



# Quality & Risk Management Referent

8 juin 2026

**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.**

**Main Purpose • Foster a lasting culture of patient safety and continuous improvement, ensuring these values are internalized at all levels of the organization. • Anchor quality governance into RSH's institutional structures and leadership practices until it operates independently of this position. • Transfer quality management expertise to national staff through structured capacity-building, coaching, and a phased handover of responsibilities. • Ensure the continuity and coherence of the quality and risk management strategy, in alignment with MSF policies and institutional orientations (internal control, safeguarding, protection) and RSH operational priorities.**

## Context

- Reconstructive Surgery Hospital – average of 550 admissions per year
- Over 1000 surgeries annually,
- 56 surgical beds and 126 rehabilitation beds,
- 2 OTs for orthopedic, maxillo-facial and plastic surgeries,
- OPD with in average 550 consultations / month
- Physiotherapy and mental health and psychosocial departments, and a micro laboratory within the hospital

## Specific Responsibilities

### Patient safety culture and patient centered approach

- Sustain and reinforce a culture of continuous improvement and patient safety, ensuring these values are internalized by staff at all levels.
- Embed the Patient-Centered Approach into daily operations and institutional routines, in alignment with MSF quality of care policy and international standards.
- Act as an active member of the PCA Committee with the hospital director, progressively enabling national members to lead its agenda.
- Oversee patient feedback and complaint mechanisms (satisfaction surveys, patient interviews, complaints), supporting national staff to manage these independently.
- Ensure the risk management system (adverse event reporting, MMR/case reviews, corrective action monitoring) operates continuously

- Capitalize on RSH's quality journey to contribute to MSF's broader institutional learning and support potential replication in other missions.

## **Quality and risk management governance and environment**

- Work with hospital leadership to anchor quality governance into day-to-day operations
- Maintain and update the documentation management system (protocols, procedures, guidelines), with national staff progressively managing routine maintenance.
- Support mission leadership in mapping, harmonizing, and centralizing cross-cutting institutional frameworks (safeguarding, internal control, protection) to make them actionable, eliminate duplication, and ensure coherent integration with the quality and risk management system.
- Establish clear communication channels to disseminate information on quality initiatives, achievements, and areas requiring attention, fostering a transparent and accountable environment.
- Liaise with MSF referents and partners when required
- Participate in weekly management meetings as a member of RSH's coordination team.
- Upon request, present the quality approach and support other missions in replicating RSH's experience.

## **Capacity building and staff empowerment**

- Conduct a training needs assessment across RSH departments, identifying gaps in quality tools, project management methods, and risk management processes.
- Design and implement a capacity-building curriculum tailored to different staff profiles (healthcare providers, clinical leads, managers), covering: quality improvement methodologies (PDCA, root cause analysis, audit cycles), project management fundamentals, documentation and protocol management, risk identification, indicator monitoring, facilitation and communication techniques.
- Deliver hands-on training sessions, workshops, and practical coaching, prioritizing learning-by-doing over theoretical instruction.
- Mentor and coach healthcare providers and managers individually, progressively stepping back from direct execution toward facilitation and oversight.
- Establish progressive autonomy milestones with defined timelines and competency validation criteria, aligned with the project roadmap.
- Co-develop with hospital leadership and HQ a phased transition roadmap with clear milestones, timelines, and responsibility transfers; regularly assess progress and adjust accordingly.
- Document training activities, participation, and competency assessments to track progress toward team ownership objectives.
- Engage in continuous learning and incorporate relevant advancements into the hospital's quality framework.

## **Additional Activities:**

- Supervise and progressively delegate the coordination of the protocol library and annual action plan monitoring to the medical secretary.
- Monitor qualitative indicators and provide methodological support for audits, with decreasing direct involvement over time.
- Provide methodological and project management support for improvement initiatives on patient pathways and care organisation efficiency.
- Ensure monitoring frameworks and indicators are understood and used autonomously by relevant staff.

## **Working hours**

- Office hours

Position based in Amman's Reconstructive Surgery Hospital

## **Education**

**Degree in quality management**

**or degree in nursing plus experience in quality management.**

## **Experience**

**Desirable: 5-years experience in quality management in hospital setting. Having worked in MSF or other NGO's and in developing countries is a plus.**

## **Languages**

**Mission language (English) essential, local language (Arabic) desirable.**

## **Competencies**

- Training design and facilitation
- Project management
- Leadership
- Result-oriented
- curiosity
- Teamwork.
- Ability to federate
- Facilitation skills
- Listening capacity

*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**

28 juin 2026

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