



International Organization for Migration (IOM)  
The UN Migration Agency

## SVN # IOM 0925-200

Position Title : **Medical Assistant**  
Duty Station : **Tehran, Iran**  
Classification : *General Service Staff, Grade G4*  
Type of Appointment : *Special short-term graded, Nine months with possibility of extension*  
Estimated Start Date : **As soon as possible**

Closing Date : **September 28<sup>th</sup>, 2025**

*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.*

### ***Context:***

Under the overall supervision of the Chief of Mission (CoM) and the direct supervision of National Migration Health Physician, 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 Tehran, Iran,

### ***Core Functions / Responsibilities:***

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.

***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 or in a call centre in a busy institution, preferably a medical one.

- Knowledge of customer care.
- 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.

## **Skills**

- Leadership skills (desirable);
- Excellent communication skills;
- Fast and accurate typing;
- Typing speed of at least 60 words per minute;
- Knowledge of data management principles;
- High computer literacy in Windows and MS Office is mandatory, knowledge of web page design would be an asset.

## **Languages**

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

## ***Required Competencies***

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

- 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**

- 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.

## **Other**

- The appointment is subject to funding confirmation.
- Appointment will be subject to certification that the candidate is medically fit for appointment, accreditation, any residency or visa requirements, and security clearances. Subject to certain exemptions, vaccination against COVID-19 will in principle be required for individuals hired on or after 15 November 2021. This will be verified as part of the medical clearance process.
- Only candidates residing in either the country of the duty station or from a location in a neighbouring country that is within commuting distance of the duty station will be considered. In all cases, a prerequisite for taking up the position is legal residency in the country of the duty station, or in the neighbouring country located within commuting distance, and work permit, as applicable.
- Vacancies close at 23:59 local time Tehran, Iran on the respective closing date. No late applications will be accepted.

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

Interested candidates are requested to fill **the Personal History Form** attached and send it together with their **CV** and **cover letter** to the following address:

[IOMTehranRecruitment@iom.int](mailto:IOMTehranRecruitment@iom.int) no later than **28<sup>th</sup> September 2025**. Please take note that the vacancy notice number (SVN# IOM0925-200) must be referred to in your application/email and/or cover letter in order for an application to be considered valid. IOM only accepts profiles duly completed. Only shortlisted candidates will be contacted.

## ***Posting period:***

From 14.09.2025 to 28.09.2025

## ***No Fees:***

IOM does not charge a fee at any stage of its recruitment process (application, interview, processing, training or other fee). IOM does not request any information related to bank accounts.