MM07200
SOCIAL WORK ACTIVITY MANAGER

Level 10

Reports to (Hierarchical)
Project Medical Referent (PMR) or Project coordinator (PC) according to context and set-up

Reports to (Functional)
For Medical: PMR; For Social Work : SW referent; For Protection / networking: PC / humanitarian affairs manager or coordinator; For Legal: ILD

Job Family
Medical or Operational

Main Purpose
Designing, overseeing and monitoring all the Social Work (SW) related activities in the project, in order to address the people's critical social needs that include patient social support and community- based social interventions, assistance and protection, taking into account the social determinants of health, in order to foster a holistic approach to people's needs and to safeguard the wellbeing, safety and dignity of MSF patients.

Accountabilities
General:

- In close collaboration with the PMR / PC, co-define and implement the overall SW strategy, according to SW methodologies, in coherence with overall operational strategy and the MSF SW framework, in its key pillars (case management, patient social support and community-based social interventions).
- Ensures regular collaboration and coordination with the MSF teams, to guarantee that the SW com-ponent is integrated and coherent with the medical strategy, and as such contributes to the objectives of the project, and fostering multidisciplinary work towards holistic and person centred care.
- Contributes to the analysis of the context, focusing on the social determinants of health and identifi-cation of recurrent vulnerabilities, patterns of violence, displacement and exclusion, as well as critical assistance and protection needs, within the project environment, together with project coordination, MHPSS, Humanitarian Affairs, HP and SW teams.
- Supports in the development of protection objectives and interventions based on the context analysis.
- Ensures ongoing capacity building and supervision of the SW team.
- Ensures regular reporting on SW and protection activities.

Below the accountabilities are organized according to the SW "pillars/levels" (individual, facility and commu-nity). To be adapted according the project's strategy that can emphasize one or two pillars, or the three.

1. Social case management:

- In collaboration with the PMR and PC, and taking into account the SW team's experiences, co-define and regularly reviews the case management strategy (including intake criteria, pathways and exit crite-ria) and processes which includes SW assessment, planning, development, implementation of the case plan, monitoring of case follow-up and appropriate data collection.
- In collaboration with the PMR and PC, and the SW team, set-up, monitor and actively maintain a mapping of social services of reliable partners within the project area in order to guarantee coordina-tion with other service providers, both formal and community based. Actively network with relevant stakeholders (social partners, government social services, CBOs, CSOs, national, international NGOs, authorities) that are involved in SW activities and attend relevant sub-cluster meetings (such as for example on protection, child protection, GBV etc) to ensure complementarity of services and identify gaps. Build cooperative relationships and monitor the accessibility, availability and quality of services provided by non-medical partners based on beneficiaries feedback collected by the SW team.
- Ensure that critical social needs of individuals are responded to by SW teams, according to feasibil-ity and the scope of the project, either by direct provision of social support or by referring to relevant external services.
- Support and coach the SW supervisor and the SW teams, as well relevant (para)medical staff, to en-sure provision of quality case management and person centred social services (welcome, assess-ment, intervention plan, safe referral, follow up, closure) in respect of SW principles and best practic-es.
- Intervene directly for the management of complex cases (e.g. high risk of recurrence of violence, un-accompanied minor, etc.) as defined according to the context.
- Organize regular meetings on case management to discuss concerns, challenges and collectively re-solve cases, in collaboration with other disciplines.

2. Social support:

- In collaboration with other managers, PC and PMR, support the establishment of a safe, dignified and confidential environment of care within the MSF facility, fostering the promotion of patient's in-formation and rights, accessibility to feedback and complaints mechanism.
- Support the analysis and reporting of patients' feedback to PC and PMR to seek for ways of im-provements.
- Ensure that SWs foster patients' agency and provide adapted accompaniment to patients along their pathway (entry-stay-discharge) and respond to potential special needs (e.g. care-taker). Ensure that patients are provided with comprehensive information to help them make informed decisions (regard-ing asylum procedures, availability and eligibility criteria for social support services, risks related to their situation, etc.)
- Contribute to the sensitization on the concepts of protection mainstreaming, child safeguarding, pro-tection from sexual exploitation and abuse.

3. Community-based social work activities (in close collaboration with other components of the project (medical, mental health, HP-CE):

- Via assessments, and in close collaboration with PMR, PC, outreach, HP-CE, MHPSS, SRH, identify vulnerabilities and critical social needs of assistance and protection within the community and con-tribute to seek solutions to mitigate risks (identification of risk and protective and resilience factors).
- Strengthen protective factors through multidisciplinary community-based activities.
- Contribute to the process of co-designing and implementing multidisciplinary community-based inter-ventions.

Others:

- Ensure the application at all times of the MSF SW framework, and in respect of the legal and protec-tion frameworks, as well the data protection policy.
- Guarantee that records, statistics and files are collected in a timely manner and kept according to the data protection policy, MSF ethical guidelines and legal standards.
- Consolidate SW data recording and reporting to ensure provide in-depth analysis to identify trends and patterns and report on regular basis to PMR / FC and relevant functional managers.
- Identify and monitor relevant indicators of SW activities results and achievements.
- Develop/adapt SW processes and tools/materials adapted to the project needs in collaboration with relevant coordinator / referent
- Plan and supervise the HR associated processes (recruitment, training, evaluation, development and internal communication) of SW personnel of the project, and contribute to team wellbeing, in close collaboration with the HR department, the administration manager and project coordinator, and ac-cording to the MSF vision, values and procedures.

Education

Bachelor degree in social work: at least 3 years; theoretical + practical.

For OCB: Degree in social work is essential. Master degree in Social Work as added value. For OCP, OCBA and OCA: Other degree, providing solid skills in managing complex social

cases, such as law, anthropology, sociology or psychology can be valid or can be an added value.

Experience

Essential: minimum 3 years professional experience in managing social work or simi-lar programs (protection, psychosocial, sexual and gender-based violence,...). Highly desirable: Work experience in health-related, humanitarian, protection and/or migration context. Proven experience of delivering social / protection case management in emergency settings is an added value.

Languages

Essential English. Added value: French, Arabic, Spanish, Portuguese.

Competencies

- Analytical skills L2-3
- Behavioural flexibility L3
- Results and quality orientation L2
- Teamwork and cooperation L3
- People management and development L2
- Service orientation L3
- Networking and building relationships L3
- People-Centered Approach L3

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