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| **Title:** | PATIENT SUPPORT SUPERVISOR | |
| **Generic Function:** |  | |
| **Code:** | MS02004 | |
| **Level:** | 7 | **(E)** |

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| **Position in the Organization** | |
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| **Reports to (Hierarchical):** | Patient Support Manager |
| **Reports to (Functional):** | Patient Support Manager |
| **Job Family:** | Medical & Paramedical |
| **Supervises (Function):** |  |

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| **Main Purpose** |
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| In close collaboration with the Patient Support Activity Manager, supervising the implementation of patient support activities according to MSF protocols, standards and procedures in order to empower the patient in front of his illness and treatment, beyond the purely medical aspects of care |

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| **Accountabilities** |
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| Assisting the Patient Support Activity Manager in assessing the patient support needs, defining the patient support strategy according to the changing medical needs and context, and developing patient support tools (counselling/education protocols, health promotion messages, etc.)  Ensuring, monitoring and evaluating the implementation of patient support activities according to MSF protocols, standards and procedures  Ensuring good communication and collaboration with the other components of the project and other partners working on patient support  Supervising and supporting the staff under his responsibility, planning and organizing their work  In close collaboration with the HR department, supervising the associated HR processes (recruitment, training, induction, evaluation, potential detection, coaching, development and internal communication) in order to ensure both the sizing and the amount of knowledge required  Ensuring data collection and analysis of patient support activities (collecting reports of patient support staff, summarizing reports, etc.) |

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| **MSF Section/Context Specific Accountabilities** |
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| **Requirements** | |
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| **Education** | University degree in psychology/ counselling/ social sciences/ communication/ health promotion/ educational sciences / nursing |
| **Experience** | * Desirable 2 years of previous experience and previous experience in other NGO’s * Demonstrable experience in supervising and training others in a team setting |
| **Languages** | * Essential: Mission language |
| **Knowledge** | * Essential: knowledge of word, excel and internet |
| **Competencies** | * Results and Quality Orientation **L2** * Teamwork and Cooperation **L2** * Behavioural Flexibility **L2** * Commitment to MSF Principles **L2** * Stress Management **L3** |

This job description may be amended in line with the activities or evolution of the Mission.

By signing, the employee acknowledges that he/she has read, understood and accepted this document.

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| **Employee Name/ Surname** |  |
| **Place and date:** |  |

Signature of the employee:

*(To be signed in two copies, one for the employee and one for the employer)*

**MSF is a civil society initiative that brings together individuals committed to the assistance of other human beings in crisis. As such MSF is by choice an association.  
 Each individual working with MSF does it out of conviction and is ready to uphold the values and principles of MSF.**