

MSF-FRANCE INTERNAL AND EXTERNAL RECRUITMENT

MSF is an international, independent medical humanitarian organization that provides medical assistance to people affected by conflict, epidemics, disasters, or exclusion from healthcare. MSF teams are made up of professionals working in health and medical care, logistics, administration, communications, skilled trades – all bound together by the MSF charter and serving people in need. MSF actions are guided by medical ethics and the principles of impartiality, independence, and neutrality. www.msf.org

To support its Coordination and medical operations in Syria, MSF France is seeking a:

Patient Support Supervisor

Type of contract: **Service Agreement**
Duration: **3 months, renewable**
Place of Work: **Idlib/Atmeh Burn Unit**
Need: **Up to 45 hours/ week**
Start Date: **ASAP**

WOMEN ARE STRONGLY ENCOURAGED TO APPLY

MAIN PURPOSE

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, In particular, experienced implementation of the peer support strategy beyond the purely medical aspects of care.

ACCOUNTABILITIES

- 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.).

SPECIFIC ACCOUNTABILITIES

In close collaboration with the MSAM and PMR, provide technical training, coaching and hands-on support the PSS over three months to establish and strengthen a patient-centered Peer-to-Peer

Support approach within the Burn Unit and NCD Clinic. The trainer will support the PSS in developing and independently coordinating, supervising and monitoring Peer Support activities, while adapting and improving activities based on feedback from focus group discussions with patients.

1- Training, Supervision and Coaching of the Patient support supervisor.

- Provide structured theoretical and practical training on the Peer-to-Peer Support approach, including its principles, roles and responsibilities, while coaching the PSS on planning, organizing, facilitating and monitoring Peer Support activities, as well as establishing appropriate supervision and follow-up mechanisms for Peer Support Workers, in line with MSF standards and the agreed project approach.
- Conduct regular reviews with the PSS to identify challenges, address implementation gaps, adapt activities as needed, and provide constructive feedback to ensure quality and continuity of Peer Support activities.
- Strengthen the PSS's capacity to guide and supervise Peer Support Workers, with a focus on patient-centered communication, confidentiality, boundaries, safeguarding, referral pathways and multidisciplinary collaboration.

2- Hands-on Implementation and Co-facilitation

- Work closely hand in hand with the PSS to jointly plan, prepare, facilitate and review individual and group Peer Support activities in the Burn Unit and NCD Clinic, adapting them to patient needs, setting characteristics and available resources.
- Demonstrate appropriate facilitation techniques, provide regular feedback and coaching, and progressively transfer responsibility to the PSS.

3. Identification and Engagement of Potential Peer Support Candidates

- Work closely with the PSS and MSAM to identify suitable patient candidates for Peer Support Worker positions, introduce the opportunity, and encourage interested patients to apply based on the agreed criteria and JD/HR process.
- Provide guidance throughout the recruitment process, including the Peer Support Worker role, responsibilities, boundaries and requirements, and review the selection criteria with the PSS and MSAM .

4. Tools, Data Collection and Documentation

- Work with the PSS and MSAM to develop, review and adapt the required Peer Support tools, forms and documentation, and ensure their correct and consistent use.
- Train and support the PSS in data collection, documentation and basic data review, including identifying relevant findings to improve Peer Support activities.

6. Integration within the Multidisciplinary Team

- Support the PSS in integrating Peer Support activities within the multidisciplinary care approach and strengthening coordination between Peer Support Workers, Mental Health, medical and other relevant teams.
- Guide the PSS on appropriate referral and escalation pathways for needs beyond the scope of Peer

Support, ensuring that Peer Support complements rather than replaces professional medical or mental health care.

7. Contextual Adaptation and Quality Improvement

- Work with the MSAM and PSS to adapt and regularly review the Peer Support approach, activities, tools and selection criteria based on the local context, patient needs and field experience in the Burn Unit and NCD Clinic.
- Identify implementation challenges and provide practical recommendations through regular technical discussions with the MSAM and relevant project stakeholders to improve the quality and relevance of Peer Support activities

8. Handover and Sustainability

- Gradually transfer technical and practical responsibilities to the PSS throughout the three-month assignment, while assessing their progress and level of independence in implementing, supervising and monitoring Peer Support activities.
- Conduct a final review with the MSAM to assess achievements and remaining gaps and develop with the PSS and MSAM a practical handover and follow-up plan to ensure continuity and sustainability of Peer Support activities.
- Present the key achievements, lessons learned and outcomes of the Peer Support initiative at the annual Mental Health workshop in December 2026.
 - Based on the experience and learning gained during the three-month assignment, provide recommendations for the future direction and strategy of the Peer Support approach.

REQUIREMENTS

Education	• University degree in Psychology, Counselling, Social Sciences, Health Promotion, or another relevant health-related field.
Experience	• Essential At least one year of experience in developing, implementing and supervising Peer-to-Peer Support programs, preferably within medical or hospital settings • Essential 2 years of previous experience in other NGO's, Preferable 1 year at least working with MSF. • Essential of 2 years of previous experience in relevant positions, including supervision / training of teams.
Lived experience	• Lived experience of a significant medical condition or prolonged medical treatment (e.g. burn injury, chronic illness, or other complex medical conditions), enabling the candidate to provide empathetic, structured peer-to-peer patient support within hospital and Non-Communicable Diseases Clinic is an added value.
Languages	Arabic essential; English Desirable
Knowledge	Essential computer literacy (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

HOW TO APPLY

Apply by filling in the required information and attaching an updated CV and cover letter (in English only), along with your most relevant diploma for the position at the link below:

[HTTPS://FORMS.GLE/VY1yHCJ4TDUYEMJC6](https://forms.gle/VY1yHCJ4TDUYEMJC6)

CLOSING DATE 06-09-2026 /5:00 P.M



**MSF IS AN EQUAL OPPORTUNITY EMPLOYER: WE DO NOT CHARGE A FEE FOR ANY APPLICATIONS RECEIVED.
ONLY SHORT-LISTED CANDIDATES WILL BE CONTACTED.**



CANDIDATES WITH FIRST- OR SECOND-DEGREE FAMILY TIES WITH CURRENT EMPLOYEES MUST NOT APPLY.