



APPLICATION INFORMATION PACK

JOB TITLE:	Public Health Specialist Advisor/Person Centre Care (Interim)
DEPARTMENT:	Manson Unit
HOURS:	37.5 hours per week, Mon-Fri
LENGTH OF CONTRACT:	Fixed Term Contract - 12 Months
LOCATION:	London or Amsterdam
REPORTS TO (JOB TITLE):	Health Programming Coordinator (PHD) - Deputy Director of Manson Unit
SALARY:	£58,282.07 per annum Internal salary grade: 17.1
BENEFITS:	<p>28 day's annual holiday entitlement (pro rata for part time staff) plus Public/ Bank Holidays.</p> <p>MSF UK currently provides an employer pension contribution of 10% of salary after 3 months continuous employment.</p> <p>Access to independent, free and confidential 24/7 advice on a range of issues, including personal relationships, mental health, bereavement, finances, childcare or work-related issues.</p> <p>Cycle Scheme or Bike Loans available.</p> <p>Group Life insurance currently set at a minimum of 4x basic salary.</p>

OVERVIEW OF DEPARTMENT

The Public Health Department

The Public Health Department (PHD) of Operational Centre Amsterdam (OCA) supports the overall purpose of MSF, providing medical and public health leadership for the organisation. The department is responsible for providing strategic direction and integrated advice on medical and public health issues to the field and headquarters. The PHD plays a key role in developing and maintaining the medical humanitarian identity and image of MSF-OCA, and in continuing to develop and improve intervention strategies to be relevant and effective.

The PHD is made up of health programme managers and clinical and public health specialists, mostly based in the MSF offices in Amsterdam, Berlin and London. In addition to providing medical management of MSF's operations, the PHD gives technical and strategic guidance across a range of fields including infectious diseases, non-communicable diseases, mental health, nutrition, paediatrics, and vaccination as well as epidemiology, health promotion, laboratory, pharmaceutical quality/medical supply, and water/sanitation.

The Manson Unit (MU)

The MU is a multi-disciplinary medical team within MSF UK and is the London based part of the PHD. We aim to improve the quality of MSF's medical programmes worldwide, so the best possible care is delivered to our patients.

The MU is a team of 50 comprised of medical doctors and specialists in infectious diseases, non-communicable diseases, health information systems, epidemiology, social science, geographical information systems, medical editing and research communication. We provide direct support to our programmes through specialist advice on medical issues, implementing new ways of working, supporting research studies and innovation.

JOB PURPOSE

The Public Health Specialist Advisor - Person Centre Care (MSF OCA) provides strategic and technical guidance related to Person Centre-Care to MSF OCA's medical operations, at programme and headquarters at all levels.

This position plays a key role in supporting teams to integrate a person-centred approach in OCA projects. There is already strong experience in tailored programming, MSF now plan to expand this approach and increase the level of patient/carer/community engagement throughout the project cycle.

The interim postholder will be responsible for the dissemination and contextualised implementation of mechanisms to collect, uptake, and act upon patients' feedback in all our projects; this may also include substantial travelling to project and present to accompany implementation where applicable.

DIMENSIONS

MU Budget / Resources

- Support in preparing financial forecasts and track expenditures for the activities to obtain best value for money for MSF UK/NL and in accordance with MSF's financial policies and procedures.
- Ensure the provision of accurate and up-to-date management information, reporting as necessary to the MSF UK/NL Management Team and board committees.

People:

- No hierarchical team management responsibility

People:

Support training and mentoring of the project team members to implement revised health programming and strategic direction, while supporting project teams to ensure quality.

Provide training in specific universities, academies, and in projects.

Other:

MSF's wider agenda through developing and influencing key relationships within the MSF movement and externally on integrating Person-centred care in all programmes.

Resolve complex issues considering risks and benefits for patients and OCA anticipating long term consequences of change and future trends.

Support existing research projects and dissemination of research outcomes.

Contribute to the development of MSF person centred care activities ensuring these are translated into operational project team plans and objectives, this includes the contribution and formulation of annual

plans for person-centred care, which sets and communicate objectives, monitoring the performance of others and evaluating achievements against these plans.

ORGANISATIONAL STRUCTURE

Advisory Role requires collaboration with:

1. Other HQ advisors and HQ project support teams
 - a. Health Advisors
 - b. Other MU and PHD specialists: (NCD Advisor, epidemiologists, laboratory, HIS content advisor and implementers, e-health team, nutrition advisor, SRH advisor, SGBV advisor and implementer, paediatric advisors, GIS Advisor, Research & Innovation Team, vaccination advisor) eHealth advisor.
 - c. Research Committee and Ethical Review Board
 - d. Access Campaign / Access to Health Products initiative
 - e. Research & Innovation Team
 - f. Relevant MSF Intersectional Working Groups
 - g. GHM & LEAP Teams
 - h. L&D department
 - i. HR Pool Manager
2. Direct relations with;
 - OCA Operations
 - Medical Coordinators
 - Medical Team Leaders
 - Medical Activity Managers
 - Clinicians (Doctors, nurses, paramedics, and auxiliary staff)
3. External relations:
 - WHO HQ/Country/regional offices
 - Ministries of Health
 - Global and regional academic partners
 - Civil society/ patient activist groups

CONTEXT

The Public Health Specialist Advisor - Person Centre Care is a position key within the Public Health Department (PHD) to help transition OCA's approach to considering the patient as a partner in their care programme and subsequently adjusting our patient management programmes from vertical disease-oriented structures to more holistic patient-oriented ones. This is achieved through:

- Regular and continuous links with PCC Ambassadors in projects
- collaborative working with multiple departments
- influencing skills and clear communication
- suggestions for an improved operating model for the implementation of contextualised patients' feedback mechanisms
- engagement in monitoring and evaluation and link with program control cycle

ACCOUNTABILITIES

- Provide expert advice and specialist support across MSF OCA, operations and colleagues within the PHD on person-centred care.

KEY PERFORMANCE INDICATORS

- Respond to questions from the project staff within 24 hours.

<ul style="list-style-type: none"> • Ensure implementation of the operational policy (development, introduction and continuous improvement) of the PHD in the field of expertise. • Promote the vision of the PHD in the field of person-centred care. • Deliver expert advice to support of intra-disciplinary and inter-disciplinary program activities regarding person-centred care services in the assigned Medical Support Teams (MSTs). • Provide expert advice and technical support to colleagues on inter-disciplinary issues regarding the field of expertise. • Contribute to the development of guidelines, protocols, training tools, etc, to support the person-centred care y policy. • Keep up to date with the latest developments in the field of expertise through operational and literature research and data analysis. • Monitor and evaluate the quality of the interventions in the programs for person-centred care within the assigned MST. • Communicate person-centred care priorities. • Execute project visits to coach and advise project staff on person-centred care. • Provide training of staff on internal training courses, and ensures knowledge transfer on new policies, protocols, guidelines, etc. • Contribution to the development of the next OCA strategic plan ensuring person-centred care is at its core. • Support MSF OCA and UK/IE Fundraising activities as required. • Be available to assist in emergency responses specific area of expertise with associated health and security risks. 	<ul style="list-style-type: none"> • Pro-actively follow-up with the detached regular jobholder monthly. • Give accurate and consistent expert advice to the allocated MSTs. • Provide support to desks ensuring consideration and integration of PCC within Control Cycle documents. • Make recommendations regarding the best feedback mechanisms relative to the context and project's capacities. • Ensure policies are developed and supported for implementation to include, the delivery of the relevant protocols and guidelines ensuring the country of operation support required. • Present an analysis of the relevant data to enhance and implement improvement. • Oversee and ensure the number of internal training courses are planned and conducted withing the specified timescale. • Review and build on to existing material and guidance for enhanced improvement. • Visit 1 to 3 projects each year, when appropriate. • Travel to support eDesk projects, as necessary. • Join briefings/ debriefings to staff. • Support MSF-UK/NL fundraising activities, as required.
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CHALLENGE & CREATIVITY / DECISION-MAKING

The job holder will need to be open and creative in accompanying projects in their design and implementation of contextualised Patient and/or Community Feedback mechanisms.

The mechanisms put in place will need to be supported by a strong Monitoring, Evaluation and Learning (MEAL) approach and supporting the dissemination of the Patient Charter in all facilities.

Another challenge will be to remain available for field deployments.

KNOWLEDGE, SKILLS & EXPERIENCE

Master's in public health or social science or equivalent experience.

Demonstrable working experience gained with MSF or equivalent in humanitarian settings.

Excellent relevant data analysis, statistical skills and written skills.

Ability to meet specified deadlines.

Proven experience of working independently under minimal supervision.

Previous mentoring or supervisory experience.

Solid interpersonal skills with willingness and ability to communicate effectively with senior operational management, national authorities and other international organizations.

Good presentation skills/ Public speaking experience.

Strong MS Office skills including Word, Excel and O365.

Demonstrable communication, listening and negotiation skills.

Fluent in written and spoken English.

Experience in the practical use of personal IT equipment and Microsoft Office 365 suite. The ability to effectively collaborate and communicate within a hybrid working environment utilising Teams, SharePoint, One Drive and Yammer.

COMPETENCIES

- Solid interpersonal skills with willingness and ability to communicate effectively with senior operational management, national authorities and other international organisations.
- Commitment to the aims and values of MSF.
- Willingness to spend up to significant time in our projects in humanitarian settings, including insecure areas, outbreaks and emergencies.

HOW TO APPLY

Please apply on our website by submitting a copy of your **CV** together with a **letter of motivation (please upload as one document)** by the closing date.

Incomplete applications will not be considered.

Application checklist

Please check that you have included the following in your application:

- An up-to-date CV
- Letter of Motivation, which is a supporting statement demonstrating how you meet the key requirements of the role

Recruitment timetable:

- **Closing date for applications: 6 May 2024, 11.59 (BST)**
- **First round interviews: w/c 13 May 2024**

ADDITIONAL INFORMATION

Accessibility

We are committed to removing barriers for people with specific accessibility needs. If you need an adjustment to the recruitment process to be considered for the role, please let us know by contacting recruitment.UK@london.msf.org

Examples of adjustments we can make:

- offering you an alternative if you are unable to use our online application system
- providing necessary information, such as the job description or assessment materials, in an alternate format
- allowing you to have someone with you during an interview for example, a Sign Language interpreter.

Diversity, Equity and Inclusion

We are a welcoming, diverse, and inclusive organisation. MSF UK thrives when everyone feels comfortable bringing their best self to work. We celebrate difference, whilst striving to create an environment where colleagues feel respected and valued for their unique potential. We are committed to our values on equity, diversity, and inclusion. Please read our [Equality & Diversity policy](#) for more information.

MSF UK is an equal opportunities employer. We are committed to diversity and creating an inclusive environment for all employees. We encourage applications from all sections of our diverse community.

Safeguarding

MSF UK/IE is dedicated to safeguarding everyone who comes into contact with the organisation, for whatever reason and however brief. All posts are subject to safer recruitment process which include robust reference requests, scrutiny of employment history and where applicable criminal record and barring checks.

Our safeguarding commitment is underpinned by policies and procedures which encourage and promote safe working practice across the organisation. On joining MSF UK/IE you will be required to attend

safeguarding training to ensure responsibility for and maintaining safe working practice and to safeguard our teams, beneficiaries, and communities.

Right to work in the UK

Candidates must have the right to work in the UK. Employment sponsorship may be provided for the successful candidate. Please [click here](#) to check whether you have the right to work in the UK. If you would like to discuss your right to work status further, please contact recruitment.UK@london.msf.org.

For questions, issues or further information, please contact Recruitment.UK@london.msf.org.

We look forward to receiving your application!