

Job Announcement (Internally & Externally)

HEALTH PROMOTER COMMUNITY ENGAGEMENT (HPCE) SUPERVISOR

at MSF SPAIN

Based in Daraa Governorate

MSF is committed to promoting diversity and gender balance within its staff, and for that reason, female candidates are strongly encouraged to apply for this position.

Médecins Sans Frontières (MSF) is an international, independent, medical humanitarian organization that delivers emergency aid to people affected by armed conflict, epidemics, natural disasters, and exclusion from healthcare.

MSF offers assistance to people based on need, irrespective of race, religion, gender, or political affiliation.

MSF SPAIN is advertising for the following position: **HPCE Supervisor – Full Time based in Nawa.**

Requirements for the position	
Education:	Essential: Bachelors degree in social sciences, social work, behavioral sciences, public health, community health, nursing and other relevant fields.
Experience:	- Essential: At least 2 years of experience in health promotion and community-based approaches, team management experience, and program implementation. - Desirable: experience with MSF and other NGOs in the field of health promotion is an added value.
Languages:	Essential: Arabic and English language proficiency.
Knowledge	Demonstrated understanding of Health Promotion and Community Engagement practices in the Country.
Others:	Mandatory: Computer literacy, (Word, Excel, PowerPoint, Outlook).
Main responsibilities	
Place of work:	Daraa Governorate /(Nawa)
Level:	7
Contract of Employment	Service Agreement (Please see additional information below).
Main objectives	With the support and guidance of the HPCE Manager, responsible for implementing the HPCE strategy / workplan, with community participation, and supervising the HPCE activities and HP teams working in the communities or the health facilities, according to the project objectives, MSF values, standards and procedures. The HPCE Supervisor oversees the implementation of health promotion, patient engagement and epidemiological support activities at Khalidia PHC in Homs Governorate. He/She manages one Health Promotion IEC Officer, ensuring effective delivery of health education, patient communication, feedback collection and community-based surveillance. The role focuses on improving health literacy, supporting MSF's People-Centered Approach, and contributing to assessments for potential future community outreach. The Supervisor works closely with the

	partner staff to ensure alignment and coordination within the PHC. HPCE strategy, activities and monitoring: - Actively contribute to the design/adaptation of the HPCE strategy / workplan. - Lead and follow up on the implementation of the HPCE strategy / workplan, according to the chronogram. - Support participatory approaches and regular patient/community consultations before and during the implementation of the HPCE strategy. - Organizing health awareness sessions for MSF's medical and non-medical staff. - Support in the design of health education materials and participatory methods, applying the right process (pretesting, validation of content, translation). - Contribute to rapid assessments and surveys. - Actively support in the systematic collection, encoding, and reporting of community feedback and rumors. - Support the implementation of community-based surveillance (data collection, active case finding, tracing, linkage to care). - Responsible for the planning and organization of community meetings (in collaboration with HPCE Manager). - Contribute to the community mapping. Monitoring: Ensure the availability of the data collection tools; the data encoding in the data base and the quality check. - Monitoring: Contribute to the analysis of the monitoring data and look for adjustment (in collaboration with HPCE manager), monthly reporting (MMR, sitrep,...). Team management: - Contribute to the evaluation of the HP team (with the HPCE manager). - Contribute to the development plan for the HP team. - Training: Contribute to the needs assessment, design and implementation of training for the HP team, in collaboration with the HPCE manager. - Organize regular and systematic supervision of the HP activities and provide the on-job-coaching. - Ensure the planning and practical organization of the activities for the HP team (HP roster). - Ensure the organization of regular HP team meetings.
Main responsibilities and tasks	The HPCE Supervisor is responsible for planning, supervising, and monitoring Community Engagement and Health Promotion activities within the Daraa project catchment area. The role ensures that health promotion, people-centered approaches, community feedback, and surveillance are effectively implemented and translated into improved service quality and responsiveness. 1. Health Promotion & Education - Plan, coordinate, and monitor individual and group health education sessions in MSF-supported health facilities and communities. - Ensure health messages are accurate, culturally appropriate, and aligned with project medical priorities. - Support the development, review, and contextual adaptation of health education materials in collaboration with the Health Promotion IEC Officers. - Train and support the team to deliver high-quality health education sessions using appropriate facilitation techniques and skills. - Contribute to risk communication and behavior change messaging during outbreaks or other public health events. 2. Community Engagement - Promote MSF's People Centred Approach by encouraging respectful communication, patient participation, and responsiveness to patient and community concerns. - Facilitate community meetings, structured listening activities, and regular engagement with patients, caregivers, community leaders, and key influencers to understand needs, perceptions, and barriers to access.

	- Support the implementation of patient and community feedback mechanisms and ensure findings are used to improve services. - Conduct or support patient experience and satisfaction surveys and other qualitative assessments, including interviews and focus group discussions, to inform service delivery and HPCE strategies. - Support the development of accessible MSF Promotion and patient information tools explaining available services, procedures, and patient rights. 3. Surveillance - Support the implementation of events-based surveillance activities to strengthen early detection of outbreaks and other public health concerns. - Train and supervise relevant staff on surveillance methodologies, data collection tools, and reporting processes. - Facilitate community sensitization on surveillance objectives to promote acceptance of field visits, rumor reporting, and community participation. - Adapt health promotion activities and messages based on surveillance findings and identified community health risks. 4. Reporting & Documentation - Ensure timely and accurate collection, compilation, and review of activity data and reports from the HPCE team. - Review reports for quality and completeness in collaboration with the HPCE Manager on a weekly and monthly basis. - Maintain proper documentation of health promotion activities, assessments, community feedback, surveillance findings, and key trends to support internal reporting, learning, and program adaptation. 5. Supervision & Support - Supervise the Health Promotion IEC Officers and support the supervision of partner's Health Promoters and Community Health Workers working in the project. - Provide regular planning, follow-up, and day-to-day technical support to ensure the smooth implementation of HPCE activities. - Contribute to performance management processes for MSF HPCE team. - Strengthen team capacity through facilitating regular trainings, coordinating training sessions with medical and operations team, providing on-the-job training, identifying and raising main gaps and training needs and enhancing continuous technical support.
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HOW TO APPLY:

If you recognize yourself in this profile, we welcome you to send your ID, CV and educational certificate through this link:

<https://forms.gle/HvQSHhMYBfJ8Cy1o7>

Or scan the QR code



Only shortlisted candidates will be contacted through their email address or WhatsApp.

Closing date: 3 November 2026.

Important notes:

- Only short-listed candidates will be contacted, no applications will be accepted after the deadline.
- Incomplete applications (no cv, certificate) and sharing false information will lead to automatic disqualification.
- Female candidates are strongly encouraged to apply.
- MSF never asks for money from candidates at any stage of recruitment process. Besides, no monetary transactions, neither demands of favors in kind, nor other types of favoritism will be tolerated in the recruitment process, and they may be pursued through the judicial system.
- One month Service Agreement is Initially offered through a renewable 1-month service agreement due to administrative registration requirements. This is a temporary arrangement and should not be interpreted as the expected duration of the position.
- At MSF, our work is guided by a set of core values and principles. We invite you to learn more about them here: <https://www.msf.org/who-we-are#principles>