MS21800
SOCIAL WORK SUPERVISOR

Level 7

Reports to (Hierarchical)
Social Work manager, Project Coordinator (PC), Project Medical Referent (PMR), MHAM, MAM, HPCE manager

Reports to (Functional)
FC and/or PMR, Social Work Manager or if absent, Social Work Referent/Advisors

Job Family
Medical or Operational

Main Purpose
Participate in the planning, supervision, implementation and monitoring of social work activities according to MSF protocols, standards and procedures, 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, agency and dignity of MSF patients.

Accountabilities
- Contribute to the design and implementation of the overall SW strategy,
- Supervise and support the staff under her/his responsibility, planning and organizing their work as well as developing their technical and transversal/soft skills, and supporting their well-being
- Regular collaboration and coordination with the MSF teams, fostering multidisciplinary work towards holistic and person-centred care.
- Contribute to the identification of recurrent vulnerabilities, and patterns of concern (critical needs, protection, safeguarding issues) and proactively flag it to the manager/coordinator.
- Propose adjustments and improvements to the social work activities/strategy, as per the monitoring and evaluation of activities, at the individual, facility and community level
- Ensure 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 and contribute to regular reporting on SW and protection activities.
- Develop/adapt SW processes and tools/materials tailored to the project's needs in collaboration with relevant coordinator / referent
- In close collaboration with the HR department, participate in the associated HR processes (recruitment, training, induction, evaluation, potential detection, coaching, development and internal communication)

Below the accountabilities are organized according to the SW "pillars/levels" (individual, facility and community)**"MSF Section/Context Specific Accountabilities"** To be adapted according to the project's strategy that can emphasize one or two pillars, or the three.

1/ Social Case management (individual)

- In collaboration with the PMR and PC, and taking into consideration patient’s feedback, contribute to the establishment/maintenance of functioning services mapping and referral pathways, through attending cluster and networking with other actors, community-based organizations, government social services
- Provide ongoing training to the social workers and other teams members, on case management, protection issues, sensitive interview techniques, internal/external referrals in a confidential/private/safe manner and beyond, based on the identified gaps on social work and protection.
- Assist the social workers in identifying, assessing and responding to patient’s social/protection needs
- 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.

2/ Social Support in MSF Facilities

- Support the establishment 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
- Ensure informed consent of patients is obtained at every stage of their pathway, including for referrals and the use or potential transfer of their personal information
- Ensure that patient’s care-taking needs are assessed and addressed by social workers
- Compile comments and feedback from patients and caregivers that are reported by the social worker, and analyse to submit to the management (SW AM, PMR and FC) in order to ensure they are responded and addressed

3/ Community-based support (community)

- Ensure the contribution the social work team to the multidisciplinary community-based activities and monitoring of specific vulnerabilities, social and critical needs in the community, with an emphasis on protection concerns (in collaboration with HPCE and/or humanitarian affairs teams)
- Contribute to the project’s understanding of risk and protective factors in the community

Education

Bachelor's degree in social work (and official registration as SW where applicable) or holder of a degree in Law or applied Social and Behaviour Sciences

Experience

- Minimum 2-3 years of relevant professional experience as a social worker/case worker/ protection officer, managing or supervising complex cases with critical social needs (protection, psychosocial, sexual and gender-based violence, key populations etc.), supervising community social services or social services in health facilities
- Demonstrable experience (minimum 1 year) in supervising and training others in a team setting.
- Experience with MSF or other NGOs desirable.

Languages

- Essential: Mission language at proficiency level
- Fluent in the service users’ language

Knowledge

- Essential: knowledge of word, excel and internet
- Aware of the Social Welfare System in the Country / or in Similar Contexts

Competencies

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

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