

OM07100 O COMMUNITY ENGAGEMENT MANAGER

Level 10

REPORTS TO (HIERARCHICAL)

Project Coordinator

JOB FAMILY

Operations

MAIN PURPOSE

Understanding that community and patient engagement should be embedded in all MSF activities as part of a People Centred Approach (PCA) Establishing regular participatory dialogue with key stakeholders (different segments of the community, patients, staff, MoH), involving them in the definition of problems and identification of potential solutions- as an ongoing process, contributing to the improvement of services and feeding into the strategic choices of the coordination team

ACCOUNTABILITIES

Understanding that community and patient engagement should be embedded in all MSF activities as part of a People Centred Approach (PCA), the objectives of the Community Engagement Manager (CEM) are:

- Co-Defining and updating the Community Engagement strategy with key stakeholders, taking into account the cohesiveness between CE strategy and key project components (e.g., Health promotion, crisis surveillance, medical and non-medical packages/activities, participation/feedback from communities), The drafting and validating of the strategy is a collaborative process facilitated by CEM ensuring input from PC, PMR, LTL and admin/HR manager, the CE strategy is validated by the FC.
- Ensure ongoing multidirectional dialogue with the communities/patients and caregivers (using a variety of methods) in order to:
- Involve the community in the identification of priorities, the definition of problems and the identification of potential solutions (participatory assessment and/or problem solving), ensuring that the perspectives/interests of the various segments of the population are taken into account;
- Ensure communities/patients/caregivers' perspective and participation in the process of monitoring, evaluation, learning & continuous improvement;
- Detect risks/safety concerns (contribute to monitoring the evolution of the crisis and security);
- Identify existing positive practices, strengths/coping mechanisms and resilience;
- Identify segments of the community with critical needs (assistance and protection);
- Identify and address barriers of access of all segments of the community to MSF services (in terms of ethnicity, religion, gender, age, various vulnerabilities, etc.)
- Ensure the cultural adaptation and the local relevance of the MSF response (improved understanding of local beliefs around health, wellbeing, death and dying, violence, identification of strengths and coping mechanisms, improved tracking of the evolution of perceived needs and priorities)
- Ensure the understanding of the context dynamic and the needs it induces in the community (analysis of the cycle of vulnerabilities, impact of the crisis on the populations and coping mechanism at play) in order to continuously adjust our approach.
- Actively contribute to ongoing strategic exchange/sparring with the project coordination team:
- Support the Project Coordinator in the generation of transversal collaboration/discussion and participation in project coordination meetings;
- Contribution to strategic design, monitoring/evaluation, learning and continuous improvement.
- Regular collaboration and coordination with the PMR and MSF medical team, to (a) ensure the optimum delivery of Health promotion and health education activities throughout the continuum of care (b) ensure optimum articulation of community engagement in DMC activities and at any other medical actions done at community level (e.g. vaccination campaigns), (c) communicate feedback from communities and patients.
- Collaboration with logistic teams to ensure optimum engagement with communities around WASH, NFI, distribution and/or other logistical activities in the community and in MSF facilities.

- Ensures the documentation and timely analysis of key information gathered through engagement with stakeholders (qualitative and quantitative) and that it feeds (a) monitoring and improvement of the Quality of Care and (b) overall understanding of how the crisis is impacting the population as well as (c) the project’s global strategy (operational adaptation, engagement, advocacy actions). The highlights of this analysis are to be included into regular project reporting.
- Supervising the CE/HP team and their activities, in and outside health facilities, reporting difficulties and progress as well as adapting format and content when necessary in close collaboration with medical and logistical teams (depending on the content). Planning and supervising the HR associated processes (recruitment, training, evaluation, development and internal communication) of the CE / HP staff of the project. This will be done in close coordination with the HR department, the administration manager, PMR and project coordinator and according to MSF vision, values and procedures.
- Regular training/coaching of MSF teams (and where relevant also MoH staff) on community/patient engagement to integrate the PCA approach transversally in all positions (the curiosity, the empathy, the listening, the accountability, etc.)
- In collaboration with Project Coordinator, liaises with other relevant actors (contributes to updated mapping of national and International humanitarian and development actors, authorities, local associations and support groups)

EDUCATION

Either (1) a university degree in social sciences, social communication, health promotion or related studies, or (2) sufficient relevant work experience to develop the necessary expertise to fulfill the role (which would include community engagement and/or project management experience)

EXPERIENCE

Essential, working experience of in related jobs (community engagement, project coordination, social research)

Demonstrable background in the development of strategies and workplans.

Experience in quantitative and qualitative data analysis

LANGUAGES

Mission Language essential; Local Working Language Desirable

KNOWLEDGE

Essential computer literacy (word, excel and internet)

COMPETENCIES

- People Management and Development L2
- Commitment to MSF principles L2
- Behavioral Flexibility L3
- Results and Quality Orientation L3
- Teamwork and Cooperation L3

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