



# Safeguarding investigation Advisor W/M

7 mars 2025

Médecins Sans Frontières (MSF) is an international, independent, medical humanitarian organization created in 1971 that delivers emergency aid to people affected by armed conflict, epidemics, healthcare exclusion and natural disasters.

The EAMA cell (Ethics Unit for the Prevention and Management of Abuse), which reports at General Management, plays an essential role in the commitment made by the Paris Operational Centre (MSF OCP) to responsible behaviour in our work and care environment, through its Safeguarding Policy. This commitment translates into a determined and global approach to preventing, detecting and managing situations of abuse in our intervention missions. The EAMA cell acts as a mechanism (alternative to the operational channel) for reporting and managing complaints related to responsible behaviour at MSF OCP. Its scope covers all the countries where OCP has projects and its mandate targets abuse on person. To support its objectives and activities, the EAMA cell is looking for a third permanent post of Safeguarding Investigator Advisor who will work in collaboration and complementarity with his two colleagues.

## **Mission:**

Reporting to the Head of the EAMA cell, this position will manage alerts and complaints sent directly to the EAMA cell by MSF employees or patients & their caretakers. It will also support teams in the field in managing situations of abusive behaviour and in learning about responsible behaviour. This position will work in accordance with the investigation standards and principles defined by the Organization.

## **Main responsibilities:**

### **Managing alerts and/or individual complaints sent to the EAMA cell**

- Helping to ensure that alerts/complaints are properly received and sorted.
- Transfer alerts/complaints that do not fall within the scope of the EAMA cell.
- Participating in risk analysis and developing a complaint management strategy based on this analysis (investigation or other management method).
- Carrying out investigations as an internal investigator (remotely or with the need to go into the field) when an investigation has been decided:

- Ensure the development of an investigation plan and strategy; conduct interviews and collect facts;
- Write an investigation report, with clear and concise conclusions and recommendations for the Head of the EAMA cell.
- Based on the findings of the investigation, propose additional recommendations to the departments concerned.

**Supervise external investigator:**

- Act as investigator manager for the external investigator.
- Prepare the risk analysis, the pre-qualification of allegations and the terms of reference for the investigators.
- Overseeing the conduct of the investigation and ensuring its quality in accordance with the set standards
- Approve the investigation report and draw up recommendations with the investigator for presentation to the Head of the EAMA cell.
- Participate in the presentation of conclusions to the DMA (Decision Making Authority)

**Support mission and field Coordinators in managing abuse situations received directly through operational channels**

- Advising field teams when they have to deal directly with situations of abuse
- Ensure that investigation principles and standards are known and applied

**Participate in actions to prevent and detect abuse in MSF projects**

- Participate in the discussion and design of detection actions with field teams, in relation to complaints.
- Participate in briefings and debriefings for coordinators.

**Contribute to the learning of responsible behaviour skills within the Organization**

- Leading occasional information, awareness-raising and training sessions for people responsible for implementing MSF's responsible behaviour policy.
- Participate in awareness-raising and detection activities in the field, with one field visit per year.

### **Profile required:**

#### **Experience :**

- Significant experience in an international humanitarian organization is essential (+ 3 years).
- Experience of Safeguarding surveys is required.
- A background in social sciences, occupational psychology or law is a plus
- CHS/Humentum or OSACO training in investigation is a plus

#### **Languages :**

- Fluent English C1 written and spoken, essential
- French good level B2 written and spoken, necessary
- Arabic good level B2 written and spoken, is a plus

#### **Skills :**

- Analytical and writing skills, active listening, diplomacy, empathy, open-mindedness, pro-activity and patience.
- Discretion and respect for confidentiality rules.
- Ability to make proposals
- Autonomy
- Presentation skills (training & presentation)

## **Conditions:**

**Contract:** Full-time permanent contract. Management position, based at the Paris headquarters, 14-34 avenue Jean-Jaurès, Paris 19ème; with travel to MSF sites to be expected. We may exceptionally consider basing this position in another MSF office depending on the geographical residence of the successful candidate. In this case, the contractual and salary conditions will be those applied in the MSF office in the country concerned.

**Salary conditions:** 55,6 K€ per year, based on 13 months for candidate based in Paris. 22 days' RTT per year. Health insurance 100% covered by Médecins Sans Frontières. Restaurant vouchers with a face value of €12 (60% paid by Médecins Sans Frontières). 50% of public transport fares paid.

**Position to be filled:** May 2025

*At MSF, we value diversity and strive for an inclusive and accessible working environment. We encourage all suitably qualified people to apply, regardless of their ethnic, national or cultural origin, age, gender, sexual orientation, beliefs, disability or any other aspect of their identity.*

## **Date limite de dépôt de candidatures**

24 mars 2025

*MSF tient à la protection des données personnelles de ses membres, de ses salariés et des personnes souhaitant rejoindre l'association. Les données collectées lors de cette candidature seront strictement transmises, pour un traitement équitable et de qualité, aux personnes intervenant dans le processus de recrutement, quel que soit l'endroit où se trouve la structure MSF à laquelle elles appartiennent. Pour plus d'informations sur la façon dont sont traités vos données et vos droits, [veuillez consulter notre politique de confidentialité.](#)*