

Médecins Sans Frontières Spain – OCBA (Operational Centre Barcelona and Athens) is looking for a:

SOCIAL WORK ACTIVITY MANAGER (TEMPORARY CONTRACT BASED IN MEXICO)

Do your skills and experience not precisely match the requirements? MSF-OCBA is an organization committed to promoting diversity and equity by providing equal access to professional opportunities. We understand that women, people of color, indigenous individuals, members of the LGTB+ community, and other underrepresented groups often hesitate to apply for employment if they don't meet all the requirements. At MSF-OCBA, we strive to create a diverse, inclusive, and genuine workplace. Therefore, if you're interested in this position but your experience doesn't align perfectly with the selection criteria, we encourage you to apply anyway. You might be the ideal candidate for this or other positions.

GENERAL CONTEXT

Médecins Sans Frontières is an international independent medical-humanitarian organization, which offers assistance to populations in distress, to victims of natural or man-made disasters and to victims of armed conflict, without discrimination and irrespective of race, religion, creed or political affiliation.

GENERAL OBJECTIVE

Designing, overseeing and monitoring all the Social Work (SW) related activities in the project, in order to address the people's critical social needs that include patient social support and community-based social interventions, assistance and protection, taking into account the social determinants of health, in order to foster a holistic approach to people's needs and to safeguard the wellbeing, safety and dignity of MSF patients.

GENERAL RESPONSIBILITIES

- In close collaboration with the PMR / PC, co-define and implement the overall SW strategy, according to SW methodologies, in coherence with overall operational strategy and the MSF SW framework, in its key pillars (case management, patient social support and community-based social interventions).
- Ensures regular collaboration and coordination with the MSF teams, to guarantee that the SW component is integrated and coherent with the medical strategy, and as such contributes to the objectives of the project, and fostering multidisciplinary work towards holistic and person centred care.
- Contributes to the analysis of the context, focusing on the social determinants of health and identification of recurrent vulnerabilities, patterns of violence, displacement and exclusion, as well as critical

assistance and protection needs, within the project environment, together with project coordination, MHPSS, Humanitarian Affairs, HP and SW teams.

- Supports in the development of protection objectives and interventions based on the context analysis.
- Ensures ongoing capacity building and supervision of the SW team.
- Ensures regular reporting on SW and protection activities.

SPECIFIC TASKS

- **Social case management:**
 - In collaboration with the PMR and PC, and taking into account the SW team's experiences, co-define and regularly reviews the case management strategy (including intake criteria, pathways and exit criteria) and processes which includes SW assessment, planning, development, implementation of the case plan, monitoring of case follow-up and appropriate data collection.
 - In collaboration with the PMR and PC, and the SW team, set-up, monitor and actively maintain a mapping of social services of reliable partners within the project area in order to guarantee coordination with other service providers, both formal and community based. Actively network with relevant stakeholders (social partners, government social services, CBOs, CSOs, national, international NGOs, authorities) that are involved in SW activities and attend relevant sub-cluster meetings (such as for example on protection, child protection, GBV etc) to ensure complementarity of services and identify gaps. Build cooperative relationships and monitor the accessibility, availability and quality of services provided by non-medical partners based on beneficiaries feedback collected by the SW team.
 - Ensure that critical social needs of individuals are responded to by SW teams, according to feasibility and the scope of the project, either by direct provision of social support or by referring to relevant external services.
 - Support and coach the SW supervisor and the SW teams, as well relevant (para)medical staff, to ensure provision of quality case management and person centred social services (welcome, assessment, intervention plan, safe re-referral, follow up, closure) in respect of SW principles and best practices.
 - Intervene directly for the management of complex cases (e.g. high risk of recurrence of violence, unaccompanied minor, etc.) as defined according to the context.
 - Organize regular meetings on case management to discuss concerns, challenges and collectively resolve cases, in collaboration with other disciplines.

- **Social support**
 - In collaboration with other managers, PC and PMR, support the establishment of a safe, dignified and confidential environment of care within the MSF facility, fostering the promotion of patient's information and rights, accessibility to feedback and complaints mechanism.
 - Support the analysis and reporting of patients' feedback to PC and PMR to seek for ways of improvements.
 - Ensure that SWs foster patients' agency and provide adapted accompaniment to patients along their pathway (entry-stay-discharge) and respond to potential special needs (e.g. care-taker). Ensure that patients are provided with comprehensive information to help them make informed decisions (regarding asylum procedures, availability and eligibility criteria for social support services, risks related to their situation, etc.)
 - Contribute to the sensitization on the concepts of protection mainstreaming, child safeguarding, protection from sexual exploitation and abuse.
- **Community-based social work activities (in close collaboration with other components of the project (medical, mental health, HP-CE)):**
 - Via assessments, and in close collaboration with PMR, PC, outreach, HP-CE, MHPSS, SRH, identify vulnerabilities and critical social needs of assistance and protection within the community and contribute to seek solutions to mitigate risks (identification of risk and protective and resilience factors).
 - Strengthen protective factors through multidisciplinary community-based activities.
 - Contribute to the process of co-designing and implementing multidisciplinary community-based interventions.
- **Others:**
 - Ensure the application at all times of the MSF SW framework, and in respect of the legal and protection frameworks, as well the data protection policy.
 - Guarantee that records, statistics and files are collected in a timely manner and kept according to the data protection policy, MSF ethical guidelines and legal standards.
 - Consolidate SW data recording and reporting to ensure provide in-depth analysis to identify trends and patterns and report on regular basis to PMR / FC and relevant functional managers.
 - Identify and monitor relevant indicators of SW activities results and achievements.
 - Develop/adapt SW processes and tools/materials adapted to the project needs in collaboration with relevant coordinator / referent
 - Plan and supervise the HR associated processes (recruitment, training, evaluation, development and internal communication) of SW personnel of the project, and contribute to team wellbeing, in close collaboration with the HR department, the administration manager and project coordinator, and according to the MSF vision, values and procedures.

SELECTION CRITERIA

- Bachelor degree in Social Work or Social Sciences related to people's care (law, anthropology, sociology, psychology)
- Master's degree in social work or social sciences related to people's care (law, anthropology, sociology, psychology) is an added value.
- minimum 3 years professional experience in managing social work or similar pro-grams (protection, psychosocial, sexual and gender-based violence,...).
- Work experience in health-related, protection and/or migration context.
- Proven experience of delivering social / protection case management in emergency settings is an added value.
- minimum 3 years professional experience in managing social work or similar pro-grams (protection, psychosocial, sexual and gender-based violence,...).
- Work experience in health-related, protection and/or migration context.
- Proven experience of delivering social / protection case management in emergency settings is an added value.
- Essential Spanish and English or French. Portuguese and Arabic are an asset.

WHAT WE OFFER

- Preparatory course before leaving to the field.
- Legal contract for the duration of the mission
- The gross basic salary is according to MSF Rewards policy. The salary is regularly reviewed according to the length of time in the organization and the experience acquired.
- The chance to develop professionally in an international organization. A profile manager from the HR department will monitor your professional development (career path, training, etc.) within the organization.

HOW TO APPLY

- To apply, please, submit your CV and Cover letter following the link below.
- <https://career2.successfactors.eu/sfcareer/jobreqcareerpvt?jobId=8906&company=medicossin&st=C67D9B6021EE14BC1B1600E63A1074E78039ADE5>
- Please indicate the title of the vacancy in your cover letter.
- Deadline for registration 4th of August 2024, 23:59 CET (Central European Time).