MT03500
SOCIAL WORKER

Level 5

Reports to (Hierarchical)
Social Work manager or supervisor (in the absence, this can be under Project Coordinator (PC), Project Medical Referent (PMR), Activity Managers

Reports to (Functional)
PMR, PC or Activity Manager (with support from Social Work Referent/focal person in headquarters)

Job Family
Operations or medical (depending on context or OC)

Main Purpose
Carry out all activities aimed at addressing individuals' social critical needs (related to assistance and/or protection), promoting their overall well-being and autonomy through social support, and strengthening community-based social interventions (depending on the scope of the social work component in the project). These activities should consider the social determinants of health to ensure a holistic approach to people's needs and to uphold the well-being, safety, agency and dignity of MSF patients.

Accountabilities
- Conduct social assessments of service users' situation to identify vulnerabilities and social critical needs including legal, protection, shelter/housing, financial/vocational, food security, and access to other critical services beyond the project scope
- Support the provision of holistic care to service users, by actively coordinating with the other members of the MSF multidisciplinary team (especially medical and MHPSS)
- Provide direct social support interventions to service users, facilitate safe referrals to vetted external services/actors to address social critical needs identified during assessment (assistance and protection), and ensure tailored follow up.
- Under the supervision of the line manager, contribute to the mapping and regular updating of formal and informal support services (incl. existing community resources). Contribute to assessing quality and safety of existing support services, as well as the identification of gaps.
- Flag any changes to vulnerabilities or patterns identified during social assessments to PC as well as concerns over the quality or gaps of support services supporting potential advocacy efforts.
- Participate in the development and adaptation of tools and other material needed for the job
- Collect and record data, statistics and files in a timely manner and according to the data protection policy, MSF ethical guidelines and legal standards.
- Under the supervision of the line manager, ensure close collaboration with Medical teams, Mental Health and Psychosocial Support (MHPSS), Health Promotion and Community Engagement (HPCE) and Humanitarian Affairs & Advocacy teams to foster a multidisciplinary approach.

The additional accountabilities below are organized according to the SW "pillars/levels" (individual, facility and community). To be adapted according to the project's strategy that

can emphasize one or two pillars, or the three.

1. Case management: address social critical needs of service users including protection and assistance

- According to eligibility criteria, receives individuals and assess their situation performing thourough assessments of cases in order to identify vulnerabilities and social critical needs
- Performs risk assessment for individuals
- Develop an intervention plan together with the person of concern
- According to the projects intervention criteria and with the person's consent, provide individuals with direct assistance or referrals according to pre-established safe referral pathways
- In collaboration with the PC and line-manager, create and maintain safe supportive networks with institutional and community-based partners for referrals
- In collaboration with the line manager, contributes to the definition and the internal dissemination of criteria for detection of individuals with social critical needs
- Ensure follow up of the case and conclude with case closure
- Initiate and or take active part to multidisciplary discussions with the relevant medical and mental health care providers
- Enhance two-way communication and patient agency: ensure the active participation of patients in the decision regarding their health and social situation
- Manage complex or sensitive cases in close collaboration with the manager and other relevant staff members involved and contribute to the definition of the best approach in order to address the individuals' needs while considering risk and protective factors

2. Social support (as part of a multidisciplinary efforts):

- Contribute to the creation of a safe, dignified and confidential environment of care within the MSF facility, fostering the promotion of patient's information, rights and participation, accessibility to feedback and complaints mechanism, in line with Safeguarding efforts of each OC
- Actively promote and contribute to overall patient wellbeing while receiving care
- Assess and address patient's care-taking needs
- Collect comments and feedback from service users, patients and caregivers and address them or escalate them to the relevant manager

3. Community based support:

- Contribute to the multidisciplinary community-based activities and monitoring of specific vulnerabilities, social and critical needs in the community, with an emphasis on protection concerns
- Contribute to the project's understanding of risk and protective factors in the community

Education

OCBA, OCA, OCP, OCG: Bachelor degree in Social Work (BSW) or other relevant degree in Social sciences, psychology, law

OCB: Degree in Social Work is essential. Master's degree in social work is considered an asset

Experience

- Two years minimum in a similar social job; (a social worker/case worker/ protection officer), managing complex cases with critical social needs (protection, psychosocial, sexual and gender-based violence, key populations etc.), carrying out community social services or social services in health facilities
- Experience with MSF or other NGOs, desirable.
- Demonstrated understanding of and ability to navigate the national/local social welfare system

Languages

Essential, local language and mission working language .

Competencies

- Service Orientation L3
- People-Centred Approach L3
- Behavioural flexibility L3
- Networking and building relationships L2
- Teamwork and cooperation L3
- Analytical skills L1-2
- Results and quality orientation L2
- Cultural awareness and flexibility L2

Generated at 2026-11-02 02:49:55 +0000

© 2026 MSF International