OS03700
INTERCULTURAL MEDIATOR SUPERVISOR

Level 6

Reports to (Hierarchical)
Project Medical Referent / Activity Manager/ Field Coordinator

Reports to (Functional)
Project Medical Referent / Activity Manager/ Field Coordinator

Job Family
Operations/ Medical

Main Purpose
Contributing to the provision of quality intercultural mediation services in the project (by MSF and other actors) by supervising a team of intercultural mediators according to MSF values, standards and procedures in order to foster the removal of linguistic and cultural barriers and improve the quality of and access to quality health care and socio/legal services.

Accountabilities
- Actively supporting the intercultural mediators (ICM) team and ensuring the day-to-day implementation of intercultural mediation activities at project level, including (but not limited to) managing dynamics in the trialogue communication between mediator, patient and care provider; preventing and managing possible misunderstandings, communication blockages and tension; interpreting; PFA; information and orientation (e.g. sociolegal); collecting testimonies and providing emotional support;
- Supervising the intercultural mediators in terms of planning and organizing, data collection and reporting.
- Ensuring that MSF procedures and protocols are being followed to guarantee the operational quality of the project;
- Planning and supervising the HR processes (recruitment, performance evaluation, tasks definition and internal and external communication) of the staff under his/her responsibility in order to ensure both the size and the required level of training of the team.
- Implementing relevant trainings for the intercultural mediators in collaboration with the relevant referent/activity managers (PMR, MHAM,HAO,HP) to ensure the required level of knowledge in the team;
- Ensuring proper collaboration, communication and information sharing between the intercultural mediators and the different activities/departments;
- Performing intercultural mediation activities when required.

See specific objectives and post dimension provided for each vacancy with possible specific accountibilities based on context and project set up (e.g. SAR)

Education

- Desirable degree in social sciences, social communication or teaching;
- Education in interpretation or intercultural mediation is an asset

Experience

- Minimum two years’ experience in related position and in migration/ refugees programs of which at least one year with MSF.

Languages

- Proficiency for MSF language English/ and or French
- Desirable one of the languages spoken by the beneficiaries (Arabic, Dari/Farsi, Pashto, etc…)
- Desirable proficiency for mission local language - i.e. Greek, Serbian, Italian, Arabic

Knowledge

Essential computer literacy (word, excel and internet)

- Team management capacity - leadership
- Training capacity
- Knowledge of migration dynamics and of the affected population
- Desired knowledge of the culture and organisation (e.g. health care system) of the host society/country
- Strong communication and social skills (attentive listening, open attitude, empathy, sensitivity)
- Capacity to work in a multidisciplinary team
- Initiative, innovation and flexibility
- Capacity to adjustment to change
- Interest in helping vulnerable population

Competencies

• Commitment to MSF principles (L2) • Behavioral flexibility (L2) • Teamwork & cooperation (L2) • Results & quality orientation (L2) • Stress management (L3)

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