



MSF SPAIN IS OPENING THE RECRUITMENT OF: PATIENT SUPPORT SUPERVISOR

(BASED IN JUBA/ PERMANENT CONTRACT/STARTING WITH 6 MONTHS/LEVEL 7)

In line with our Strategic Orientations we are actively seeking to improve the gender balance in the organization, particularly in the Medical department, and That's why, females are strongly encouraged to apply.

Medecins Sans Frontieres/Doctor without Borders (MSF), founded in 1971, is an international humanitarian organization that provides emergency medical assistance to population in danger in more than 60 countries. MSF has been present in South Sudan for 30 years. Médecins Sans Frontières is an international independent medical-humanitarian organization, which helps populations in distress, to victims of natural or man-made disasters and to victims of armed conflict, without discrimination and irrespective of race, religion, creed or political affiliation.

MSF is a civil society initiative that brings together individuals committed to the assistance of other human beings in crisis. As such MSF is by choice an association. Each individual working with MSF does it out of conviction and is ready to uphold the values and principles of MSF.

Main Purpose

In close collaboration with the Medical Coordinator and Deputy Medical Coordinator, supervising the implementation of patient support activities according to MSF protocols, standards, and procedures in order to empower the patient in front of his illness and treatment, beyond the purely medical aspects of care.

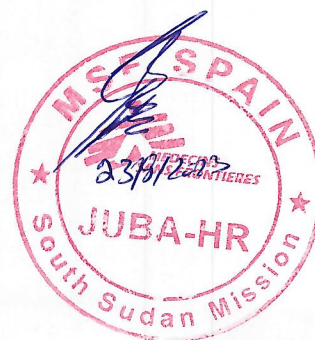
Main Duties & Responsibilities

- Assisting the medical coordination in assessing the patient support needs, defining the patient support strategy according to the changing medical needs and context, and developing patient support tools (counselling/education protocols, health promotion messages, etc.)
- Ensuring, monitoring, and evaluating the implementation of patient support activities according to MSF protocols, standards, and procedures
- Ensure patients are properly received and installed in the health service. Ensures that patients with lack of autonomy are assisted, especially regarding their feeding, personal hygiene, movements, and comfort.
- Ensuring good communication and collaboration with the other components of the project and other partners working on patient support
- Ensuring data collection and analysis of patient support activities (collecting reports of patient support staff, summarizing reports, etc.)
- Know, promote, implement, and always follow the universal hygiene standards/precautions, bio-hazard prevention and infection control, security rules and other protocols and procedures in the medical premises and ensure high standards of hygiene of his/her working environment.
- Carry-out admission, surveillance and follow-up of patients meaning assessment of their health state evolution, and identification of emergency or any deterioration,
- Participate in health education of the patient (and family) when necessary.
- Knows and is aware of the importance and appropriate use of the Post Exposure Prophylaxis (PEP) Kit
- Respect medical secret and confidentiality



MSF Section/Context Specific Accountabilities

- Ensuring that all referrals are approved according to the patient referral criteria established by the mission in collaboration with the medical Coordination.
- Ensuring the proper management and follow up of patients referred from the projects to Juba.
- Together and in coordination with the project team and the logistics department, organizing the movement of patients care takers and accompanying medical staff (when necessary).
- Referring/accompanying the patient to the most appropriate hospital, according to the patient's pathology and the competencies/specialties of each of the selected structures and according to the mission's referral policy, to ensure the best possible care.
- Ensuring regular monitoring of the patient's progress, with regular visits to the health facilities, participation in ward rounds of our patients (if necessary), and discussions with the medical specialists managing the patient, to sure that the treatment is given, and the diagnostic tests are performed as per established criteria/standards.
- Ensuring that MSF patients receive their treatment timely (are not being kept unnecessarily) not hang around in the chosen hospitals for no logical reason in order to avoid additional costs for MSF.
- Informing the medical coordination in case of difficulties in management.
- Follow up of appointments and any schedule given for each patient and inform the Deputy Medco /Medco
- Taking care of administrative issues related to referrals (completion of patient files, counter-referrals, per diem, invoice control, etc.).
- Ensuring the regular update of the referral line list of each project and send them on a weekly basis for a good follow-up of the evolution of referred patients.
- Ensuring that the counter-referral file is sent to the projects once the patient is discharged from the health facility.
- If necessary, supporting the department in other areas related to patient management (tracking specific drugs with the Ministry of Health and others).
- According to the national staff health policy, following up on patients (MSF staff) referred to the selected hospitals in Juba in communication with medical coordination.
- Ensure that end-of-month invoices are issued separately (Beneficiaries and Staff) by the identified structures, checked by the patient support supervisor and then submitted for validation to the Medical Coordination
- Ensure reception of samples from the projects and delivering them in the structures concerned (e.g. National Public Health Laboratory) without forgetting to follow up on results and giving feedback of the results to the projects and the medical coordination.
- Keep a samples database for easy tracking and management of samples.
- In collaboration with the PMRs of the projects and the Intersectional Staff Health Clinic, ensure that the staff vaccination schedule is updated according to the health policy as well as the distribution of mosquito nets.
- In the event of sick leave granted to staff, ensure the validation by deputy medco / medco and that it is shared with projects PMRs.
- In charge of the inventory and updating the stock of drugs for the staff health cupboard if necessary
- In charge of the staff stock order and its validation by the medical coordination
- Responsible for the inventory and the stationery order of the medical department
- First head of the medical department library
- To ensure the availability of blood transfusion for the referral patient whenever needed in line with the Hospital policy
- Follow up of appointments and any schedule given for each patient and inform the Deputy Medco /Medco
- In case there are few patients, support the medical department in Juba : i.e. the patient support supervisor can be involved in MSF staff health issues.
- Support in any other duties requested by the Juba Medical Team.



REQUIREMENTS

- Clinical Officer or nursing diploma
- Desirable 2 years of previous experience and previous experience in other NGO's. Demonstrable experience in organization and planning
- Essential: English and local Arabic.
- Essential: knowledge of word, excel and internet

COMPETENCIES

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

HOW TO APPLY

Interested applicants can submit their motivation letters, updated CV, *relevant academic certificates, previous work certificates and nationality ID card.*
Application should be addressed to:

RECRUITER, MSF SPAIN, JUBA.

Submission can be done by E-mail: msfe-juba-recruiter@barcelona.msf.org or
DROP TO MSF SPAIN, ADMINISTRATION OFFICE, JUBA
With clearly written job tittle and updated contact numbers.

Closing date for submissions: 6/09/2023 at 17:00 hrs.

We thank all applicants for their interest, but **only short-listed candidates will be contacted for the recruitment process.**

Applications once submitted, will not be returned to applicants.

This is an Internal recruitment and application from current MSF contracted staff only will be considered.

MSF is committed to achieving workforce diversity in terms of gender, race, nationality and culture. Individuals from minority groups, indigenous groups and persons with disabilities are encouraged to apply. We are committed to achieving a balanced gender distribution and therefore encourage women to apply. All applications will be treated with the strictest confidence.

MSF provides a work environment that reflects the values of gender equality, teamwork, integrity and a healthy balance of work and life. MSF does not tolerate sexual exploitation and abuse, any kind of harassment, including sexual harassment and discrimination.

Done in Juba, 23rd August 2023.

