



IOM International Organization for Migration

CALL FOR CVS

Open to Internal & External Candidates

Position : **Migration Health Intern (Customer Service Assistant)**
Organizational Unit : **Migration Health Assessment Centre**
Duty Station : **Abuja, Nigeria**
IOM Classification : **Intern**
Type of Appointment : **Special Short Term (SST) 6 Months with possibility of extension**
SVN No. : **CFCV2022.34**
Estimated Start Date : **As soon as possible**
Closing Date : **15 March 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 governments and migrants.

IOM is committed to a diverse and inclusive work environment. Read more about diversity and inclusion at IOM at www.iom.int/diversity. Applications are welcome from first- and second-tier candidates, particularly qualified female candidates. For all IOM vacancies, applications from qualified and eligible first-tier candidates are considered before those of qualified and eligible second-tier candidates in the selection process.

Context:

The IOM Internship Programme provides candidates with the opportunity to learn about IOM's activities, to gain initial work experience, and/or gain knowledge on a broad range of migration technical areas and disciplines.

Under the overall guidance of the Migration Health Officer and the direct supervision of the Senior Medical Assistant, the interns will assist in supporting and contributing to customer service duties at the Migration Health Assessment Centre (MHAC) in Lagos, Nigeria.

The interns will have the following duties and responsibilities:

Core Functions / Responsibilities:

1. Assist in providing migrants information regarding health assessments by phone and email.
2. Assist in registering the migrants in the IOM database or any other format as appropriate, schedule and confirm medical appointments and receive and communicate messages for medical staff and beneficiaries.
3. Assist in receiving applicants as they report for migration health assessment.
4. Assist in monitoring questions or concerns from online chat or social media and de-escalating any issues in a calm manner.

5. Assist in collecting feedback from applicants as they go through the examination process with the objective of assessing the quality service delivery.
6. Assist in compiling and updating information about Migration Health activities
7. Provide general administrative and clerical support to the Migration Health Unit
8. Internship training components / learning elements:
 - a. Become familiar on main issues in the field of migration health more broadly.
 - b. Acquire knowledge of customer service and data management activities within the scope of Migration Health including managing complaints, conducting surveys, collecting feedback, Quality Compliance and Quality Assurance audits
 - c. Become acquainted with the policies of IOM as an international organization, its multicultural environment, and its functioning, especially in the field of migration health
9. Perform such other duties as may be assigned by the Supervisor.

Education:

- Bachelor's degree in a healthcare-related field, public administration, marketing or business administration, social sciences, Information management, or related fields.

Experience & Skills:

- Priority will be given to those eligible for the National youth service.
- Experience in MS Package (Word, Excel, PowerPoint, SharePoint) would be an asset.
- Typing speed of at least 60 words per minute.
- Interest in Medical Data Management, medical statistics, or Health Informatics is an advantage.
- Ability to work effectively both on his/her own and within a team of varied cultural and professional backgrounds.
- Willing to accept flexible work schedule.
- Excellent attention to detail and strong organizational skills

Languages:

Fluency in English is required (Oral and Written).

Required Competencies:

The incumbent is expected to demonstrate the following values and competencies:

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.

Other:

Any offer made to the candidate in relation to this vacancy notice is subject to funding confirmation.

This is a national position and only candidates residing in the country of the duty station within commuting distance will be considered.

Appointment will be subject to certification that the candidate is medically fit for appointment.

How to apply:

Interested candidates are invited to submit their applications via email to **HRNIGERIA@iom.int** indicating position number on subject line by **Tuesday, 15 March 2022** and follow this link: <https://forms.office.com/r/txH2DUVqJc>

In order for the applications to be considered valid, IOM only accepts applications with a cover letter not more than one page specifying the motivation for application, addressed to **Human Resources, International Organization for Migration (IOM)** and with a subject line **CFCV2022.34. Abuja. Migration Health Intern (Customer Service Assistant)**.

All applications should include a functional email address, mobile numbers, and detailed curriculum vitae (CV)

Please note that this position is open only to Nigerian National applicants and only shortlisted candidates will be contacted.

Posting period:

From 09.03.2022 to 15.03.2022

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.