



STAFFING AND RECRUITMENT

IOM HUMAN RESOURCES

IOM is looking for **Medical Assistant (G-4)** according to the Terms of Reference below. Interested applicants are invited to apply by **2 May 2023** at the latest, referring to the vacancy notice ref. code on the e-mail subject header.

OPEN TO INTERNAL & EXTERNAL CANDIDATES

Reference Code:	VN-43/2023/S-BD1	Position Title:	Medical Assistant (Multiple Positions)
Duty Station:	Multiple duty station (Ukhia/Teknaf)	Estimated Starting Date:	As soon as possible
Classification:	G-4 (UN Salary Scale)	Type of Appointment:	One Year Fixed Term (with possibility of extension)
Unit:	Medical Health Division		

General Functions:

Under the overall supervision of the Chief Migration Health Nurse (CMHN) and the direct supervision of the Migration Health Nurse the successful candidate will be responsible for the carrying out the following duties and responsibilities in relation to the Migration Health Assessment Centre (MHAC) in Ukhia/Teknaf, Bangladesh.

Responsibilities and Accountabilities:

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): the reception and data processing unit or the call centre. 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; and,
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 biodata 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; and,
 12. Perform such other duties as may be assigned.

Education, Experience, Skills and Language:

- University Degree with at least two years of relevant working experience or Secondary School Diploma with at least four years of relevant working experience.
- Certificate in IT/Data entry is an advantage.
- Experience in computer data entry, elaboration and analysis or in a call centre in a busy institution, preferably a medical one.
- Knowledge of medical terminology, as well as previous secretarial and archival experience, an added advantage; and,
- Previous working experience with NGOs or international organizations is an added advantage.
- Knowledge of medical terminology and typing speed of at least 60 words per minute.
- High computer literacy in Windows and MS Office is mandatory, knowledge of web page design would be an asset
- Fluency in English & Bengali is required. Working knowledge of Chitagonian dialect is desirable.

Method of Application:

External candidates:

Send the application to IOMBangladeshJobs_External@iom.int ; the subject line should mention the reference code [VN-43/2023/S-BD1: Medical Assistant \(G-4\)](#). [The following documents must be attached:](#)

(i) Application Letter/Cover Letter

(ii) Curriculum Vitae

(iii) Personal History Form (PHF) which can be downloaded from the IOM Dhaka website:

<https://bangladesh.iom.int>

(iv) Scan copy of Photo

Internal candidates:

The PERN must be indicated in the *Personal History Form (PHF)* for the reviewer to determine that it is an internal application.

Applications are sent to IOMBangladeshJobs_Internal@iom.int ; the subject line should mention the reference code [VN-43/2023/S-BD1: Medical Assistant \(G-4\)](#). [The following documents must be attached:](#)

(v) **Application Letter/Cover Letter**

(vi) **Curriculum Vitae**

(vii) **Personal History Form (PHF) which can be downloaded from the IOM Dhaka website:**

<https://bangladesh.iom.int>

(viii) **Scan copy of Photo**

APPLICATION WITHOUT PROPER REFERENCE CODE MENTIONED ABOVE AND INCOMPLETE APPLICATION WILL BE DISREGARDED

Any attempt for persuasion will be considered as a disqualification.

Due to volume of applications received, only short-listed candidates will be called for further assessment. *Note for internal candidates:*

with refer to IN233 and Clause 7.5 of IOM Recruitment Policy:

Staff members selected for a VN/SVN in his or her same category at one grade higher than his or her personal grade shall be appointed at the advertised grade. A staff member selected for a VN/SVN to a position which is two grades higher than the staff member's current grade, will be appointed at the interim grade, and six months later at the higher grade.