



MEDICAL ASSISTANT (MH) ~ Multiple Positions

Open to Internal and External Candidates

Organizational Unit	: MIGRATION HEALTH
IOM Classification	: MEDICAL ASSISTANT (MH)
Duty Station	: COLOMBO
Salary Per Month	: LKR 114,368.00 (G4 at 60% employment)
Type of Appointment	: SPECIAL SHORT-TERM GRADED
Estimated Start Date	: AS SOON AS POSSIBLE
Closing Date	: NOVEMBER 06, 2023

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 National Migration Health Physician (MH) and the direct supervision of the Senior Medical Assistant, successful candidates will be responsible for the following duties and responsibilities in relation to the Migration Health Assessment Programme in Colombo, Sri Lanka

Core Functions / Responsibilities:

The Medical Assistant provides information, relevant to Health Assessment Programs, Applicant processing and other IOM services to the migrants. He/she may be assigned to one of two potential subunits within the Migration Health Assessment Centre (MHAC). 1) Reception and Data Processing Unit or 2) Call Centre Operations. *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).

Call Centre overall duties:

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.

Reception and Data Entry overall duties:

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.

Required Qualifications and Experience

Education

- Bachelor's Degree in Business Management, Administration or a related discipline from an accredited academic institution with two (02) years of relevant professional experience, or;
- Minimum four (04) years of related work experience with High School Diploma.

Experience

- Experience in computer data entry, elaboration and analysis or call centre in a busy institution, preferably within a medical service centre.
- 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.
- Knowledge of medical terminology and typing speed of at least 60 words per minute.

Languages

Fluency in **English** and **Sinhalese / Tamil** is required; Fluency in all three languages or an additional language skill 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.

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](#))

Kindly submit your application via email to HRSRILANKA@iom.int indicating position applied on subject line by **Monday 06th November 2023**.

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

Posting period:

From 24.10.2023 to 06.11.2023