MM07900O
CULTURE OF CARING RESPONSIBLE

Level 10

Reports to (Hierarchical)
Medical Coordinator or Deputy Medical Coordinator

Reports to (Functional)
Culture of Caring Project Manager (HQ)

Job Family
Medical & Paramedical

Main Purpose
To lead the implementation of the Culture of Caring roadmap in a pilot project/mission by conducting assessments, facilitating workshops, coordinating follow up activities, and engaging with teams. The role strengthens supportive, safe, and compassionate interactions among staff, patients, and caregivers, contributing to improved Quality of Care, safeguarding, people centered approaches, and staff wellbeing.

NB: To achieve these objectives, The Culture of Caring Responsible will receive specific induction and training. S/he will have the opportunity to refine skills to facilitate experiential workshops, spaces for reflection and discussion on sensitive topics, such as caring relationships with patients in critical situations; as well as to be an active participant in the global CoC community of practice.

Accountabilities
- Lead and implement the full Culture of Caring (CoC) package—including assessments, workshops, follow-up activities, and monitoring—to strengthen supportive relational practices across the project.
- Conduct mixed-methods baseline, monitoring, and endline assessments with staff and patients/caregivers using approved CoC tools and protocols.
- Organize, collect and oversee data collection and analysis related to CoC activities.
- Analyse qualitative and quantitative data from assessments and workshops to identify priorities, progress, behavioural change, and areas for improvement.
- Develop context-appropriate action plans with project teams, ensuring integration into routine clinical, managerial, and operational practices.
- Adapt CoC methodologies and activities to the cultural, operational, contextual, and clinical realities of each project to ensure relevance and feasibility.
- Coordinate planning, logistics, and resourcing for CoC workshops, assessments, and follow-up sessions to ensure timely and smooth delivery.
- Facilitate experiential CoC workshops, reflective spaces, and thematic sessions that build staff relational, communication, and ethical competencies.
- Support project leadership in embedding CoC principles into management routines, team dynamics, communication practices, and psychologically safe cultures.
- Develop and pilot context-specific CoC activities, such as thematic workshops (e.g., communicating with children, end-of-life interactions, support for survivors of violence),

guided reflection sessions, and team-reinforcement exercises following leadership or coaching interventions.
- Promote awareness, understanding, and ownership of CoC among staff, project departments, and external stakeholders, including Ministries of Health when relevant.
- Guide and support interpreters to ensure culturally sensitive, accurate and effective workshop facilitation.
- Document processes, challenges, lessons learned, and best practices in real time, contributing to mission and pilot-level reporting and capitalization, in compliance with approved research protocols and adherence to study procedures.
- Participate in the CoC community of practice and peer-learning platforms to foster continuous improvement and alignment with global CoC strategies.

Education

- Essential: Medical or Paramedical University Degree (health sciences, public health, psychology, nursery, midwife)
- Desirable: Training in facilitation, adult learning, mentoring/coaching or change management. Formal training in qualitative and quantitative research.

Experience

Essential

- Experience in a leadership/managerial position
- At least 2 years' experience in clinical roles in direct contact with patients and families.
- Experience in Quality of Care, safeguarding, people-centred approaches or staff wellbeing initiatives in humanitarian organizations/NGO’s
- Demonstrated experience in team facilitation, training, or organizational development.

Desirable

- Field experience with MSF
- Experience in monitoring and evaluation, or operational research.

Languages

- Mission working language is essential.
- Yemen: English and Arabic essential
- Mali: English, French and Peul are essential, local languages of Douentza an asset
- Chad: English, French and Arabic are essential

Knowledge

Essential computer literacy (MS word, MS excel and internet)

Competencies

- Commitment to MSF Principles
- Results and Quality Orientation
- Writing, presentation and facilitation
- Teamwork and Cooperation
- Service orientation

- Cross-cultural awareness
- Planning and organising
- Behavioural Flexibility

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