



JOB VACANCY ANNOUNCEMENT- MSF OCB

Job Title	INTERCULTURAL MEDIATOR (ICM)
Employer	Médecins Sans Frontières - Belgium
Duty Station	Aleppo office
Deadline for applications	04 Apr 2026
Contract status	3 months service agreement, renewable
Type of Position	National
Start Date	ASAP

Introduction about MSF:

Médecins Sans Frontières (MSF) / أطباء بلا حدود is an international, independent, medical humanitarian organization that delivers emergency aid to people in 70 countries who are affected by armed conflict, epidemics, natural disasters and exclusion from healthcare. MSF offers assistance to people based on need, irrespective of race, religion, gender or political affiliation and our actions are guided by medical ethics and the principles of neutrality and impartiality.

We offer basic healthcare, perform surgery, fight epidemics, rehabilitate and run hospitals and clinics, carry out vaccination campaigns, operate nutrition centers, and provide mental healthcare. Our activities include the treatment of injuries and disease, maternal care and the provision of humanitarian aid. Where necessary, we set up sanitation systems, supply safe drinking water, and distribute relief to assist survival.

Check the links:

[Médecins Sans Frontières](#) [أطباء بلا حدود](#)

[Médecins Sans Frontières T-shirt](#) [أطباء بلا حدود - موظفي](#)

Main Objective of the position:

Supporting the communication and interaction between the people receiving services and care providers in the country, through addressing consequences of language barriers, socio-cultural differences and potential discrimination, following MSF protocols and procedures, to improve access to quality health care and other relevant services and providing MSF with an understanding of **local** socio-cultural determinants.



In this specific context (support for survivors of ill treatment and torture), the ICM ensures access to quality healthcare and specialized services while providing MSF with a deep understanding of local socio-cultural determinants. The core of the mission is to bridge gaps without compromising the protection of the individual, ensuring that cultural background is never used to justify, minimize, or "normalize" acts of violence.

Accountabilities:

Facilitating the relation between the people receiving services and the care providers involved in medical consultations, mental health, physiotherapy and social worker sessions, etc. through:

- Providing quality and culturally sensitive interpretation between the care providers and the person receiving a service (dialogue) in the language in which they would like to express themselves (source language / target language), Supporting intercultural awareness, sensitiveness and clear communication between the parties
- Assisting care providers and the people receiving services in addressing negative consequences of socio-cultural differences, to support the therapeutic/social intervention through sharing with the care providers relevant aspects of the cultural background of the the person receiving a service, acting as a cultural broker; Identifying and reporting barriers impairing fairness and equality in access to services.
- Accompanying and following up the people receiving services to referrals (health and social care facilities) as needed.
- Upholding MSF's principles and fostering an environment free from racism, discrimination, or cultural insensitivity. Refraining from participating in interventions where such principles are compromised or where there is a risk of offense to the customs, culture, beliefs, and values of any party involved, be it the person receiving services, staff, or the ICM themselves.
- Participating in case management meetings & medical meetings on ad hoc basis

Together with relevant project team members, providing information to the people receiving services on the use of the healthcare system and other support services (shelter, food, transport, legal support) provided by MSF and other actors, with the aim of favouring empowerment and autonomy of the people receiving services in 'navigating' the host societies:

Contributing to context understanding and data collection on medical/humanitarian issues, with a specific attention to vulnerabilities, to provide reliable information for operational decision-making through:

- Ensuring quality linguistic and intercultural interpretation during the collection of testimonies for advocacy/ communication purposes.
- Supporting administration of assessments/ surveys when needed
- Reporting all important information expressed by the people receiving services and the communities, ensuring confidentiality at all times
- Supporting media reviews and content creation for communication

MSF Section/Context Specific Accountabilities

Facilitating the culturally informed communication and mutual understanding between the medical supervisor, the locally hired staff and people receiving medical and mental health services (including medical consultations, mental health sessions, physiotherapy, and social work support), through:



- **Enabling Clinical Supervision & Shadowing:** Acting as the essential linguistic and cultural bridge during supervision and shadowing sessions. The ICM is responsible for providing accurate and nuanced interpretation that allows the International Mobile Staff (IMS), who lacks Arabic fluency, to accurately assess the clinical competencies, communication style, and therapeutic approach of the Locally Hired Staff (LHS).
- **Ensuring "Linguistic Transparency" for Quality Control:** Recognizing that the IMS relies entirely on the ICM to evaluate the quality of care. The ICM must refrain from "correcting" or "improving" the LHS's speech during translation, ensuring the supervisor hears exactly what is being said (including potential errors or biases) to allow for proper guidance and training.
- **Triadic Neutrality in Supervision:** Maintaining a neutral stance during "triadology" sessions (IMS-LHS-Patient), ensuring that the power dynamics or personal relationships between local staff do not interfere with the supervisor's ability to monitor the case objectively.
- **Providing quality and culturally sensitive interpretation** between the primary care providers, supervisors and the person receiving the service in the language in which they would like to express themselves (source language / target language), Supporting intercultural awareness, sensitiveness and clear communication between the parties
- **Supporting culturally informed care:** Supporting the therapeutic or social intervention by sharing when relevant, contextual cultural information that may help supervisors and care providers better understand the perspective of the person receiving services, while identifying and reporting barriers that may impair fairness and equality in access to services.
- **Participating in case management and medical meetings** on an ad hoc basis when interpretation or cultural clarification is required.
- **Reporting relevant information** expressed by the people receiving services and by the communities when pertinent to the intervention, while ensuring confidentiality at all times.
- **Contribution/ submission of written feedback** on significant monthly activities pertaining to medical activities, as required by the Project Medical coordinator.

When needed

- Contributing for advocacy/ communication purposes, to context understanding and data collection on medical/humanitarian issues,
- Supporting administration of assessments/ surveys
- During surveys/research, ensuring quality linguistic and intercultural interpretation in the collection of information, testimonies,
- Supporting media reviews and content creation for communication
- Upholding MSF's principles and fostering an environment free from racism, discrimination, or cultural insensitivity.
- Refraining from participating in interventions where such principles are compromised or where there is a risk of offense to the customs, culture, beliefs, and values of any party involved, be it the person receiving services, staff, or the ICM themselves.

Requirements

Education

- Essential secondary education with accredited translator certificate. Desirable social sciences, social communication or teaching



- Training in intercultural mediation is an asset.
- Experience**
- Minimum two years' experience in similar position, preferably in provision of medical services and/or with NGOs
- Languages**
- C2 for the specific English languages is required; Arabic – mother tongue.
- Knowledge**
- Knowledge of the target population IDP dynamics
 - Capacity to work in a multidisciplinary team
 - Strong communication, and social skills (attentive listening, open attitude, empathy, sensitivity)
 - Capacity to adjustment to change
 - Strong interest in helping vulnerable population
- Competencies**
- Commitment to MSF principles (level 2)
 - Cross-cultural awareness (level 3)
 - Stress management (level 3)
 - Networking (level 2)
 - Teamwork & cooperation (level 3)
 - Behavioural flexibility (level 2)
 - Results & quality orientation (level 1)
 - Service orientation (level 2)
 - Initiative and innovation (level 1)
 - Security awareness (level 1)

Application process:

In order to apply for this position, please click on this [Link](#) and fill in the application form In **English Language**. Please keep in mind that **applicants must use a personal Gmail Account in order to be able to complete the application form.**



Before submitting the application, make sure to enter all the required data and upload your CV and relevant diplomas/certificates in the dedicated spaces. **Submitting is allowed for one time only.**

DEADLINE: Completed applications must be received by the 04th of Apr 2026.