

JOB PROFILE

Liaison Officer

Direction of International Operations, LACMENA Unit – Damascus, Syria

Date updated: October 2026

JOB OVERVIEW

The **Liaison and Communication Officer** will serve as MdM's key institutional focal point with Syrian government authorities and other relevant stakeholders, particularly in Damascus. The position will focus on maintaining effective institutional relations, supporting legal and administrative compliance, coordinating registration and project approvals, facilitating operational access, and ensuring effective communication between MdM's Damascus Coordination, field teams, and relevant authorities.

The Liaison and Communication Officer will work closely with the General Coordinator, to ensure that MdM's activities are appropriately communicated, documented, and followed up with the relevant authorities.

The position will facilitate constructive engagement with government authorities at national, governorate and field levels, while ensuring that MdM's humanitarian mandate, principles, policies and operational independence are respected.

The position will also contribute to MdM's institutional communication and visibility by supporting accurate and appropriate communication about MdM's work in Syria, including coordination with communications colleagues on external messaging, visibility materials and social media content.

WORKING RELATIONSHIPS:

- **Reports to:** The General Coordinator

RESPONSIBILITIES

1. Government Liaison and Registration Management

- Act as a key focal point for MdM's institutional relations with relevant Syrian government authorities, including the **Ministry of Foreign Affairs and Expatriates (MoFA)**, **Ministry of Health (MoH)**, **relevant Directorates of Health (DoH)**, **Ministry of Social Affairs and Labor (MoSAL)**, **Governorates and other relevant ministries, directorates and local authorities**.
- Build and maintain constructive, professional and trusted working relationships with relevant government officials and institutional counterparts.
- Support the General Coordinator in high-level engagement with government authorities and represent MdM when delegated.
- Ensure the timely maintenance and renewal of MdM's registration and other required administrative authorisations, permits and agreements.
- Coordinate and follow up on official submissions to relevant authorities, ensuring that documentation is complete, consistent and submitted through the appropriate channels.
- Lead the administrative follow-up of programme and project approval requests and facilitate meetings with relevant authorities when required.

- Ensure that approvals obtained at central level are appropriately communicated to relevant governorates, DoH, field-level directorates and MdM field teams.
- **2. Ministry of Health and Directorate of Health Liaison**
- Maintain effective institutional relationships with the **MoH and relevant DoH** in areas where MdM operates or plans to expand its activities.
- Facilitate communication between MoH/DoH counterparts and MdM's programme and field teams.
- Support the submission and follow-up of project proposals, amendments, extensions, activity notifications and other health-related requests requiring government approval or acknowledgement.
- Facilitate communication concerning MdM-supported health facilities, health activities, mobile or outreach activities, community-based interventions and other programme components, as relevant.
- Ensure that relevant DoH and field-level authorities are appropriately informed of approved activities and significant programme changes.
- Follow up on pending requests, approvals and administrative requirements with the relevant health authorities.
- Support programme teams in responding to requests or queries from MoH and DoH.
- Identify inconsistencies between central and field-level requirements and raise them with the General Coordinator and relevant management colleagues for resolution.

3. Access Facilitation and Operational Liaison

- Proactively engage with relevant authorities to facilitate MdM's access to new areas and the continuation or expansion of existing programs, in close coordination with field management and safety and security teams.
- Support the development of access strategies to address administrative, bureaucratic or institutional barriers.
- Facilitate, where required, travel permits, movement clearances, access letters, official notifications and other administrative requirements for MdM personnel, partners and programme activities.
- Maintain an overview of access-related administrative requirements across MdM's areas of operation.
- Liaise with relevant authorities when administrative or institutional constraints affect programme implementation.
- Ensure that access-related engagement is coordinated with MdM's Safety and Security team and does not replace the security decision-making function.
- Escalate sensitive, politically significant or potentially high-risk access issues to the General Coordinator and relevant senior management.

4. Internal Coordination and Communication

- Serve as a key link between **Damascus Coordination, field teams and external authorities**, ensuring that information flows effectively in both directions.
- Ensure that relevant decisions, requests, approvals, commitments and changes in government procedures are communicated promptly to the appropriate MdM teamsSupport departments in preparing official requests, notifications, letters and documentation for submission to authorities.

- Ensure that communication with authorities is coordinated internally and consistent with MdM's agreed positions.

5. Institutional Communication and External Visibility

- Support MdM's communication and visibility efforts in Syria, in coordination with the General Coordinator and relevant communications colleagues.
- Contribute to the development and dissemination of accurate information about MdM's programmes, achievements, humanitarian activities and engagement in Syria.
- Support the preparation of communication materials, including
 - Ensure that public communication about MdM's activities is accurate, consistent with approved messaging and aligned with MdM's humanitarian mandate and communication policies.
- Coordinate with programme teams to identify appropriate stories, achievements, milestones and field activities that can be communicated externally.
- share only necessary, internally authorised information through approved channels, and securely maintain correspondence, stakeholder contacts and sensitive records
- Support the General Coordinator in preparing institutional messages for government authorities, partners, donors and other stakeholders.
- Ensure that public communication does not inadvertently create operational, security, political or access risks for MdM, its staff, partners or communities.
- Monitor relevant media and public communication concerning MdM, humanitarian operations and the operating environment in Syria and alert senior management to issues requiring attention.
- Support MdM's positive and professional institutional visibility while ensuring that communication remains consistent with humanitarian principles and does not compromise operational independence.

6. Stakeholder Engagement and Coordination

- Build and maintain a comprehensive stakeholder map covering relevant government authorities, ministries, directorates, governorates, humanitarian coordination structures, UN agencies, INGOs and other relevant actors.
- Identify key decision-makers, technical focal points and institutional counterparts relevant to MdM's operations.
- Maintain regular engagement with key stakeholders, not only when an approval or administrative action is required.
- Participate, when delegated, in relevant government, UN, INGO and humanitarian coordination mechanisms concerning access, registration, legal requirements and operational issues.
- Represent MdM professionally and diplomatically in formal and informal coordination settings.
- Support the General Coordinator in identifying opportunities for strategic institutional engagement.
- Maintain an updated contact database and institutional engagement record.

7. Meetings, Representation and Follow-up

- Organize and facilitate meetings between MdM and government officials, authorities and other institutional stakeholders.
- Prepare agendas, background information, briefing notes and key messages for meetings involving MdM senior management.
- Participate in meetings when requested and provide appropriate institutional or administrative support.
- Draft minutes of meetings and clearly document decisions, commitments, responsibilities and deadlines.
- Maintain a meeting and commitment follow-up tracker.
- Ensure that agreed actions are communicated to the relevant MdM teams and followed up until completion or appropriate escalation.
- Support official visits by MdM headquarters, donors, partners or other stakeholders where relevant.

ACCOUNTABILITY AND PRINCIPLES

The Liaison and Communication Officer facilitates and coordinates institutional engagement, but does not independently commit MdM to new activities, agreements, financial obligations, or policy positions unless specifically delegated.

All engagement with authorities must be consistent with MdM's mandate, humanitarian principles, organizational policies, and agreed management positions.

The position should maintain a constructive relationship with government authorities while ensuring that MdM's **humanitarian independence, impartiality and operational integrity** are respected.

The Liaison and Communication Officer is expected to exercise discretion, sound judgment and confidentiality when managing sensitive institutional, operational and communication matters.

Main skills:

- Identify, analyze and qualify a political, conflict and access context, and communicate this clearly to non-specialist audiences.
- Understand and apply humanitarian principles (humanity, neutrality, impartiality, independence) and Do No Harm in day-to-day practice.
- Build and maintain a credible network of stakeholders relevant to humanitarian access.
- Negotiate, take a position, and adapt language and approach to a wide range of interlocutors.
- Analyse and assess risk, including politically sensitive and access-related risk.
- Anticipate, alert on and support the management of access-related crises or disruptions.
- Work in a multi-disciplinary team and coordinate closely with security, programme and coordination functions.
- Draft, adapt and formalise analytical tools, notes and reports relating to access and context.
- Identify capacity-building needs and design/lead related briefings or training sessions.
- Use the Microsoft Office Pack.

- Speak the local language, or work effectively through qualified interpretation and translation support.
- Demonstrate sound judgement, discretion and political/cultural sensitivity, including on highly sensitive topics (e.g., transitional justice), consistent with the mission's Do No Harm approach.

Educational Requirements:

Minimum of Bachelor Degree with 2 Years of professional experience in related fields

Employment conditions

- Type of contract: Employment Contract
- Duration: Until 31/12/2026 – Renewable depending on performance and availability of Funds
- Starting date: ASAP
- Rhythm: full-time
- Location: position based in Damascus with regular field visits to Aleppo
- Related occupation: Category 4, Basic Salary: 186 207 New SYP
- Benefits: Food, Transportation and Medical Allowance. In addition to 13th Month bonus)

Application:

Send a CV and Cover Letter by email to: recruitment.syria@medecinsdumonde.net.

Object of the Mail: SYR/HR/ Liaison Officer

Application & all required documents must be submitted in English.