POST DESCRIPTION

SECTION 1

Position Information

Position Title	Medical and Administrative Assistant
Position Grade	UG
Duty Station	Casablanca, Morocco
Position Number	New
Job Family	Migration Health
Organizational Unit	10005106
Is this a Regional, HQ, MAC, PAC, Liaison Office, or a Country Office based position?	Country Office
Position rated on	Pre-rated
Reports directly to	20088365 – Senior Operations Associate (Team Leader) – Field Support
Number of Direct Reports	

SECTION 2

Organizational Context and Scope

Under the overall supervision of the Chief of Mission (CoM) and the direct supervision of the Senior Operations Associate (Team Leader) – Field Support – Casablanca, the successful candidate will be responsible for the carrying out the following duties and responsibilities in Casablanca, IOM Morocco.
The role of the administrative assistant is to support the Migration Health Activities in the smooth running of its administrative duties.

SECTION 3

Responsibilities and Accountabilities

The role of the Medical and Administrative Assistant is to:

1. Maintain administrative records, filing, e-archiving, document tracking, reporting, and correspondence.
2. Manage medical file documentation, including scanning, photocopying, storage, and archiving of medical records, X-rays, laboratory results, consent forms, and related documents.
3. Liaise with embassies and applicants regarding processing status, appointment scheduling, document dispatch, and general health assessment inquiries.
4. Register applicants in the relevant systems, verify identity, enter biodata, capture photographs, print required forms, and explain registration procedures.
5. Schedule and confirm appointments, prepare daily processing lists, and coordinate with relevant service providers and stakeholders.

6. Receive, record, track, and submit completed medical examination documents, deferrals/furtherance cases, X-rays, and related records for physician review and clearance.
7. Process service fees, maintain petty cash records, reconcile payments, and support financial reporting as required.
8. Maintain applicant databases, daily statistics, data quality, certificate generation, and other health assessment data processing activities.
9. Maintain inventories and support procurement, storage, and tracking of office, IT, medical, and consumable supplies.
10. Contribute to service quality, customer satisfaction, internal controls, and continuous improvement of procedures and workflows.
11. Perform other related duties as assigned.

SECTION 4

Required Qualifications and Experience

EDUCATION

- Bachelor's degree in Administration Management/ Medical Administration or a related field from an accredited academic institution with at least two years of relevant working experience.

OR

- Secondary School Diploma with at least four years of relevant working experience.

EXPERIENCE

- Knowledge and experience in administration, procurement or accounting;
- Working with refugees/migrants in a medical setting is an advantage;
- Previous working experience with NGOs or international organizations is an advantage;
- Demonstrate accuracy in handling and reporting data.

SKILLS

- At least an intermediate level of MS office skills;
- Organizational skills;
- Communication skills

SECTION 5

Languages

REQUIRED

For all applicants, fluency in English and local language is required (oral and written).

SECTION 6

Competencies[1]

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

VALUES - All IOM staff members must abide by and demonstrate these five values:

Inclusion and respect for diversity: Respects and promotes individual and cultural differences. Encourages diversity and inclusion.
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.
Courage: Demonstrates willingness to take a stand on issues of importance.
Empathy: Shows compassion for others, makes people feel safe, respected and fairly treated.

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 actions and delegated work.
Communication: Encourages and contributes to clear and open communication. Explains complex matters in an informative, inspiring and motivational way.

SECTION 7

Signatures

1st Level Supervisor	Date
	Click here to enter a date.
2nd Level Supervisor	Date
	Click here to enter a date.

[1] Competencies and respective levels should be drawn from the Competency Framework of the Organization.