MS02004
PATIENT SUPPORT SUPERVISOR

Level 7

Reports to (Hierarchical)
Patient Support Manager

Reports to (Functional)
Patient Support Manager

Job Family
Medical & Paramedical

Main Purpose
In close collaboration with the Patient Support Activity Manager, supervising the implementation of patient support activities according to MSF protocols, standards and procedures in order to empower the patient in front of his illness and treatment, beyond the purely medical aspects of care

Accountabilities
- Assisting the Patient Support Activity Manager in assessing the patient support needs, defining the patient support strategy according to the changing medical needs and context, and developing patient support tools (counselling/education protocols, health promotion messages, etc.)
- Ensuring, monitoring and evaluating the implementation of patient support activities according to MSF protocols, standards and procedures
- Ensuring good communication and collaboration with the other components of the project and other partners working on patient support
- Supervising and supporting the staff under his responsibility, planning and organizing their work
- In close collaboration with the HR department, supervising the associated HR processes (recruitment, training, induction, evaluation, potential detection, coaching, development and internal communication) in order to ensure both the sizing and the amount of knowledge required
- Ensuring data collection and analysis of patient support activities (collecting reports of patient support staff, summarizing reports, etc.)

Education
University degree in psychology/ counselling/ social sciences/ communication/ health promotion/ educational sciences / nursing

Experience

- Desirable 2 years of previous experience and previous experience in other NGO’s
- Demonstrable experience in supervising and training others in a team setting

Languages

- Essential: Mission language

Knowledge

- Essential: knowledge of word, excel and internet

Competencies

- Results and Quality Orientation **L2**
- Teamwork and Cooperation **L2**
- Behavioural Flexibility **L2**
- Commitment to MSF Principles **L2**
- Stress Management **L3**

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