



Last Updated: September 2025

Job Title

Career Manager (CM) - International Human Resources Team

Impact Statement

As a key member of the International HR Unit, the Career Manager is a human resources specialist that creates value to MSF operations and is central to the International Mobile Staff (IMS) experience. Occupying a partner-oriented position, this role is dedicated to the career development of a pool of 75 to 100 active professionals who occupy various international operational positions as specialists, team leaders and country-level senior managers.

Each Career Manager provides IMS with career development counselling, training options, tools, and support to reach their full potential within the organisation. They also research and coordinate work opportunities for IMS in alignment with the strategic plan of MSF Canada, vision of the Human Resources Department, and HR needs of the MSF Operational Entities (OEs).

Career Managers work in collaboration with Recruiters, OE Pool Managers, OE Learning & Development units, HR Administrators and various other counterparts across the MSF movement.

Key Responsibilities

1. Plan, support and advise on the professional development and individual growth of Canadian International Mobile Staff (IMS) within the global MSF organisation

- Develop a strategic career plan for each IMS which aligns with their professional goals and ambitions
- Find and propose assignment opportunities which best align with the IMS's career plan and availability
- Ensure the Duty of Care of the organisation toward IMS by making sure that IMS are well informed, prepared, and have given their clear informed consent for each assignment
- Promote and cultivate MSF values as well as sense of belonging to MSF among IMS
- Support IMS in navigating unusual and/or difficult situations while on assignment (security incidents, RBU cases, management issues, health issues & sick leaves, stress, mental health, early returns, etc.)
- Collect, analyze and communicate information to relevant stakeholders on IMS performance; identify career development potential and learning gaps
- Debrief with IMS returning from assignments to:
 - Use emotional intelligence and empathy to assess and address IMS's emotional state after their assignment (e.g.: frustrations linked to the assignments, exhaustion, tiredness, anxiety, stress, disconnectedness with life in Canada, etc.). Encourage the IMS to seek additional support via PSCU, EFAP and/or third parties
 - Gain insights on their career progression, capture and synthesize information on their achievements, scope of responsibilities, new learnings and/or skills acquired, the main challenges faced, the general context of their

duty station and any relevant information about our operations. Those pieces of information will be used to develop an accurate proposal for the next matching cycle of an IMS

- Inform IMS about resources available to them
- Discuss the next step in their MSF career and adjust their career plan as needed
- Identify and recommend L&D opportunities inside MSF (mentoring, coaching, trainings, e-learning, workshops, etc.) to help develop potential and/or bridge learning gaps. Provide support to access external trainings
- Guide and accompany select IMS with strong leadership potential who are ready to take higher responsibilities when undertaking validation processes for project-level or coordination-level senior management roles
- When required, design tailored Performance Improvement Plans based on feedback gathered from discussions with PMs, Technical Referents or drawn from evaluations
- Counsel and support IMS facing voluntary or involuntary departure from the organisation on the way forward in their career

2. Assert the Duty of Care of the organisation toward IMS in all aspects and steps of their career with MSF

- Ensure that IMS are well informed, prepared, and have all the information necessary pertaining to their safety and security, and have given their clear *informed consent* before each assignment.
- Coordinate with all stakeholders to gather relevant information and create a comprehensive package of updated briefings and reading material for the IMS to develop an understanding of the activities, context, and associated risks inherent to an assignment proposal.
- Participate in the management of Medevac by providing proactive support to concerned IMS, linking with SHU, Operations, MSF-Canada management, and families when necessary.
- Participate in the management of critical incident involving a Canadian IMS by being ready to provide relevant information to the Critical Incident Response Team (CIRT) or Section Incident Liaison Team (SILT) upon request
- Ensure that any cases where the Duty of Care of MSF-Canada might be questioned are synthesized and brought to the attention of MSF-Canada management (RB complaints, Informed Consent issues, mismanagement in operations, critical incidents, medevacs etc.)

3. Build and maintain a healthy HR pyramid that fulfils the organisation's needs of today and tomorrow

- Gain insight on the current and trending operational HR needs for IMS across the 6 Operational Entities (OEs)
- Develop and maintain trusting relationships with the network of Pool Managers (PM) from all the MSF OEs to ensure Canadian IMS are offered relevant opportunities and that Canadian IMS are maintaining a healthy position in the overall HR pyramid of MSF
- Identify and propose IMS profiles to PMs, who fit the requirements of the needed positions in terms of experience, skills, competencies and availability
- Identify high potentials among Canadian IMS and, in collaboration with the PMs, establish tailored and personalized career path which include relevant work opportunities, trainings/mentoring/coaching to facilitate their development and to secure for the OEs a healthy pipeline of senior managers for their operations
- Weigh in on the prioritization of access to trainings and development resources for IMS
- Promote further opportunities within MSF at Office level (MSF Canada or other MSF entities) to IMS who either have outgrown working in projects and/or no longer wish to continue doing international assignments, so that their experience and competencies continue to benefit the organisation
- Facilitate mobility of staff between MSF-Canada and office/projects/coordination

4. Provide support and guidance to other MSF Canada and OE departments involved with IMS employee life cycle management

- Support MSF Canada International recruitment team in aligning the talent acquisition strategy to meet the organisation's operational needs and objectives
- Participates in recruitment interviews alongside recruiters on request for key selection processes

- Raise concerns to the Operational Centers when detecting important issues (Management, Responsible behaviour, EDI, Mental Health, Health, etc.) happening in projects/missions, based on feedback provided by IMS during debriefings or other discussions
- Update PMs about any relevant trends observed within MSF Canada's pool of IMS
- Provide advisory guidance to MSF Canada HRSS team on the interpretation and application of compensation & benefits plan for IMS
- Representing MSF Canada in relevant international MSF forums, taking part in discussions related to International HR matters (matching, L&D, validation process, common tools used, etc.) such as the OCs *HR Days* and other Intl HR discussions

5. Participate actively in the induction of newly recruited IMS

- Participate in the definition and revision of the content for the Welcome Days and for the PAZ portal (SharePoint)
- Facilitate assigned modules during the Welcome Days and engage all participants to maximize their integration
- Ensure new IMS are enrolled in the Pre-Departure Training (PPD) and other job-specific e-learning with their respective OE prior to their first assignment
- Connect new IMS to experienced IMS to facilitate exchanges and demystify life on assignment

6. Participate in the maintenance of MSF Canada International HR tools, policies and procedures pertaining to the management and development of IMS and develop new ones when required.

7. Analyze and scale IMS external work experiences according to the MSF International Grading Framework

8. Ensure compliance of our contracts and procedures for IMS with MSF-Canada and MSF International HR policies

- Review contracting documentations to ensure the correct framework and policies are applied
- Maintain adequate HR records of key events involving IMS through inscription on our HRMS and/or in detailed HR notes
- Initiate and lead termination procedure on behalf of the employer when required

9. Promote connectiveness to the social mission among MSF Canada employees; by identifying and facilitating access to IMS with relevant experiences for BBLs, webinars, communications, media or fund-raising purposes

10. Participate in the International HR department reporting and planning

11. Contribute to a healthy working environment at MSF Canada and in MSF's mission by;

- Working alongside team members to ensure that MSF Canada's values and principles are upheld in daily interactions and work relationships, ensuring mutual respect, transparency, and a positive work environment
- Notifying relevant instances, at the level of MSF Canada and/or at the OEs level, if experiencing, seeing or hearing about any form of discrimination, degrading treatment or behaviours going against the MSF Code of Conduct

Job Specific Competencies

Talent Management & development

- Possess a keen eye for spotting high potential talents
- Understand the IMS deep motivations and ambitions in their career

- Manage and analyze relevant feedback about performance of IMS to be able to articulate and communicate an individual development plan
- Help people recognize and understand their own strengths and areas of development
- Understand and explain how specific opportunities and context are aligned with one's career objectives
- Determine the level of flexibility on both sides of a matching discussion (IMS and OE), anticipate bottlenecks and opportunities, and understand underlying messages

Building trust and relationships

- Understand the mechanic of interactions between key stakeholders in the placement process. Considering the inherent international dimension (cross-cultural, time zones, several level of decision-making)
- Develops and maintains networks of these key stakeholders, communicate consistently, sustain the relationship putting people at ease and awaken their interest to keep strong and trustful relationships

Emotional intelligence

- Demonstrate capacity to be aware of, control and express one's emotions and the ability to recognize emotions in others
- Handle interpersonal relationship judiciously and empathetically to forge trusted & sustainable relationships with IMS at individual levels

Comprehensive vision of MSF structure

- Understand the inner workings, various structures, cultures and distribution of powers within MSF as a whole, and apply this knowledge to best support IMS and to address the many HR challenges of the movement
 - Be able to explain MSF structure, culture, and values in a clear and understandable way
 - Understands the mechanics of the interactions between MSF entities (missions, projects, OEs & partner sections)
 - Identify and communicate on structural challenges as well as opportunities to reach overall HR objectives.
 - Being able to explain how decisions are made within the wider organisation
 - Acknowledge and communicate what is and is not acceptable or possible at certain times due to the culture, political climate and power dynamics within each contexts the organisation works in

Core Competencies

- **Service orientation;** Proficiency Level 3: Anticipates clients' needs
- **Results and Quality Orientation;** Proficiency Level 3: Improves performance and sets ambitious and realistic goals
- **Stress Management;** Proficiency Level 4: Promotes stress management and reduces other people's stress
- **Strategic vision;** Proficiency Level 2: Has an overview and links current actions with organisational objectives
- **Planning and Organizing;** Proficiency Level 3: Follows up, plans activities and sets priorities.
- **Behavioural flexibility;** Proficiency Level 3 Facilitates and helps to bring about change in others
- **Cross-cultural Awareness;** Proficiency Level 3: Demonstrates an integrating attitude
- **Commitment to MSF's Principles;** Proficiency Level 3: Acts towards the fulfilment of MSF's social mission

Knowledge and Experience

- Minimum 2 years of MSF (or similar INGO) international experience, ideally in Coordination roles
- Prior experience in talent management, preferably in an international setting or with a diverse team
- Demonstrated ability to effectively communicate, understand, and empathize with others
- Demonstrated computer skills, including MS Office applications

Education, Certifications, and Languages

- Fluency in French and English is required
- University Degree/Diploma in Human Resources Management or related work experience

Working Conditions

- Work is generally carried out during the day, Monday to Friday (9:00 a.m. to 5:00 p.m.), some weekends and evenings may be required in case of emergencies
- Mandatory minimum 2-day presence in the office per week
- Flexible work hours are available, upon approval from manager
- 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 screen

Percentage of time required to travel, domestic/international:

- 5% to other MSF offices within Canada or internationally
- There will be from time-to-time opportunities to go on short assignments and/or to facilitate training in the countries of operations, where possible and in consultation with Placement Manager

Job Information

Position Level: Individual contributor

Department: HR Department / International Placement Team

Position Status: Permanent

Activity Rate: 100 % of activity, 37,5 hours per week

Location: Toronto or Montreal

Salary Grade: Level 15 on the MSF Canada Salary Grid, starting at \$77,744 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.

Additional Information

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. These programs are run through six operational entities (OEs): Operational Centre Brussels (OCB), Amsterdam (OCA), Barcelona (OCBa), Geneva (OCG), Paris (OCP) and MSF Western and Central Africa (WaCA). MSF Canada is a partner section to all six OEs.

As a partner section, MSF Canada works to support MSF's emergency medical humanitarian work in more than 70 countries around the world. We do this through fundraising, communication, and advocacy as well as the recruitment

of our internationally mobile staff. MSF Canada is also supporting operations directly through various MSF-Canada led initiatives (Telemedicine, TIC, HACE).

MSF Canada is a people-focused humanitarian organisation that is proud to offer a diverse, collaborative, and inclusive work environment. We strongly believe this approach enhances our work and we are committed to equity in employment. The organisation seeks to attract and engage the best professionals to join and maintain meaningful, productive, and lasting work relationships. We embrace diverse motivations and backgrounds of people working together to exhibit their passion in action for the social mission of MSF.

Being employed by MSF means adhering to MSF's humanitarian principles: neutrality, impartiality and independence. The beneficiaries of MSF - the patients - are at the core of everything that MSF does. Medical ethics and voluntarism are part of the MSF spirit.