



Last updated: April 2026

Specialist Engagement Officer (Telemedicine)

Impact Statement

The Telemedicine Services program receives enormous value from volunteer specialists who provide insight into difficult medical cases across the globe. The Specialist Engagement Officer (SEO) will provide structure and administrative support to this pool of specialists, onboarding, vetting, and coordinating them.

The SEO will provide data and insight into the status of specialists and our coverage of various areas. They will provide feedback from specialists to the Clinical Operations Lead and ensure processes and policies are implemented and respected in their work. By facilitating these processes, the SEO will provide a critical hub for these valued volunteers to stay connected to the Telemedicine Department's work through various engagement strategies with the aim to expand our medical capabilities with global remote support.

Key Responsibilities

- Collaborate with the Specialist Recruitment Coordinator and Regional Implementation Officers to conduct program and field medical needs assessments and ensure seamless volunteer onboarding and training.
- Ensure all regularly required documents (such as medical board registrations) are validated and remain so on a cadence
- Responsible for developing and implementing a strategy for engagement, recognition, championing, motivation, and retention of the pool of specialists
- Provide data on the specialist volunteer pool to evaluate gaps and ensure quality of service
- Maintain the list of the specialists and make sure the specialists who have left the platform are offboarded
- Contribute to development of tools and functionalities to improve the use of specialists and data reporting
- Collaborate with internal and external stakeholders for medical education efforts, clinical case quality improvement initiatives, research inquiries, and other MSF projects, etc.

Job-Specific Responsibilities

Coordination and engagement

- Send the briefing and training materials to new recruits and be the first point of contact for the first weeks following the onboarding
- Liaise with support and training function to provide the support needed to specialists
- Identify and recommend L&D opportunities inside MSF (mentoring, coaching, trainings, e-learning, workshops, etc.) to help develop potential and/or bridge learning gaps
- Keep an updated list of all specialists and ensure the offboarding process is flagged to the administrator
- Flag any changes in the specialist volunteer pool to Clinical Case Coordinators
- Follow-up on clinical case quality issues as flagged by Clinical Case Coordinators or other members of the telemedicine team
- Identify possible specialists amongst the volunteer pool for Video Case Discussion matching, a field staff mentorship and training opportunity
- Ensure GPDR compliance is understood and maintained by the specialists
- Share MSF guidelines and protocols to specialists as required

Strategy and planning

- Implement strategies for specialists' engagement, championing, motivation and retention to ensure specialists receive acknowledgement and appreciation for their work
- Collaborate with the Clinical Operations Leader on developing a feedback strategy to the volunteer specialists
- Develop and implement a strategy to ensure equitable access for volunteer specialists to Telemedicine services
- In collaboration with management, do regular gap analysis and advance planning

Analysis and reporting

- Provide an avenue for reporting and escalation from specialists to the Clinical Operations Lead as needed
- Draft a specialist gap analysis report, formulate, and express the need to flag if there is a need to recruit
- Contribute to the development of tools and functionalities to improve the use of specialists and data reporting
- Identify opportunities to connect with universities and medical colleges through the specialist pool to expand our network
- Notifying relevant instances, at the level of MSF Canada or OCs level, if experiencing, seeing or hearing about any form of discrimination, degrading treatment or behaviors going against the MSF Code of Conduct

MSF Transversal Core Competencies

- **A Commitment to MSF's principles; Proficiency level 1:** Acts towards the fulfilment of MSF's Social Mission
- **Cross-cultural awareness; Proficiency level 3:** Demonstrates an integrating attitude
- **Results and quality orientation; Proficiency level 2:** Works towards objectives, preserving established standards
- **Analytical thinking; Proficiency level 2:** Identifies basic relationships
- **Teamwork and cooperation; Proficiency level 2:** Shares Information and coordinates with team and relevant stakeholders

Knowledge and Experience

- User experience with telemedicine platforms or implementation of telemedicine services
- Demonstrated understanding of the role and responsibilities of volunteer specialists
- Experience coordinating remote networks and building connection via social media tools
- Experience coordinating in a clinical setting and close work with healthcare staff highly desired

Education, Certifications, and Languages

- Proficiency in verbal and written English
- Proficiency in verbal and written French
- Proficiency in Spanish, Arabic or other languages relevant to MSF projects would be an asset

Working Conditions

- Work is generally carried out during the day, Monday to Friday (9:00 a.m. to 5:00 p.m.) Eastern Time,
- Flexible work hours and hybrid work model (minimum 2 days in office per week in either the Toronto or Montreal office)
- The office environment is open concept, and workspace is shared with colleagues
- Workstations consist of sit/stand desks, anti-fatigue floor mat, swivel chair, laptop with dock and double monitor
- Work requires long hours in front of a computer/laptop screen

Job Information

Position level: Individual Contributor

Department: Telemedicine Services

Reporting to: Clinical Operations Lead

Position Status: Temporary - 16 month contract

Important Notice: *This is a temporary position to replace an employee on leave. The assignment is expected to last approximately 16 months but may end earlier or later depending on operational needs, including the possible return of the employee on leave. Employment in this role is temporary in nature and does not create an expectation of ongoing employment.*

Activity Rate: 100% (37.5 hours per week)

Location: Toronto or Montreal

Salary Grade: Level 14, Step 1 on the MSF Canada Salary Grid, \$70,676 per year (non-negotiable)

Status: Must be legally authorized to work in Canada; MSF Canada is not in the position to support a work permit process for any applicant outside of Canada.

Benefits: Health Spending Account, Lifestyle Spending Account, group insurance (Life, Dependent Life, AD&D), Peace of Mind plan (i.e. prescription drugs, accidental dental, hospital care, etc.), 5% RRSP contributions (no matching required), starting 4 weeks' Vacation/year, flexible work hours, annual professional development budget, Employee and Family Assistance Program (EFAP), free access to internal Psychosocial Care Unit Services and a positive and innovative office culture grounded in our core values of humanity, integrity and results.