



## 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](http://www.msf.org)

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

#### **Patient Support Supervisor (Burn Unit and External Activities)**

Type of contract: **Service Agreement**

Duration: **4 months, renewable**

Place of Work: **Idlib Atmeh/surroundings**

Need: **Up to 48 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, 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 OCP Idlib project, there is no PSS Manager so the PSS will work under the supervision of the MH team with the technical support of the MSAM\_MH and close collaboration with the PMR to ensure the implementation of /peer to peer support and patient support activities according to MSF, standards and MH code of conduct.
- In collaboration with MSAM, organize and supervise peer-to-peer support activities in BU&NCD clinic, including the identification and coordination of peer support volunteers/workers, ensuring alignment with patient-centered care principles, and participating in strategy discussion and reviewing the plans in all peer support activities.
- Provide training, technical guidance, and continuous support to peer support workers/volunteers to strengthen their role within a multidisciplinary framework and enhance their ability to respond to patients' needs.
- Ensure effective integration of peer support activities within the multidisciplinary medical team, actively collaborating with medical, nursing, and allied health staff to support holistic pain management and patient well-being.
- Ensure systematic and accurate data collection related to peer support activities, contributing to multidisciplinary case discussions and continuous improvement of patient-centered interventions.
- Monitor the quality and effectiveness of peer support activities, participate in multidisciplinary reviews, and prepare regular technical and activity reports to improve service adaptation and relevant patient care planning.
- In the first phase of the program to deliver psychoeducation / Sensitization and awareness activities regarding to peer-to-peer approach for patients and medical teams, promoting shared understanding, collaboration, and a coordinated multidisciplinary approach to care.
- Monitor, guide, and support the referral process between peer support workers, mental health counselors, and HP/CHW to ensure coordinated follow-up and continuity of patient-centered care.
- In collaboration with MHSUP/MSAM conduct assessments (surveys, focus group discussions) to identify patient support gaps in BU+NCD.
- Develop, in collaboration with MSAM, age-appropriate peer support activities, within the hospital and NCD clinic settings, with a focus on promoting treatment adherence through peer support activities.
- Collaborate with MSAM/MHSUP to develop patient-appropriate psychoeducation and awareness tools based on identified needs, in alignment with MSF protocols, for patients in NCD&BU.
- Conducting regular site visits to implement and monitor the peer-to-peer support activities to follow up and ensure the service quality
- Participate in the necessary meetings to align peer-to-peer support activities goals with relevant project activities.
- Administrative supervision and support in organizing the team under her responsibility (peer support workers)- (participating in the recruitment - Bilan, leaves, Reviewing Roster and overtime).
- Ensure awareness and respect of all IPC protocols to minimize risk of infection in his daily practice.



## REQUIREMENTS

**Education** Essential University degree in psychology/ counselling/ social sciences/ health promotion / nursing

**Experience** Essential 2 years of previous experience and 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. Essential previous experience in peer-to-peer support, patient support, or psychosocial support within medical or hospital (Burns, Chronic disease ) settings is highly desirable.

**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
- Teamwork and Cooperation
- Behavioural Flexibility
- Commitment to MSF Principles
- Stress Management

## 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/xcnvJkysmhY5kPJ7>

**CLOSING DATE 15 FEBRUARY 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.