Context/Reporting line:

IOM Iraq was established in 2003, and has built a strong network of staff, offices and logistics capacity. With more than 1,500 staff and main offices in Baghdad, Erbil, and Basra and 16 sub-offices in key locations, IOM works in cooperation with the Government of Iraq to provide support across all of Iraq’s 18 governorates. IOM works in partnership with UN agencies, Non-Governmental Organizations (NGOs) and Community Service Organizations (CSOs) as a member of the United Nations Country Team (UNCT) for Iraq.

Under the overall supervision of the Head, Migration Health Unit, and the direct supervision of the National Migration Health Physician, the incumbent will be responsible for the following:

Core Functions / Responsibilities

1. Receive migrants and refugees as they arrive in the clinic and verify their identification documents. The Clerk is responsible of checking the applicants are listed on the daily entry list.
2. Orient the applicants to the Health assessment (HA) process according to their destination country, answer their questions and assist/escort them as they progress in the HA steps.
3. Answer phone calls and call migrants and refugees to give them appointments or to provide other information as requested by the direct supervisor.
4. Send medical specimen samples, documents and other materials from the clinic to external service providers (MOH, Laboratory, Radiology, DHL) and IOM Offices.
5. Do follow up with external providers (Laboratory, Radiology and Specialists) to obtain appointments for IOM applicants and to bring and receive results and reports as instructed by the direct supervisor.
6. Assist the Date Processing Assistant in the clinic with documents printing and scanning tasks; and with data entry using different modalities dedicated for this purpose in the clinic.
7. Perform basic storekeeping duties such as store and release supplies or equipment, compile the records of the supplies, check the supplies from time to time, and record the number and the kinds of supplies.
8. Ensure good customer care and migrant friendly communication and service provision.
9. Perform such other duties as may be assigned.

IOM is committed to a diverse and inclusive environment. Applications from qualified female candidates are especially encouraged, as well as the internal and external candidates are eligible to apply to this vacancy. For the purpose of the vacancy, the internal candidates are considered as first-tier candidates.
**Required Qualifications**

**Education:**
- University degree from an accredited academic university or institute with minimum 1 year of relevant experience; or High-school degree with minimum 3 years of relevant professional experience.

**Experience and Skills:**
- Knowledge or experience of general clerical work and simple record-keeping procedures.
- Good Computer skills.
- Good interpersonal and communication skills, awareness to gender issues, Flexibility, tolerance, and capacity to work in team, and capacity to work in hard and challenging conditions.

**Languages:**
- Fluency in English, Kurdish and Arabic is required.

**Behavioral Competencies**
- Work prioritization and ability to multitask.
- Shares knowledge and experience.
- Positive, constructive attitude.
- Ability to work and act under pressure with discretion in politically sensitive environment with a minimum of comfort.
- Responds positively to critical feedback and differing points of view.
- Ready to work independently, under tight deadlines.
- Displays cultural, gender, religion, race, nationality and age sensitivity and adaptability
- Ability to work in a multi-cultural team environment with a positive attitude.
- Highest standards of integrity, discretion and loyalty.
- Strives for supportive working environment and positive working relationship.
- Creates a respectful office environment free of harassment, retaliation, and promotes the prevention of sexual exploitation and abuse (PSEA).

*IOM IN/234 - Policy and Procedures for Preventing and Responding to Sexual Exploitation and Abuse*

IOM has a policy of zero tolerance of sexual exploitation and abuse (SEA) by IOM staff members and the employees or any other persons engaged and controlled by IOM Contractors. The staff members and all contract type holders shall protect against and prevent sexual exploitation and abuse (PSEA).

**How to apply:**

**While this vacancy is open to both Internals and Externals, priority shall be given to qualified Internal applicants.**

Interested candidates are invited to submit their applications via this link: [https://vacancies.my-soc.org/apply.php?job=20210503111225&token=C6QhnL7yXzsMHTfxvjOEQtq8](https://vacancies.my-soc.org/apply.php?job=20210503111225&token=C6QhnL7yXzsMHTfxvjOEQtq8)

In order for an application to be considered valid, IOM only accepts online profiles duly completed. Only shortlisted candidates will be contacted.

**Posting period:**

From: 03.05.2021 to: 17.05.2021