

Job Announcement (Internally & Externally)

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

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 Homs.**

Requirements for the position	
Education:	<ul style="list-style-type: none"> • Essential: Diploma in Social Sciences • Desirable: Bachelor’s degree in social sciences, public health, behavioral sciences, community health, nursing and other relevant fields.
Experience:	<ul style="list-style-type: none"> • 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:	<ul style="list-style-type: none"> • Essential: (English) Mission language and (Arabic) local language.
Knowledge	<ul style="list-style-type: none"> • Essential: Computer literacy (Word, Excel and Outlook).
Main responsibilities	
Place of work:	Homs Governorate
Level:	<ul style="list-style-type: none"> • 7
Contract of Employment	<ul style="list-style-type: none"> • Service Agreement for 1 month, renewable.
Main objectives	<p>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.</p>
Main responsibilities and tasks	<p>Health Promotion & Education:</p> <ul style="list-style-type: none"> • Plan, coordinate, and monitor health education individual and group sessions in supported PHCs and targeted communities • 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 HPCE team. • 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 in case of outbreaks.

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 in the PHCs and with the community stakeholders 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 in the supported PHCs and the communities.

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.

Qualitative Assessments & Feedback Mechanisms:

- Conduct and/or support rapid qualitative assessments (e.g., interviews, FGDs) to inform HPCE strategy or improve MSF's service delivery.
- Facilitate the collection and analysis of patient and community feedback
- Analyze and share key findings with the HPCE Manager to support adaptive programming and responsiveness.

Team Supervision and Support:

- Supervise two Health Promotion/IEC Officers that are MSF staff and partner HPCE teams
- Provide daily/weekly planning, monitoring, and coaching to ensure smooth implementation of HPCE activities.
- Participate in performance management of the team (PMS).
- Support the capacity-building of the HPCE team through coaching and on-the-job trainings.

Reporting & Documentation

- Collect and review regular reports from the Health Promotion IEC Officer, Health Promoters, and CHWs
- Ensure reports are revised for quality and completeness before sharing them with the HPCE Manager on a regular and timely basis (weekly, monthly, and annually).
- 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 ID, CV, and education certificate through the below link:

<https://forms.gle/rjsAGuLXqgLn3cgr6>

Only shortlisted candidates will be contacted through their email address.

Closing date: Saturday 7th March 2026

Important notes:

- Incomplete applications (no CV, ID, Education certificate) and sharing false information will lead to automatic disqualification.
- 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.