



Intercultural mediator

Job Description

Location	Sydney
Reporting To	Intercultural mediator
Supervising	N/A
Status	Temporary / Full-time or Part time (shared role) Fixed term contract (flexible for suitable candidate)

Date: January 2019

Introduction

Make the bridge between beneficiaries and **MSF** care providers with the aim to improve access to telehealth care and their quality by addressing potential negative consequences of language barriers, socio-cultural differences, discrimination and tensions and by fostering their removal.

Overall Responsibility

Contribute to the provision of quality and cultural sensitive services, facilitating the relation between patients and the care providers involved in mental health sessions (individual and group) via tele-health.

Main Tasks and Duties

1. Ensure quality interpretation between the care providers and the patient (dialogue) in his/her mother tongue making the words of the care provider understandable to the patient and vice versa (source language / target language) and ensuring intercultural awareness, sensitiveness and communication. The consultation is driven by the care provider.
2. Assist care providers and patients in addressing potential negative consequences of socio-cultural differences, different visions and knowledge on health provision- such as misunderstanding, fears, misperception, stereotype and prejudices, tensions- with the aim to support the therapeutic intervention: intercultural mediation and cultural brokerage (e.g sharing with the medical/MH staff important aspects of the cultural background of the patient to be considered for the treatment and viceversa); assess, identify and report barriers impairing access
3. Participate in case management meetings & medical meetings on ad hoc basis
4. Collect and input statistical and monitoring data about mental health activities

Selection Criteria

Essential Criteria

- Secondary education
- Minimum 2 years' experience in similar position
- Ability to work both independently and within a team
- Fluent written and spoken English
- Mother tongue/C2 for Farsi
- Current right to work in Australia

Desirable Criteria

- Desirable degree in social sciences, social communication or teaching
- Training in interpretation or intercultural mediation
- Previous experience working in mental health or telehealth
- Previous experience with asylum seekers/refugees
- Previous experience with MSF or other NGO's in developing countries
- General knowledge or understanding of humanitarianism principles and the charter of MSF
- Experience and knowledge of MSF internal processes and structures
- Good computer usage skills for standard applications (Outlook, Office 365)

Applications

Applications MUST address individual selection criteria. You should also write a cover letter indicating why you want to work for Médecins Sans Frontières Australia and attach a copy of your CV.

Please note that a criminal record check may be required as part of the selection process. Applicants with criminal records will not automatically be ineligible for the position they are applying for. Médecins Sans Frontières Australia has a Child Protection Policy in place and all employees are required to comply with this policy.

Médecins Sans Frontières Australia is committed to creating an inclusive workplace for all our staff. We believe that a diverse team helps us better serve those most in need, and we encourage people from a wide range of backgrounds to apply for this role, including Aboriginal and Torres Strait Islander peoples, people from culturally and linguistically diverse (CALD) backgrounds and people with disabilities.

Applications close: Sunday, 13th January 2019

Applications and enquiries to
Email: officerecruitment@sydney.msf.org