



SENIOR MEDICAL ASSISTANT (MH) ~ 2 Positions

Open to Internal and External Candidates

Organizational Unit	: MIGRATION HEALTH
IOM Classification	: SENIOR MEDICAL ASSISTANT (MH)
Duty Station	: COLOMBO
Salary Per Month	: LKR 212,019.00 (G6)
Type of Appointment	: ONE YEAR FIXED TERM
Estimated Start Date	: AS SOON AS POSSIBLE
Closing Date	: OCTOBER 23, 2022

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 government and migrants.

IOM is committed to a diverse and inclusive environment. Internal and external candidates are eligible to apply to this vacancy. For the purpose of the vacancy, internal candidates are considered as first-tier candidates.

Context:

Under the overall supervision of the Chief Migration Health Officer and the direct supervision of the Senior Migration Health Nurse, the successful candidate will be responsible for the following duties and responsibilities in relation to the Migration Health Assessment Programme in Colombo, Sri Lanka

Core Functions / Responsibilities:

1. Organize the Medical Assistants Roster and assign various duties in the unit as well as actively participate in day-to-day scheduling.
2. Develop and keep up-to-date MHAC's Standard Operating Procedures (SOP's).
3. Supervise and train Medical Assistants in compliance to the MHAC Medical Assistants' SOPs.
4. Assist in analysis of various tools pertaining to migrant flow and satisfaction in MHAC – including active monitoring of scheduling trends.
5. Prepare medical forms, laboratory labels, serology code books, chest x-ray labels and daily scheduling of MHD health assessments.
6. Ensure that reception area is well organized and presentable at all times.
7. Provide accurate information and answers to telephone and/or walk-in queries from applicants regarding their schedules and direct as required.
8. Assist in improving the integrity of customer care work by proposing key fraud prevention measures.
9. Receive all completed medical deferrals/furtherance, x-rays and other documents from MHD, update the reception of the same in the database and forward to the migration health physician for clearance.
10. Oversee the completion of medical forms, DNA packages and other medical documents and ensure they are transmitted to relevant partners, either by electronic means or by courier services. Verify that 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.
11. Updating MHD information on the country MHD Website.
12. Prepare and submit monthly statistics on Health Assessments performed by MHD.
13. Prepare correspondence to respond to queries in respect to relevant matters of the MHAC. File incoming/outgoing letters, reports, memoranda, emails faxes as well as IOM documents and forms related to IOM medical issues.
14. Prepare purchase request forms for procurement of equipment and working materials for MHD.
15. Data management follow-up including the creation of queries to retrieve information from the database and responding to various follow-up needs.
16. Participate in mobile health assessment missions in the Region to provide IT/Database support.

17. Provide Database/data processing support to the Region and other MHD locations as needs arise.
18. Suggest improvements to strengthen internal control mechanisms; provide inputs for new procedures to complement and/or adapt existing instructions in an effort to achieve streamlining efficiencies.

Required Qualifications and Experience

Education

- Bachelor's Degree in Business Management, Administration or a related discipline from an accredited academic institution with four (04) years of relevant professional experience, or;
- Minimum six (06) years of related work experience with High School Diploma.

Experience

- Experience in managing large dynamic teams, with a customer service, IT or administrative background.
- Previous experience in secretarial and archival related tasks.
- Experience in working in a busy institution, preferably within the international humanitarian organizations, non – governmental or governmental organizations is preferred.

Skills

- High computer literacy in Windows and MS Office is mandatory, knowledge of web page design would be an asset.
- In-depth use of MS office applications, data collection and data manipulation/interpretation skills are highly desired.
- Knowledge of medical terminology will be an asset.

Languages

Fluency in **English** and **Sinhalese / Tamil** is required; Fluency in all three languages is advantageous.

Required Competencies

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 – 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.

Managerial Competencies* – Behavioural indicators - *level 2*

- Leadership: provides a clear sense of direction, leads by example, and demonstrates the ability to carry out the organization's vision; assists others to realize and develop their potential.
- Empowering others and building trust: creates an atmosphere of trust and an enabling environment where staff can contribute their best and develop their potential.
- Strategic thinking and vision: works strategically to realize the Organization's goals and communicates a clear strategic direction.

*As Applicable

Other

Appointment will be subject to certification that the candidate is medically fit for appointment and successful reference checks.

Women with the above qualifications are encouraged to apply.

How to apply:

Interested candidates are invited to submit their applications with the following documents:

- a. Detailed bio data
- b. Cover letter including two work related referees (non-related)
- c. Pre-screening form ([here](#))

Kindy submit your application via email to HRSRILANKA@iom.int indicating position applied on subject line by **Sunday 23rd October 2022.**

Applications without the above mentioned will not be considered.
Only shortlisted candidates will be contacted.

Posting period:

From 10.10.2022 to 23.10.2022