OC08000P
SAFEGUARDING COORDINATOR

Level 12

Reports to (Hierarchical)
Head of Mission / Head of Programmes

Reports to (Functional)
Operations Safeguarding Advisor

Job Family
Operations

Main Purpose
The Safeguarding Coordinator leads the development and implementation of a safeguarding strategy to strengthen detection, prevention, and reporting, based on a context-specific needs analysis.

Accountabilities
1. Context analysis:

- Lead continuous analysis of protection risks, abuse patterns, and safeguarding system performance to proactively identify vulnerabilities and drive evidence-based safeguarding action.
- Proactively map, mobilize, and coordinate key stakeholders and resources, strengthening prevention and response systems and ensuring active contribution to PSEA coordination mechanisms.

2. Prevention strategy:

- Design and lead safeguarding risk assessments and translate findings into comprehensive, actionable prevention plans with clear mitigation measures, defined responsibilities, resource allocation, and timelines, ensuring full integration across programmes and HR systems.
- Provide technical leadership and coaching to teams, proactively support risk identification (including within partnerships), and ensure consistent follow-up and accountability for implementation of safeguarding measures.

3. Raise awareness: Among MSF staff, partners, and contractors:

- Drive the identification of knowledge gaps, lead the adaptation of safeguarding materials, and deliver high-quality training while building sustainable internal capacity through a trained network of facilitators.

- Ensure safeguarding is systematically embedded in onboarding processes, with all personnel fully informed of behavioral expectations, codes of conduct, and confidential reporting mechanisms.

Among patients, caretakers, and populations:

- Lead the design and implementation of community-centered awareness strategies that ensure affected populations clearly understand their rights and available complaint and response mechanisms.
- Strengthen the capacity of HPCE teams to consistently deliver safeguarding messages and manage complaints, enabling safe reporting, timely referral, and survivor-centered access to support services.

4. Feedback and complaint channels:

- Lead the design, continuous improvement, and oversight of safe and accessible com-plaint mechanisms, ensuring robust SOPs for reporting, triage, and referral, and driving iterative improvements based on system performance and user feedback.
- Strengthen team capacity to proactively identify and remove barriers to reporting, and ensure staff are fully trained in complaint handling, including survivor-centered approaches, triage, and referral pathways.

5. Monitoring and supervision:

- Lead the collection, analysis, and interpretation of safeguarding data, including prevention activities, complaints, and perceptions of safety, to assess impact and continuously refine safeguarding strategies in collaboration with senior management.
- Produce regular analytical reporting, coordinate alignment across Operational Centres, and support managers in planning and executing prevention and awareness activities while reinforcing strong line management accountability for safeguarding outcomes.

Education

Bachelor’s degree or equivalent level in a field related to this profile (e.g. law, social or organizational sciences, gender studies, humanitarian affairs).

Experience

- A minimum of five years' experience with an NGO or IGO in the field of safeguarding or protection is required.
- Experience developing safeguarding strategies and their implementation is highly desirable.
- Experience in designing and implementing training and awareness-raising activities in this field is highly desirable.
- At least one assignment carried out in an emergency context is desirable.
- Experience as a project coordinator is a plus.

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