



MEDICAL ASSISTANT (CALL CENTRE LEAD)

Open to Internal & External Candidates

Organizational Unit	: MIGRATION HEALTH
IOM Classification	: MEDICAL ASSISTANT (CALL CENTRE LEAD)
Duty Station	: COLOMBO
Salary per Month	: LKR 164,356.00 (G5)
Type of Appointment	: One Year Fixed Term
Estimated Start Date	: AS SOON AS POSSIBLE
Closing Date	: AUGUST 31, 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 Chief Migration Health Officer (CMHO) and the direct supervision of the Senior Medical Assistant, the successful candidate will be responsible for carrying out the call centre function and the following duties and responsibilities in relation to the Migration Health Assessment Centre (MHAC) 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 will be assigned to call centre of the Migration Health Assessment Centre (MHAC). 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:

- Support coordination of call centre function and support its efficient operation
- Provide migrants' information regarding health assessments by phone.
- Register the migrants in the IOM database, schedule and confirm medical appointments and receive and communicate messages for medical staff and beneficiaries.
- Prepare master lists of migrants scheduled for health assessment processing and submit them to respective service providers / relevant persons as required.
- Maintain daily statistics related to health assessments and update the records; and,
- Contribute to customer satisfaction evaluation management.

Required Qualifications and Experience

Education

- Bachelor's Degree in Business Management, Administration or a related discipline from an accredited academic institution with three (03) years of professional experience in the related field; or
- Minimum five (05) years of related work experience with a 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 is desired.
- Previous work experience in a migrant support set up, client services and administrative functions preferably within the international humanitarian field will be highly advantageous.

- Previous experience in secretarial and archival related tasks.

Technical & Other Skills

- Knowledge of customer care, high computer literacy in Windows and MS Office are mandatory.
- Typing speed of at least 60 words per minute, leadership skills, analytical skills and knowledge of medical terminology are highly desired.

Languages

Fluency in **English** and **Sinhalese / Tamil** is required; Fluency in multiple 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 2*

- 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

- 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.

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 **Thursday 31st August 2023**.

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

Posting period:

From 18.08.2023 to 31.08.2023