OT03900P
PATIENT RELATIONS OFFICER

Level 5

Reports to (Hierarchical)
Project coordinator

Reports to (Functional)
Safeguarding Coordinator

Job Family
Operations

Main Purpose
To receive/collect and forward observations, complaints and claims from patients/carers/community members in the sites where MSF works, in accordance with MSF protocols, standards and procedures, in order to support MSF's abuse prevention and response strategy.

Accountabilities
- Interacting with patients/carers/community members in a way that respects the dignity of the individual, without discrimination.
- Sharing information with patients/carers/community members about the services provided by MSF, patients' rights and complaints and feedback mechanisms.
- Proactively inform people about the role and duties of the agent, offering time and privacy to report problems
- Orienting patients and carers and answering practical questions about how the facility works
- Leading and creating forums for gathering patients' experiences, observations and complaints: interviews, surveys, discussion groups.
- Gather feedback and complaints, record them and, depending on their categorisation, share them with the department concerned or with the CP, while maintaining the confidentiality of the information received.
- Compile data and statistics relating to activities and make them available to the Project Coordinator and prepare weekly reports highlighting any warning points.
- Ensure complete and accurate entry of returns and complaints in the database to guarantee database security
- Depending on the sensitivity and urgency of the complaint (e.g. SEAH), immediately transfer the information to the CP;
- Respect MSF's behavioural commitments and principles

Education
A degree in psychosocial sciences or an essential related field.

Experience

At least two years' experience in implementing complaints and feedback mechanisms.

Languages

- Oral and written knowledge of literary Arabic and French is essential.
- Other local languages (Chadian and Sudanese Arabic, Masalit) preferred.

Competencies

- Results and a sense of quality
- Adherence to MSF principles
- Flexible behaviour
- Sense of service
- Stress management

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