

Médecins Sans Frontières Spain – OCBA (Operational Centre Barcelona-Athens) is looking for a

Deputy Medical Director & Head Operational Medical Unit (DepDM-HOMU)

(Based in Barcelona)

GENERAL CONTEXT

Médecins Sans Frontières is an international independent medical-humanitarian organization, which offers assistance to 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.

The MSF movement is built around five operational directorates supported by MSF's 21 sections, 24 associations and other offices together worldwide. MSF OCBA is one of those directorates. The operations are implemented by field teams and the mission coordination teams; together with the organizational units based in Barcelona, Athens and decentralised in Nairobi, Dakar and Amman. The field operations are guided and supported by 5 Operational Cells, the Emergency Unit and other departments supporting operations

The steering and implementation of field programmes, which is under the responsibility of an Operations Department (a Directorate, 5 Operational Cells, Asia Management Unit and an Emergency Unit), includes direct medical support to field implementation ensuring fundamentals are reached in all projects. The development of technical and/or strategic solutions adapted to complex medical challenges faced in the field, or to fulfill chosen medical ambitions, is under the responsibility of a Medical Department. Collaborative work between the two departments is considered a cornerstone for the organisation to improve the general quality of its projects and the level of care for patients.

GENERAL OBJECTIVE OF THE POST

The objective of the **DepDM-HOMU** is to support, analyse and monitor the implementation of medical policies, guidelines and procedures, provide contents, solutions, approaches, and the global view of implementation of the respective policies, ensuring they contribute to Operations, while contributing to relevant and quality medical programs and proposals. At a strategic level, also s/he provides sparring to the Directorate of Operations and the Medical Department coordination team and Referents on issues related to the Strategic Plan and the Operational Policy. By delegation of the DirMed, s/he may be required to represent OCBA in internal as well as external fora and platforms or to serve as a backup during DirMed's absence or leave (e.g. at the DirMeds platform, Intersectional MedOps platform, Working Group(s)).

The work will be carried out in the framework of Strategic Plan, Operational Policy, Annual Plans, Medical Departmental Plan, and the best practices or standards.

PLACEMENT WITHIN THE ORGANISATIONAL CHART:

The **DepDM-HOMU** is functionally and hierarchically **accountable to the Director of the Medical Department (DirMed)**. S/he is a member of the medical department's coordination team, made of the 3 Head of Referents and the DirMed who is the chair.

Besides, by delegation of DirMed, the **DepDM-HOMU** integrates other internal and external/international platforms and committees as and when required in representation of the medical department; e.g. the Displacement Unit (DU) in Nairobi, the Evaluation steering committee, the HMIS Project committee, the Crisis management team (as a medical back up).

The **DepDM-HOMU**, detached and thus **based in the Operations Department**, coordinates the Medical Operational Unit which integrates the Tesacos Platform composed by the Cell Health Advisors' (TESACOs) with their Assistant or Deputies, medical Mobile Implementation Officers (MIOs) and a limited number of Medical Referents.

Moreover s/he is part of other committees and platforms in the Operations department such as the Operational Coordination Team platform (OCT), the Emergency committee and the Project Committee (CoPro) chaired by the Directorate of Operations.

The **DepDM-HOMU** is the direct manager of the following positions that have direct involvement in support to field operations: Mobile Implementation Officers (MIO), a limited number of medical referents and, eventually, consultants and evaluators.

RESPONSIBILITIES AND MAIN TASKS

Overallly coordinates the Medical Operational Unit, the TESACOs platform, the Medical Guardia (HQ medical on-call system to support the field on medical evacuations or repatriations); and is the focal position in OCBA for TELEMEDICINE services and the Quality & Safety dossier.

1.-Participates in the organisational strategy, contribute to the Medical Department's strategy, and contribute to the planning

- Guarantee that operational input is transmitted to the Medical Department in order to include it in the definition of medical strategies; and contribute to Operational strategies from the medical point of view to strengthen implementation, planning and integration.
- Contribute to the reflection on medical and humanitarian dilemmas through organized debates, analysis and reflection exercises. Actively participate in building and maintaining an effective interaction with the OCBA network participating in visits and meetings when delegated by Dirmed.
- Ensure coordinated reflection on innovative solutions, approaches between Operational Cells, other support department and/or Units and the Medical Department, and propose and follow up strategic opportunities.
- Oversee the development and monitoring of transversal medical operational dossiers which need significant inputs / coordination from all the referents of the medical department and the TESACOs being the coordinator **for Quality and Safety** with other MSF departments.
- Participate to the review, organization and planning of the Medical Department providing coherence with the Strategic Plan, Operational Policy and annual plans.
- By delegation of Dirmed, represent MSF-OCBA in relevant national and international fora to disseminate/represent OCBA (or MSF) stand, and to keep abreast of issues in international medical humanitarian topics (e.g. MSF Spain/Agora board, MSF international Working Group, and other coordination mechanisms).

2.-Supports Operations

- Ensure adequate information and work flow between the Medical Department, Operations and the other Heads of Service, for an efficient support to missions according to operational needs.
- Participate and advise in the planning process of missions/ projects (OCT, CoPros and particularly preparation of CoPros, emergency committee, TESACO platform and Cell's meeting if required), and consolidate and validate the medical technical and strategic needs/demands.
- Be particularly proactive in emergency surveillance and the planning of emergency projects in coordination with other relevant HoS and technical referents.
- Serve as a sparring to the DirOps and inform on medical and operational challenges, their analysis as well as providing recommendations on strategic investments in innovative approaches or implementation of new models to enhance quality and effectiveness of OCBA's medical operational strategies.

- Define, propose and, when feasible, lead evaluations/audits agreed with Ops leadership (directorate and/or Cell RECO/TESACO), and propose corrective actions to guarantee quality of medical performance at global (beyond individual Cell) level.
- Define together with TESACOs the yearly objectives of the platform and contribute actively to their consecution
- Contribute to ensure that evaluations are done for lessons learned and capitalisation of experiences inside OCBA and promote their dissemination externally as well.
- Ensure that medical department inputs are properly and timely delivered to the Operations as a result of an inclusive and well managed process of consultations and discussions between relevant referents and TESACOs; Summarise and transmit the position of the medical department to be shared with DirOps and alert/report DirMed on any problematic topic where there is no (or need for) consensus in order to ensure timeliness and coherence in the technical strategic inputs to the Operations.
- Make available adequate medical resources, ensure collaborative relationships and “cross-fertilisation” (capitalisation and sharing of information between Cells/TESACOs), and provide inputs to the proper running of medical management systems to improve quality and increase responsiveness to operational needs (such as Telemedicine systems), as well as to other Departments requirements.
- Contribute to the review of the Operational Policy and operational annual orientations, based on evaluation of the implementation and the evolution of global contexts in which operations (are intended to) take place.
- Collaborate with Operations to ensure continuity of support to missions, providing backups for TESACO (including with Referents from the medical department when feasible) and support emergencies when required, to ensure effectiveness of our response.
- Monitor information from the field (data, statistics, inventories and reports) through regular meetings with TESACOs and concerned Medical Referents and advisors, to assess and challenge the quality of medical programmes and activities; in order to raise the issue when policies/strategies are not implemented, identify challenges and propose and develop solutions, provide recommendations for a better management and support of medical programming.
- Contribute to the set up and quality monitoring of an effective supply chain management of medical and nutritional commodities in OCBA.
- Monitor and ensure support to effective medical repatriations and evacuations coordinating the HQ Medical Guardia and providing inputs in the revision and updating of the duty of care and staff health policies and protocols for national as well as international staff in the fields.
- The DepDM-HOMU is the focal point and case manager in OCBA for Severe Medical Adverse Events (SMAE). Ensures the availability of updated protocols and guidance documents for Field teams related to Patient Safety incidents, managing the reporting system and liaising with relevant Medical Referents and Tesacos during the case discussions. As well, s/he coordinates with the Medical Professional Commission (to which he belongs) and the Ethics and Abuse Lead position in OCBA.

3.-Accountability

- Define procedures, indicators and tools for monitoring the implementation of medical programming and policies in conjunction with other referents and the Operations department; being the core process owner of the integrated HMIS and quality assurance system (under development).
- Is accountable to monitor and report on the progress (achievements and challenges) of approved roadmaps, the Operational research portfolio, or other specific dossiers under development (e.g. patient safety), ensuring the integration of the inputs of TESACOs and Med department Referents as per agreed formats and timeframe.
- Participate in the reporting and accountability at global / transversal level (i.e. beyond each individual Cell) coordinating the yearly (medical typology) report as well as the intermediate monitoring report(s), with particular focus and accountability for the qualitative analysis and report of the typology with respect to the Annual Plan (AP) objectives and the OCBA strategic plan.

- Follow up medical ethical issues and report on them to the DirMed as per agreed framework or protocols; develop and review the protocol/SOPs when needed to ensure procedures are up to date and being followed.
- Report to DirMed on all issues related to this Job Profile on regular basis and alert on all emerging relevant issues with diligence on ad hoc basis.

4.-Human resources management

- Define and validate descriptions of Medical Operational positions which fall under his/her managerial line (MIO, Medical Referents, Evaluators, and Consultants) in coordination with the relevant stakeholders/departments.
- Collaborate with Operations Department to assess needs and to define/revise the job descriptions of the TESACOs positions and participate in their selection. Moreover the DepDM-HOMU collaborates with the RECO providing sparring, technical support and supervision, and participates in the evaluation of TESACOs (providing technical content).
- Ensure that team members of the Med Ops Unit assume their respective responsibilities and the timely implementation of their respective tasks. Lead, support, and coach his/her team in their functioning and decision making process, to ensure that objectives be achieved. Support proper incorporations and end of assignments for members of the platform.
- Collaborate with HR in the definition of new and revision of existing field medical job profiles (e.g. MEDCOs, PMR), ensuring coherence. Participate in the validation of Medcos with pool managers.
- Collaborate with pool manager, TESACO and Medical Referents to identify general (not individual) and emerging training needs of field medical profiles, in order to ensure technical capacity when required.
- Define with Medical Learning Referent and Learning Unit the contents of courses requiring the technical input of the DepDM-HOMU, facilitating them when needed, in order to adapt the training to the field operations' needs (e.g. PPD, HoM, Medco, PMR). Take part in organisation, implementation and revision of workshops and training activities (internal OCBA as well as external).

SELECTION CRITERIA

Education and experience

- Medical professional (physician is preferred) having knowledge of management of medical-humanitarian projects, good knowledge of public health and epidemiology.
- Experience of minimum 4 years in field medical-humanitarian projects.
- Previous experience as Medical Coordinator and/or Head of Mission/ or TESACO in MSF or a similar humanitarian organisation is essential.
- English, French and Spanish are all essential to manage the portfolio of countries.
- Basic computer knowledge and skills: word, excel. Knowledge of epidemiological software programme is an asset.

Competencies

- Commitment to MSF's Principles
- Cross-cultural Awareness
- Strategic Vision
- Results and Quality Orientation
- Service Orientation
- Planning and Organising
- Initiative and Innovation
- Teamwork and Cooperation
- Leadership
- People Management and Development
- Security Awareness and Management

CONDITIONS

- Location: based in Barcelona, at the Médecins Sans Frontières-Spain Headquarters with availability to travel frequently to any part of the world
- Fulltime job
- Minimum of 3-years moral commitment
- Annual gross salary: 50,367.75 € (divided in 12 months payments) + secondary benefits, based on MSF OCBA reward policy
- Starting date: immediately

HOW TO APPLY

To apply, all applicants should please send their CV and cover motivation letter under the reference “**DepDM-HOMU**” to

recruitment-bcn@barcelona.msf.org

Closing date: 28th of July 2019

Replies will only be sent to short-listed candidates.

MSF OCBA is a people-focused humanitarian organization that offers a diverse, collaborative, and inclusive work environment. We believe this approach enhances our work and we are committed to equity in employment. We embrace diverse backgrounds of people working together to exhibit their passion in action for the social mission of MSF.

Médecins Sans Frontieres, as a responsible employer, under article 38 of “Ley de Integración Social del Minusválido de 1982 (LISMI)” invite those persons with a recognized disability and with an interest in the humanitarian area to apply for the above-mentioned position.