MM01106
PATIENT SUPPORT ACTIVITY MANAGER

Level 10

Reports to (Hierarchical)
Project Medical Referent / Project Medical Coordinator

Reports to (Functional)
Project Medical Referent- MTL/ Medical Coordinator

Job Family
Medical and Paramedical

Main Purpose
Defining, coordinating and monitoring all patient support activities (emotional, education and social support activities) within a chronic diseases project (HIV/ TB / others) according to **MSF** principles, protocols and standards in order to empower the patient in front of his illness and treatment, beyond the purely medical aspects of care

Accountabilities
- Assessing patient support needs and defining the patient support strategy according to the changing medical needs and context
- Developing patient support tools (counselling and education protocols, health promotion messages, flyers, flipcharts, games, etc.)
- Ensuring implementation of patient support activities (health talks, education and counselling sessions, defaulter tracing, strengthening of support groups, linking with social actors, community awareness activities,...) according to protocols and tools.
- Monitoring and evaluating patient support activities (defining indicators and follow-up tools, collecting and analysing data)
- Ensuring good communication and collaboration with the other components of the project and other partners working on patient support
- Managing staff involved in patient support. Planning and supervising, in close coordination with the HR department, the associated processes (recruitment, training, performance evaluation, development and internal communication) of the staff under his/her responsibility in order to improve staff capabilities and to ensure both the sizing and the amount of knowledge required

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

Experience

Essential, working experience of at least two years in related jobs. Desirable, working experience with MSF or other NGO’s

Languages

Mission Language essential; Local Working Language Desirable

Knowledge

Essential computer literacy (word, excel and internet)

Competencies

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

Generated at 2026-11-03 05:55:32 +0000

© 2026 MSF International