



JOB PROFILE

A Community Outreach Officer

International Operations Department – Middle-East / Syria, South-Damascus

Date updated: January 2026

MAIN RESPONSIBILITIES:

The community outreach officer will be responsible for contribute to community health mobilization component of MdM's program at regional level to increase the capacities of the communities to identify their needs, organize themselves and be empowered to gain control over factors which impact their health.

WORKING RELATIONSHIPS:

- **Hierarchical & functional link:** Health Activity Manager
- **Team under his/her direct supervision:** N/A
- **Team under his/her functional supervision:** N/A

ESSENTIAL DUTIES:

1. Supervision of the Outreach Volunteers (OVs).

- Facilitate the selection of community OVs with clear criteria aimed at equity and impartiality as well as in line with indicators on community engagement.
- Develop work plan and follow up on the OVs team's activities and the proper delivery of primary health care services and activities in MdM area of intervention.
- Carry out performance appraisals for all OVs managed every year or according to needs.
- Identify the training needs among Ovs and follow up on the outcome after conducting them.
- Conduct regular meetings with OVs, provide constructive feedback and promote a collaborative environment.

2. Support MdM integrated activities at the field level.

- Conduct community mapping to select project's community engagement activities.
- Work with the MdM and partners' team on the development and implementation of outreaching activities on health and mental health other related issues
- Lead the organization of community events (eg. world health day) and the organization of campaigns (eg. Screening for breast cancer) with MdM teams and partners
- Make sure that all necessary forms and monitoring tools are properly completed and safely stored.
- Participate in the development of partnerships with local stakeholders necessary for the implementation of the activities.

- Participation in MDM internal meetings and individual meetings with the Health Activity Manager and Medical Coordinator.
 - Participation in MdM Community outreach strategy development and review
- 3. Developing community interventions**
- Assist in the assessment of health and mental health needs among the catchment population for selected PHCC.
 - Participate in defining effective and culturally appropriate approaches and interventions.
 - Focus on information dissemination and collecting opinions to foster knowledge and self-care of different people living in the community
 - Support in the translation of community documents as well as MDM/Donor visits for feedback collection
- 4. Sensitization and capacity building among community members and leaders.**
- Prepare awareness/training sessions about health and mental health for community members and leaders in collaboration with MHPSS officer, Health Activity Manager and Medical Coordinator
 - Train and/or assist in the facilitation of training for MoH's staff as per need.
 - Suggest any additional capacity building or empowerment initiatives for community members
- 5. Utilize and develop the referral system**
- Assist in the development of effective referral systems between the community, MdM's supported services and other services beyond MDM's capacities
 - Lead the referrals of individuals from community directed to MdM activities.
 - Lead on the referral list updates and sharing of information with OV and MdM team
 - Track referral outcome and document success stories as well as lessons learned for informed community engagement and sustainability through DOH support.
- 6. Analysis, detection and reduction of risk factors influencing the health status at community level**
- In collaboration with the mental health team and the medical team, explore and detect potential risk factors influencing the primary health status of the population within the coverage area
 - Ensure solid community-based outbreak surveillance system in MdM area of intervention (track its functionality and ensure timely response)
 - Develop and utilize innovative evidence-based preventive interventions
 - When required, in collaboration with the Health Activity Manager, coordinate with other stakeholders to reduce and/or eliminate potential risk factors.
 - Participate in any intended need assessment, research study and/or professional field assessment.
 - Be part of a potential emergency preparedness pool with focus on community awareness
- 7. Other**
- Translate verbally and in writing when necessary
 - Carrying out surveys and needs/impact assessments in collaboration with the MEAL officer
 - Perform any other additional duty on request of his/her supervisor

This list of activities is not exhaustive and may change depending on the situation.

REQUIREMENTS

Training & Experience

- Bachelor's Degree in Public Health, Social Work, and/or other related fields
- Two/Three years' experience required in a similar position
- Experience with International NGOs is an added value
- Experience leading and or participating in gender sensitive community engagement approaches is an added advantage.

Skills

- **Technical**
 - Knowledge and understanding of the public health system in Syria particularly in the relevant field of activity (Primary Health Care Community Awareness and Health-Seeking Behavior).
 - Ability to collect, clean and critically analyze data and information and writing reports according to the needs of his activities
 - Adapt schedules according to priorities and unforeseen events
 - Design, formalise and adapt training relating to the area of competence
 - Understand the adult learning techniques, identify obstacles and assess the impact of training adjusting them accordingly
- **Soft**
 - Diplomacy, negotiation, and networking skills
 - Ability to work under a minimum of supervision
 - Reactivity, anticipation, adaptability, capacity to take initiatives
 - Ability to classify and to manage priorities, plan and organise
 - Team spirit
 - Adheres to MdM values
 - Act with impartiality respecting all the beneficiaries and report any allegation of misconduct toward staff, patients or community
 - Comfortable in dealing with people from a different cultural background and with different sexual orientation
 - Excellent communication skills and ability to adapt the communication to different beneficiaries
 - Ability to cope with difficult security context.
- **IT**
 - Excellent Microsoft Office skills (Office 365 Tools)
 - Internet
- **Languages**
 - Fluency in Arabic is mandatory
 - Fluency in English is necessary

Employment conditions

- Type of contract: Service contract
- Duration: 6 months
- Starting date: March 15th 2026
- Rhythm: full-time
- Location: position based in Damascus with regular field visits in the South
- Related occupation: Category 4, ~1080 USD

Application:

Send a CV and Cover Letter by email to: recruitment.syria@medecinsdumonde.net.

Object of the Mail: SYR/HR/COMOUT OFF

Application & all required documents must be submitted in English.

Applications that do not respect these guidelines will not be considered.