



MM01106

PATIENT SUPPORT ACTIVITY MANAGER

Level 10

Reports to (Hierarchical)

Project Medical Referent

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
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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

Language Level Description

B2 Independent User

Vantage or upper intermediate

- Can understand the main ideas of complex text on both concrete and abstract topics, including technical discussions in his/her field of specialisation.
 - Can interact with a degree of fluency and spontaneity that makes regular interaction with native speakers quite possible without strain for either party.
 - Can produce clear, detailed text on a wide range of subjects and explain a viewpoint on a topical issue giving the advantages and disadvantages of various options.
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