

Design consultant work

Pathways Project, MSF (OCB)

Médecins Sans Frontières (MSF) is an international, independent, medical humanitarian organisation that delivers emergency aid to people 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.

MSF's work is based on humanitarian principles. We conduct our own evaluations on the ground to determine people's needs. More than 90 per cent of our overall funding comes from millions of private sources, not governments. MSF is neutral. We do not take sides in armed conflicts, we provide care on the basis of need, and we push for independent access to victims of conflict as required under international humanitarian law.

We are looking for a driven person experienced with design processes and embodiment of abstract concepts. You are used to work with different types of customers and constellations of teams driving them through complex processes by boiling things down to essential patterns and functions. To work with areas and topics that are new to you does not scare you off, on the contrary, it triggers your curiosity to understand how things correlates to each other. This comes natural to you as you know what questions to ask to get the relevant answers.

In MSF-OCB (Brussels) Logistic Back Office, there is a team working on a new tactical approach to improve the operational-logistic response in the field. According to this new approach, and unlike the well-known work of the logistician technician who works within silos of technical specialization (construction, energy, ICT, transportation, etc...), the logistician tactician has a holistic perspective of operations transversally across the technical specializations. This is the starting point of the Pathways project.

The Pathways project has been ongoing for about one year. Today, there are tool prototypes developed for training and support of users by providing an overview of different parameters (contextual, operational, medical) or facilitating decision-making toward solution spaces (rather than fixed targets) and in general help the users become more independent and collaborative in their approach. The tool set of Pathways need to be fine-tuned, tested and iterated until by June 2017.

Please watch the pathways movie at:

<http://innovation.lakareutangranser.se/?portfolio=tactical-pathways>

Main activities

The main activities are:

- To be in continuous contact with the scenarist team and their focal point to actively contribute to the development of the Pathways project by facilitating the adjustment of the current Pathway concept defined to Operational reality and reflection process. Meetings in MSF (Brussels) office, e-mail, VC, etc.
- Arrange workshops, surveys and other activities that assure that the Pathways tools and concept include several user perspectives and can be embodied in the best possible way

- Contribute to field test planning and execution. This will render not only prototypes and tools but also communication and training material assuring that the Pathways project moves in the right direction and in the long run is integrated structurally and culturally within the MSF environment.
- Ensure that the graphic/interactive media work is aligned and well implemented (together with a graphic/visual designer) to support above activities/targets.

Consultant requirements

Education

- Academic degree within the area of design

Knowledge and skills

- A good problem solver
- Change management skills
- Good understanding of systems and processes
- Lead workshops and group sessions
- Creative and proactive
- Skilled/trained within design disciplines
- Analytic capabilities
- Able to establish and maintain effective working relationships with others
- Visual communication and presentation skills
- Fluent English, written and spoken.
- Flexible and adaptive

Valuable

- French speaking
- MSF/humanitarian experience

Period: February – June 2017, 25-50% (10-20H/week)

Type: Consultancy contract

Compensation: 28€/Hour + VAT

Start: February/March 2017

Client: OCB Logistics Department, Back Office (In collaboration with MSF Sweden Innovation Unit)

You do not need to have experience from MSF or the humanitarian sector but it is important that you share the organizations values and objectives. You may have your own consultancy company or work part time at an office with the interest and possibility to dedicate a part of your time to work you feel especially passionate about.

If this sounds interesting, please contact

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