OS08800O
BEHAVIOUR SUPERVISOR

Level 7

Reports to (Hierarchical)
Head of Mission or Deputy HoM/ Responsible Behavior Advisor

Reports to (Functional)
Prevention Manager

Job Family
Operations

Main Purpose
To engage with senior management on the strategy to implement the safeguarding minimum standards including the MSF behavioral Commitments; supervise and monitor all the prevention activities, support the establishment of safe reporting channels, and promote a safe environment for staff, patients and communities. Through this work, she/he will manage all safeguarding/behavior officers or focal points and coordinate all prevention activity at projects level to influence a change of MSF's working culture to be more aligned with MSF's values and principles. COLLABORATION AT MISSION LEVEL Internally: Engage with the HoM, Dep HoM and Project Coordinators to determine the prevention and safeguarding needs in the mission and its projects. Collaborate with the HR department and Field Coordination team (Project Coordinator and/or Project Medical Referent and others), during his/her visits to the projects regarding the planning of all activities, their monitoring and follow up.

Accountabilities
• Ensure, with the HOM and Dep HoM with consultation of the Behavior Unit, the design implementation and follow-up of the behavior management and safeguarding prevention strategy, • Conduct Context analysis related to barriers and fears to feedback and complaint in the mission • Supervise the safeguarding risk analysis (for individuals) and conduct necessary discussions with all stakeholders in the mission to identify risks and develop mitigating action plan • Design awareness raising activities at field level for all field staff, including international, national and MoH staff, about the minimum Ethical conduct, risk of safeguarding breaches and the existing feed-back and complaint procedures. • Raise awareness at field level with all field staff (MSF and MoH staff) about how to prevent any un-ethical conduct, explaining to all staff individual and institutional responsibility, and what to do to if they are victims, or if they witness a potential harmful conduct towards staff, patients or community members • Coordinate and conduct sensitization safeguarding activities for patients and caretakers, ensuring they understand their rights, and to evaluate how they relate to MSF and MoH staffs (when in collabo-ration with the MoH) • Liaise with the MST Prevention, the Behavior Manager and the Ethics Lead to update on findings and progress in missions. • Engage with the Coordination teams on embedding the safeguarding minimum standards and related policies into the contractual framework at capital and project level for all staff and partners. • Support the mission and project to define and establish more secure and accessible feedback and complaint procedures, for staff, community, and patients.
• Raise awareness about how to welcome a complainant in a sensitive and adapted manner to provide or raise a safeguarding concern, including where to refer complainant, • Conduct regular visits to projects and ensure close supervision of prevention activities and safe-guarding focal points at project level. • Produce monthly report including

assessment of the context related to barriers, weaknesses and strengths of the mission, main topics of discussion and problems encountered, sessions and train-ings done, reporting and communication systems that are in place or in need to be established/ to change. • Supervise and conduct safeguarding training for all projects and coordination. • Support the Ethics and Behavior Unit, in disseminating prevention tools already developed and still to develop (videos, leaflets, posters).\ • Supervise closely the work of Behavior Officers at project level and on the strategy of Community based complaint mechanisms together with Fieldcos and MT. • Support all teams in the adaptation of the tools to the context/populations.

Education

Bachelor's degree in social science, Law, Education or Social Communication is re-quired.

Experience

• 2 years of experience in the field of safeguarding in an international organization (is a must); Field humanitarian experience (is an asset);
• Experience and/or interest in social work /rights-based organizations, women or-ganizations. Social process facilitation is an asset.

Languages

Mission language essential, local language desirable.

Knowledge

Computer literacy Able to organize and facilitate workshops. Creativity and sensitivity for context when engaging on safeguarding expectations.

Competencies

• People Management and Development. • Commitment to MSF Principles • Behavioral Flexibility. • Results and Quality Orientation. • Teamwork and Cooperation.

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