

**VN/MY10/2023/011**  
**Open to Internal and External Candidates**

Position Title : **Medical Assistant (multiple positions)**  
Duty Station : **Kuala Lumpur, Malaysia**  
Classification : *Grade 4 equivalent*  
Type of Appointment : *UNOPS ICA*  
Estimated Start Date : **As soon as possible**

Closing Date : **June 13, 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 governments and migrants.*

IOM is committed to a diverse and inclusive environment. Applications from qualified female candidates are especially encouraged. For the purpose of the vacancy, internal candidates are considered as first-tier candidate.

***Context:***

Under the overall supervision of the Chief Migration Health Officer (CMHO) and the direct supervision of the Senior Medical Assistant, 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 Kuala Lumpur, Malaysia.

The Medical Assistant provides information, relevant to Health Assessment Programs, Applicant Processing and other IOM services to migrants and refugees. The candidate may be assigned to the reception and data processing or the call centre duties as required. The incumbent will need to be capable of being flexible when being assigned to different tasks. Below is a description of the tasks, which are more detailed in the duty lists and standard operating procedures (SOPS)

***Core Functions / Responsibilities:***

**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 personnel 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 migrants;
  - b. checking migrants' identity;
  - c. entering bio-data of the migrants 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 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), as applicable. Regularly submit these photocopies to the Administrative/Finance Assistant; and,
12. Perform such other duties as may be assigned.

***Required Qualifications and Experience***

**Education**

- 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**

- Experience in computer data entry, elaboration, and analysis in a busy call centre or medical institution, preferably;
- Hands on experience in Microsoft Office is mandatory, knowledge of webpage design would be an asset;
- Knowledge of medical terminology, as well as previous secretarial and archival experience is an added advantage; and
- Previous working experience with NGOs or international organizations is an added advantage.

**Skills**

- Proficient computer skills, including in Microsoft Office.
- Good interpersonal skills and communication with all levels of beneficiaries
- Ideal candidate will have a positive attitude and be a problem-solver

### **Languages**

Fluency in English and Malay are required.

### **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**


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

Appointment will be subject to certification that the candidate is medically fit for appointment and verification of residency, visa and authorizations by the concerned Government, where applicable.

#### **How to apply:**

Interested candidate are invited to submit their application via email to [vnjomkualalumpur@iom.int](mailto:vnjomkualalumpur@iom.int) indicating the reference code above (VN/MY10/2023/011) as subject. The deadline for applications is **June 13, 2023**

#### **Applications should include:**

- a) a cover letter, indicating the dates of availability;
- b) a curriculum vitae;
- c) duly completed IOM Personal History Form (may be downloaded from  [PHF \(1\).xlsx](#))

**Only shortlisted candidates will be contacted.**

**Posting period: May 25, to June 13, 2023**