



Healthy Choices Transform Lives

Medical Services Pacific
MSP Head Office: 355 Waimanu Road, Suva Fiji
MSP Suva Tel: (679) 363 0108 or 3548062
MSP Labasa Tel: (679) 8280308 or 8811308
National Child Help Line Fiji Tel: 1325
Web: www.msp.org.fj
Email: info@msp.org.fj

SCHEDULE 1 - JOB DESCRIPTION

Role:	Communications and Program Assistant
Program:	MSP Fiji
Duration:	1 year
Location:	Suva, with travel in Fiji
Reports to:	Program Manager
Languages Required:	English; iTaukei or Hindi

Introduction

Medical Services Pacific (MSP) is a Fijian registered non-government organisation (NGO) established in August 2010 to enable Pacific women, youth and children to have greater access to quality health care services, and to build resilience among vulnerable groups who are coping with emerging environmental, economic and human security challenges.

MSP is a Rights Based **family planning agency** that believes that Human Rights awareness and the empowerment of women go together and that both are critical in ensuring individuals and communities achieve optimal Sexual and Reproductive Health services. In Fiji, MSP provides a broad range of health care, counselling and social services, including public awareness and educational programs with a specialized focus on sexual and reproductive health. MSP has developed a comprehensive and integrated service for survivors /victims of sexual assault and domestic violence which includes emergency care, and on going medical, nursing, counselling and legal support.

MSP provides SRHR in relief and development contexts and is inclusive. MSP has specialised health teams that work with high risk and vulnerable groups (e.g. girls, youth, sex workers, vulnerable women, children at risk, sexual assault survivors, LGBTI's (Lesbian, Gay, Bisexual, Transgender and Inter-gender) and minorities) to promote awareness and increase access to key clinical and social services. MSP is collaborative and a partner of government and works under formal Memorandums of Understanding with the Ministry of Health and Medical Services in support of the National Strategic Plan 2016-2020.

Gender based and Pro Choice

MSP is a **pro-choice rights based** international organization dedicated to ensuring individuals have the right to have children by choice (and not by chance). Therefore, MSPs primary focus

is family planning, to assist women and girls to plan their futures. Gender empowerment is key to ensuring women's access to reproductive health care on demand. Women and girls in the Pacific face a range of challenges, and MSP seeks to ensure they have access to quality SRHR services.

The MSP program provides an integrated program response designed to support women and those impacted by gender and sexual violence. MSP seeks to increase information and services for women and girls and boys to reduce and end sexual violence, specifically to:

- **Increase women's access to justice** by providing information and referrals and raising awareness through outreach and public communications around women's rights to prevent Violence Against Women and Girls (VAWG).
- **Provide support services**, including a one stop shop model which provides reproductive health care services, clinical services (including HIV and STI counselling testing and treatment), family planning (including unplanned pregnancy advice, referrals and counselling, counselling and referrals for trauma and domestic or gender violence.
- **Prevent Violence** through community outreach and public education (radio and road shows) and supports policy development that seeks to transform gender norms and end VAWG

Our Strategy:

The MSP board has approved the four main objectives and accompanying strategies which together form the framework for the MSP core programs and services in the Pacific. Working with our partners in Fiji and beyond in the Pacific Island region, MSP aims to:

- Strengthen health and social services for women & youth
- Promote human rights, ending Violence against Women and Girls/VAWG & strengthening child protection
- Promote and support healthy environments with a particular emphasis on current and potential future effects of climate change
- Build resilient Pacific Island communities.

MSP employees and volunteers are expected to contribute to these four goals. Your role with MSP is guided by this job description but you will also be expected to contribute to the wider MSP development and business strategy. You will be required to understand and integrate the vision and mission of MSP; and consider our mission and vision in all that you do.

This job description is a guide and other duties will be included from time to time in support of these objectives.

MSP MOTTO *Healthy choices transform lives*

ROLE FUNCTIONS:

Under the direction of the Program Manager, the Communications and Program Assistant provides operational and administrative assistance to the Country Director, Program Manager, and Program Staff, performs a variety of communications, administrative, coordination and logistical services in support of operations of MSP programs, and assists with information management for the Senior Management Team (SMT).

Major Responsibilities

Communications

- Publish regular updates to MSP Social Media and website in line with MSP Communications Policy and Guidelines
- Draft press releases and liaise with media outlets
- Coordination of media and donor interviews, including talking points
- Update and publish monthly Fact Sheets
- Support quarterly updates to Corporate Profile
- Provide assistance to Program Staff in preparing, formatting and editing documents, including PowerPoint presentations
- Provide assistance to Program Staff in editing and submitting periodic and final project reports
- Assist with Annual Report preparation, editing and publication
- Assist in development, design and production of IEC materials, including but not limited to: writing, editing, document design, coordination with stakeholders, pre- and post-testing of materials, liaising with suppliers, and print project management
- Manage supply of IEC materials in coordination with Education Officer and M&E Officer, requesting additional supplies as needed
- Design of publicity materials like banners, business cards and flyers
- Support Program Staff in complying with MSP's Communications Policy and Guidelines
- Support Program Staff in delivering project communications outputs

Program Support

- Provide administrative, coordination and logistical support to Country Director and Program Manager
- Maintain confidential records of the SMT
- Act as the main contact person during the absence of SMT members, following up on emergencies with appropriate staff
- Support Program Staff in complying with MSP Filing System
- Assist Finance Officer with supplies management
- Answer and direct incoming phone calls; receive, screen and process visitors; and receive and deliver mail, ensuring that confidential matters are handled properly
- Provide administrative, coordination and logistical support for Board meetings
- Organize and support program meetings, including minute taking
- Track the status of programs, key tasks and events
- Organize and support workshops
- Provide professional level translation services between fluent languages, particularly during meetings and workshops
- Coordinate logistical requirements for field trips, workshops and events
- Maintain calendars recording staff leaves, holidays, special events and field trips
- Assist in the orientation of new staff, interns, research fellows and consultants by providing them with the necessary documents and materials for orientation
- Support compliance with MSP policies and procedures
- Ensure confidentiality of MSP information
- Arrange clients to see nurse, doctor or counsellor as needed
- Undertake training as directed
- Perform other related duties in accordance with instructions from SMT

QUALIFICATIONS, SKILLS AND EXPERIENCE

The following criteria are essential:

- University degree in communications, marketing, or related field, or equivalent work experience and tertiary qualifications
- Minimum two years of work experience in administration or program support
- Demonstrated experience in communications
- Computer skills and experience with word processing, presentation, spreadsheet and design/publishing software
- Strong organisational skills; ability to manage time and prioritise tasks
- Cross-cultural sensitivity with ability to work with both Fijian and international staff
- Strong attention to detail
- Good interpersonal skills
- Adaptability and flexibility
- Fluency in English and iTaukei or Hindi
- Ability to write in concise, well-organized, grammatically correct, effective and persuasive English

The following criteria are preferred:

- Experience in coordinating trainings or workshops
- Experience with database software
- Professional level translation skills from Fijian to English or Hindi to English
- Experience in writing press releases and working with the media
- Experience with WordPress
- Experience with MS Publisher, Adobe InDesign, Photoshop and Lightroom
- Knowledge of Google GSuite Apps (Mail, Drive, Docs, etc.)

PERIOD OF CONTRACT:

This position is for one year and is subject to annual review.

Renewal of this contract, beyond the agreed term, will be considered in the context of the future needs of MSP Fiji Office or MSP Pacific program.

Contacts:

General Inquiries and application submissions: info@msp.org.fj