

Job Announcement (Internally & Externally)

HEALTH PROMOTER COMMUNITY ENGAGEMENT (HPCE) SUPERVISOR at MSF SPAIN Based in Ain Issa

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 in Ain Issa.**

Requirements for the position	
Education:	• Essential: Diploma in Social Sciences • Desirable: Bachelor's degree in social sciences, public health, behavioral sciences, community health, nursing and other relevant fields.
Experience:	• Essential: At least 2 years' experience in health promotion, team management experience, and program implementation. • Desirable: at least one year of experience with MSF in the field of health promotion is added value.
Languages:	• Essential: (English) Mission language and (Arabic) local language.
Knowledge	• Essential: Computer literacy (Word, Excel and Outlook).
Main responsibilities	
Place of work:	Raqqa Governorate
Level:	• 7
Contract of Employment	• Service Agreement for 1 month, renewable.
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 health promotion and community engagement activities in Homs Governorate, ensuring that health education sessions in PHCs and communities are well-planned, culturally appropriate, and aligned with medical priorities. The role supports MSF's People-Centered Approach by promoting respectful communication, conducting patient experience activities, and strengthening feedback mechanisms. It also contributes to community engagement through meetings, consultations, and qualitative assessments. The Supervisor manages two HP/IEC Officers and partner teams, provides coaching and planning support, and ensures timely, accurate reporting and documentation of all HPCE activities.
Main responsibilities and tasks	Health Promotion & Education: 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 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 rumours.
- 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 PC support).
- 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 NAM and PMR), monthly reporting (MMR, sitrep...).

Team management:

- Contribute to evaluation of the HP team (with the NAM and PMR).
- 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 NAM and PMR.
- Organize regular and systematic supervision of the HP activities and provide on the job-coaching.
- Ensure the planning and practical organisation of the activities for the HP team (HP roster).
- Ensure the organisation of regular HP team meetings.

Context Specific Accountabilities

Health Promotion & Education:

- Plan, coordinate, and monitor health education individual and group sessions in Ein Issa Hospital particularly focusing on ER department and waiting areas, focusing on landmine/UXO risk awareness prevention and consequences.
- Ensure health messages are accurate, culturally sensitive, and adapted to patients' literacy levels and health needs.
- Support the design, review, and contextual adaptation of health education materials in collaboration with the Medical Interpreter.
- Collaborate with medical teams to ensure HPCE activities are aligned with project medical priorities and patient needs.
- Contribute to risk communication and behavior change messaging regarding landmine/UXO and in case of outbreaks.
- In collaboration with PMR coordinate with other actors in the area (HI, DCA...) all health promotion and education activities regarding landmine/UXO risk awareness prevention and consequences.

Patient Engagement and People-Centered Approach:

- Contribute to MSF's People-Centered Approach by promoting respectful communication, encouraging patient and community participation, and addressing concerns with empathy.
- Conduct patient experience and satisfaction surveys (PESS) when needed, ensuring systematic data collection, analysis, and reporting.
- Facilitate formal and informal conversations and structured listening exercises with patients and caregivers inside the Hospital and with the community leaders and influencers, to understand needs, perceptions, and barriers.
- Support the development of patient information tools that explain services, procedures, and patient rights in accessible formats.
- Collaborate with the medical team to ensure feedback mechanisms are established and used for service improvement inside the Hospital and in the community.

Qualitative Assessments & Feedback Mechanisms:

- Conduct and/or support rapid qualitative assessments (e.g., interviews) to improve service delivery.

	- Facilitate the collection and analysis of patient feedback and community rumors. - Analyze and share key findings with the NAM and PMR to support adaptive programming and responsiveness. Community Engagement: - Support leading community meetings and consultations to understand needs, concerns, and perceptions. - Design and adapt educational materials with input from community members. - Collect and analyze community feedback and rumors to inform project adjustments. - Identify and map community leaders and influencers to support activities. - Promote respectful communication and patient participation in line with MSF's People-Centered Approach. - Conduct qualitative assessments like interviews and focus group discussions to gather community insights. Epidemiological Support & Community-Based Surveillance: - Lead the implementation of CBS activities to support outbreak detection. - Train and supervise teams in CBS methodologies, data collection, and reporting tools (e.g., KOBO, DHIS2). - Facilitate community sensitization on CBS objectives, ensuring buy-in for household visits and rumor reporting. - Adapt HP messaging based on surveillance findings (e.g., hygiene promotion during diarrhea outbreaks). Team Supervision and Support: - Supervise CHE/CHW and support them in daily activities. - Provide daily/weekly planning, monitoring, and coaching to ensure smooth implementation of HPCE activities. - Support the capacity-building of the HPCE team through coaching and on-the-job training. Reporting & Documentation - Collect and review regular reports from the CHE/CHW. - Ensure reports are revised for quality and completeness before sharing them with the NAM or PMR on a regular and timely basis (weekly and monthly). - Maintain proper documentation of health promotion activities, assessments, and feedback trends for internal reporting and learning.
--	---

HOW TO APPLY:

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

<https://forms.gle/oBs6a2HaH7uGk3mC8>



Only shortlisted candidates will be contacted through their email address.

Closing date: 22 July 2026

Please note that due to the urgency to fill this position, you are encouraged to apply immediately as we will be reviewing applications on a rolling basis, therefore we may withdraw the position before the advertisement's closing date if we receive a sufficient number of candidates or a suitable candidate/s is identified.

Important notes:

- Only CVs in English will be considered. CVs in Arabic or any other language will not be accepted.

- Incomplete applications (no cv attached, no professional certificate attached) and sharing false information will lead to automatic disqualification.
- MSF is committed to promoting diversity and gender balance within its staff. Female candidates are strongly encouraged to apply for this position. MSF has a zero-tolerance on conduct that is incompatible with its vision, principles, and objectives, including any demands for money, or favouritism during the recruitment process, and such actions may be pursued through the judicial system.