OT01900
INTERCULTURAL MEDIATOR

Level 4

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

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

Job Family
Operations/ Medical

Main Purpose
Supporting the communication and interaction between the people receiving services and care providers in the host country, through addressing consequences of language barriers, socio-cultural differences and discrimination, following MSF protocols and procedures, to improve access to quality health care and other relevant services and providing MSF with an understanding of local socio-cultural determinants.

Accountabilities
Facilitating the relation between the people receiving services and the care providers involved in medical consultations, mental health, physiotherapy and social worker sessions, etc. through:

- Providing quality and culturally sensitive interpretation between the care providers and the person receiving a service (trialogue) in the language in which they would like to express themselves (source language / target language), Supporting intercultural awareness, sensitiveness and clear communication between the parties
- Assisting care providers and the people receiving services in addressing negative consequences of socio-cultural differences, to support the therapeutic/social intervention through sharing with the care providers relevant aspects of the cultural background of the the person receiving a service, acting as a cultural broker; Identifying and reporting barriers impairing fairness and equality in access to services.
- Accompanying and following up the people receiving services to referrals (health and social care facilities) as needed.
- Upholding MSF’s principles and fostering an environment free from racism, discrimination, or cultural insensitivity. Refraining from participating in interventions where such principles are compromised or where there is a risk of offense to the customs, culture, beliefs, and values of any party involved, be it the person receiving services, staff, or the ICM themselves.
- Participating in case management meetings & medical meetings on ad hoc basis

Together with relevant project team members, providing information to the people receiving services on the use of the healthcare system and other support services (shelter, food, transport, legal support) provided by MSF and other actors, with the aim of favouring empowerment and autonomy of the people

receiving services in ‘navigating’ the host societies:

Contributing to context understanding and data collection on medical/humanitarian issues, with a specific attention to vulnerabilities, to provide reliable information for operational decision-making through:

- Ensuring quality linguistic and intercultural interpretation during the collection of testimonies for advocacy/ communication purposes.
- Supporting administration of assessments/ surveys when needed
- Reporting all important information expressed by the people receiving services and the communities, ensuring confidentiality at all times
- Supporting media reviews and content creation for communication

**When requested supporting other MSF activities (HP activities, NFI distribution, crowd control, etc.)

Guaranteeing confidentiality, impartiality and neutrality. Declaring conflict of interest.**

Education

- Essential secondary education. Desirable degree in social sciences, social communication or teaching
- Training in interpretation or intercultural mediation is an asset.

Experience

- Minimum two years’ experience in similar position, preferably in provision of medical services and/or with NGOs
- Previous experience in migration/refugee contexts

Languages

- Mother tongue/C2 for the specific languages required is essential
- Proficiency for MSF language English and/or French
- Desirable proficiency for mission local language - i.e. Greek, Serbian, Italian, Arabic

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Knowledge

- 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, creativity and flexibility
- Capacity to adjustment to change
- Strong interest in helping vulnerable population

Competencies

- Commitment to MSF principles (level 1)
- Behavioural flexibility (level 1)

- Teamwork & cooperation (level 1)
- Results & quality orientation (level 1)
- Stress management (level 3)
- Service orientation (level 2)
- Cross-cultural awareness (level 2)
- Initiative and innovation (level 1)
- Networking (level 1)
- Security awareness (level 1)

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