OS09600
SAFEGUARDING OFFICER

Level 6

Reports to (Hierarchical)
Project Coordinator

Reports to (Functional)
Safeguarding Supervisor

Job Family
Operations

Main Purpose
In collaboration with the Project Coordinator and under the technical supervision of the Safeguarding Supervisor / SG Coordinator, the safeguarding officer supports the implementation of MSF's Safeguarding framework and Behavioural Commitments at project level.

The role contributes to abuse prevention and ethical conduct promotion through awareness activities, context analysis, identification of risks and barriers to reporting, and strengthening of safe and accessible feedback and complaint mechanisms.

The safeguarding officer promotes a safe environment for staff, patients, partners and communities in line with MSF values and principles.

Accountabilities
1. Prevention & Awareness

- Conduct awareness sessions for MSF staff (national, international), MoH staff and Suppliers on:
- MSF Behavioural Commitments
- Abuse prevention (Sexual Exploitation and Abuse, harassment, discrimination, power abuse)
- Individual and institutional responsibilities
- Reporting procedures and available complaint mechanisms
- Sensitize patients, caretakers, and community representatives on:
  - Their rights and expected behaviour when accessing MSF services
  - Expected behaviour of MSF and MoH staff
  - How and where to raise concerns safely

2. Context & Risk Analysis

- Analyze existing sensitivities, knowledge gaps, cultural barriers, and fears related to feedback and complaint mechanisms.
- Support safeguarding risk analysis at project level and contribute to mitigation planing.
- Identify obstacles preventing reporting and propose practical improvements.
- Map local NGOs or associations (where relevant) working on prevention of abuse or sexual harassment, in collaboration with Safeguarding Supervisor/ Safeguarding Coordinator.

3. Reporting & Complaint Mechanisms

- Support the establishment and monitoring of safe, confidential, and accessible complaint channels.
- Raise awareness on how to receive a complaint in a sensitive and appropriate manner.
- Ensure staff know referral pathways without directly handling case management (unless formally mandated).
- Provide regular feedback to Safeguarding Coordinator on gaps or weaknesses in reporting systems.

4. Capacity Building

- Facilitate workshops and participatory sessions adapted to project realities.
- Contribute to building a culture of respectful and accountable behaviour within the project.

5. Monitoring & Reporting

- Conduct regular follow-up of safeguarding activities in the project.
- Produce monthly activity reports including:
  - Awareness sessions conducted
  - Key themes and concerns raised
  - Identified risks and barriers
  - Status of complaint mechanisms
  - Recommendations for improvement

6. Collaboration

- Work closely with:
  - Project Coordinator and Project Medical Referent
  - HR team
  - Community engagement teams
  - MoH counterparts (when relevant)
  - Safeguarding Officer

Education

Bachelor’s degree in Social Sciences, Law, Education, Social Communication, Psychology, or related field (desirable).

Experience

Minimum 1–2 years of experience in:

- Social work, community engagement, safeguarding, or rights-based organizations
- Abuse prevention or gender-based violence programming (asset)
- Facilitating group discussions or awareness sessions
- Humanitarian experience is an asset.

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