gambia, Guyana, Holy See, Iceland, Israel, Lesotho, Libya, Luxembourg, Madagascar, Maldives, Malta, Marshall Islands, Montenegro, Micronesia, Mongolia, Namibia, Nauru, Papua New Guinea, Paraguay, Republic of Congo, Saint Vincent and the Grenadines, Samoa, Seychelles, Somalia, Suriname, Swaziland, Tanzania, Timor Leste, Togo, Trinidad and Tobago, Vanuatu, Venezuela, Vietnam, Yemen*

3. External female candidates.

The United States Refugee Admissions Program (USRAP) operates world-wide with a target of providing resettlement opportunities to thousands of refugees each year. IOM provides a range of assistance and support to the USRAP including, but not limited to, case processing, migration health assessments, cultural orientation training, organized transportation and administration of a travel loan and collections program. The Department of Operations and Emergencies (DOE), specifically the Resettlement and Movement Division (RMM), has the organizational responsibility to provide direction, oversight, and guidance to IOM's global support to all resettlement programs.

**Context:**

Under the United States Refugee Admissions Program (USRAP), Resettlement Support Centers (RSCs) provide critical support and processing assistance for resettlement to the US. As part of an MOU between IOM and the US State Department Bureau for Population Refugees and Migration (PRM), IOM manages several RSCs which prepare applications for adjudication by and provide support to visiting US Citizenship and Immigration Services (USCIS) officers, facilitate security and medical screenings, provide information about arriving individuals to resettlement agencies in the US and offer Cultural Orientation (CO) training to individuals departing for the US.

Under the overall supervision of the Project Officer, Case Management and direct supervision of the Senior Project Assistant, Case Management, Adjudications Support, the successful candidate will be based in San José, Costa Rica and will have the following duties and responsibilities:

1. Undertake case management activities in an assigned area or areas, such as file integrity, program access, pre-screening, field team, adjudications support, scheduling, or pre-departure services, and, as required, guide and monitor teams of Project Clerks and Project Assistants in organizing and completing case management activities in an assigned area.
2. Efficiently and effectively manage refugee case files and medical records, including, if assigned, verifying the creation of new case files, the timely and accurate distribution of case files, that all returned files are promptly filed, that the file tracking system is used to keep comprehensive track of files, and that files are scanned and transformed into travel packets as needed.
3. Undertake refugee form fill and casework interviews for the purposes of recording case histories and biographical information, including, if assigned, correctly entering data into the Worldwide Refugee Admissions Program System (WRAPS) and other databases, verifying information previously entered, such as biographic and family information, and, as needed, scanning, photocopying, attaching and filing documents, translating documents, and photographing applicants in accordance with established Standard Operating Procedures (SOPs).
4. In coordination with supervisors, organize and schedule refugee appointments, including, if assigned, running ad hoc reports, creating schedules in WRAPS or another database, entering schedule data, updating schedules, overseeing the issuance of notifications and confirmation of appointments, arranging interpretation services, and assisting with circuit ride logistics.

5. In relation to the adjudication of refugee case files, as assigned, assist supervisors in supporting USCIS officers, conduct briefings for refugee applicants, ensuring accurate information is shared regarding timelines, expectations, fraud, malfeasance, and case processing, and as needed, provide interpretation during interviews, perform data entry, provide logistical support, and notify refugees of results.
6. Verify WRAPS is updated as needed with refugee application data, biographical and other sensitive information such as interview dates, US Citizenship, and Immigration Services (USCIS) interview and fingerprint results, medical data, and resettlement location preferences, and, if assigned, guide the activation of processes such as program access verification, security checks or assurances as required.
7. Utilizing reports, conduct regular quality assurance checks of case files and data in WRAPS to ensure the accuracy of all case information and the RSC's compliance with all USRAP and RSC SOPs in relation to case files.
8. In coordination with supervisors, liaise as needed with other teams and units in RSC Costa Rica and other RSCs. Provide regular reports on the work being accomplished within the team to supervisors and team members.
9. Train other Case Management team members as needed to efficiently and effectively manage refugee case files, conduct full refugee interviews, organize and schedule refugee appointments, update WRAPS, conduct quality assurance of files and case data and support the USCIS adjudication.
10. Undertake duty travel as needed to participate in refugee interview and USCIS adjudication circuit rides.
11. Demonstrate an in-depth understanding of the USRAP, SOPs and WRAPS, as well as the ability to remain professional, impartial, and unbiased during all interactions with refugee applicants and colleagues.
12. Maintain the confidentiality and integrity of all RSC-related information by implementing control procedures in line with USRAP standards of conduct and data protection rules. Alert RSC management of any non-compliance to SOPs or codes of conduct by RSC staff members.
13. Perform such other duties as may be assigned.

### ***Required Qualifications and Experience***

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

#### **EDUCATION AND EXPERIENCE**

- University degree in Social Science, International Relations, Regional Studies, or a related field from an accredited academic institution with five years of relevant professional experience.  
OR
- High school degree with three years of relevant professional experience.

#### **Experience**

- Delivers on set objectives in hardship situations.
- Experience working with international cooperation and international humanitarian organizations an advantage.
- Experience in customer Service.

#### **Skills**

- Ability to use own initiative and work under pressure with minimum supervision.
- Excellent computer skills - Word, Excel, and Internet
- Strong interpersonal and communication skills
- Attention to detail and ability to organize.
- Self-motivated and objective driven

#### **Languages**

Fluency in English and Spanish (oral and written) is required.

#### **Salary**

993,000.00

#### ***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: maintain 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 – 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 action and delegated work.
- Communication: encourages and contributes to clear and open communication; explains complex matters in an informative, inspiring, and motivational way.

**How to apply:**

The candidate should send his/her application **through the following Microsoft Form**: <https://forms.office.com/e/b3qKdNsg31>.

The form will request vacancy code, position title, duty station, grade, and unit. Please complete as it follows:

- **Vacancy Code: SVN-2022-042**
- **Position Title: Project Assistant, Case Management, Adjudications**
- **Duty Station: San Jose, Costa Rica**
- **Grade: G5**
- **Unit: RSC**

Candidates must submit their offer by **April 30st, 2024**. No applications will be considered after this date.

**Any application not presented using the Microsoft Form, will not be taken into consideration.**

**In case of receiving applications from foreigners living in Costa Rica, they must have a valid work permit.**

**Only short-listed candidates will be contacted.**

You can check the Post Description on <https://costarica.iom.int/es/vacantes>.