

JOB VACANCY – PHARMACY SUPERVISOR- FULL TIME - 100%

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 is therefore guided by the principles of neutrality and impartiality. These principles must apply to all MSF staff.

Title: Pharmacy Supervisor
Direct Reports: Mission Pharmacy Manager
Location: Liwale, Lindi

MAIN PURPOSE

Ensuring general functioning of the pharmacy and supervising pharmacy supply chain processes in accordance with MSF standards, protocols and procedures, in order to ensure its efficiency and operating availability

ACCOUNTABILITIES

Main Accountabilities:

- Ensuring storage, stock management and supply processes, as well as hygiene and security procedures, tools, and protocols (controlling pests and rodents), implementing appropriate quality controls and records, in order to ensure good storage conditions (temperatures, humidity and light exposure) and availability of drugs and medical material, according to MSF protocols, national regulations and in cooperation with the logistics department.
- Coordinating the delivery, reception and recording of international and local orders, in close coordination with the logistics department, updating stock files and informing line managers on their status (shortfalls, over-stocking, expiry dates), in order to permanently ensure security stock levels and ensure efficient management of stock.
- Supervising orders of medical and drug material in order to ensure an efficient and appropriate consumption pattern under budget constraints.
- Supervising the supply of drugs to patients, according to medical prescriptions, informing them on consumption patterns and keeping conditions in order to ensure their therapeutic progression
- Ensuring efficient supply to other pharmacies managed/supported by MSF according to orders and stocks, and using cold chain when needed. Monitoring and analysing orders of depending pharmacies in order to avoid ruptures of stock or having expired drugs.
- Supervising, with the HR department, the associated processes (sizing, staff shifts, recruitment, training, performance evaluation, development and internal/external communication) of the pharmaceutical team and the nursing staff, in order to ensure both the sizing and the amount of knowledge required and to improve their dispensing capabilities.
- Recording all items received and issued in computer (Isystock) and reporting on drug consumptions and medical equipment dispensed according to protocols, informing on unusual patterns as well as forecasting future needs, in order to rationalise the budget and to ensure availability.
- Assisting in training of nursing staff regarding dispensing of drugs and their side effects

Context Specific Accountabilities

- Supervise and support pharmacy management practices at peripheral facilities.
- Ensure continuous availability of essential medicines and medical supplies in compliance with MSF standards and national regulations.
- Oversee forecasting, quantification, ordering, inventory control, and reporting of pharmaceutical commodities.
- Strengthen data quality, consumption reporting accuracy, and timely submission of pharmacy orders.
- Conduct routine stock reviews to prevent stock-outs, expiries, and overstocking.
- Ensure efficient redistribution or replenishment of medicines between supported facilities when necessary and preventing stock ruptures or wastage.
- Ensure accurate recording of stock movements and consumption data within approved systems, analyze trends, report irregularities, and support evidence-based forecasting to maintain service continuity
- Oversee dispensing practices at peripheral facilities to ensure medicines are supplied according to prescriptions, patients receive appropriate counseling, and therapeutic outcomes are supported.
- Monitor and enforce Good Storage Practices (GSP) and proper cold chain management where applicable.
- Provide technical onsite mentoring and capacity building to pharmacy and nursing staff at peripheral facilities, strengthening dispensing practices, stock management skills, and knowledge of medicine use and side effects.
- Support pharmacovigilance activities and adverse drug reaction reporting.
- Identify pharmacy service delivery gaps affecting maternal and neonatal care and recommend corrective actions.

Minimum Educational Qualification:

Essential: Essential, diploma of pharmacy

Experience:

- At least one year of professional experience as a pharmacist.

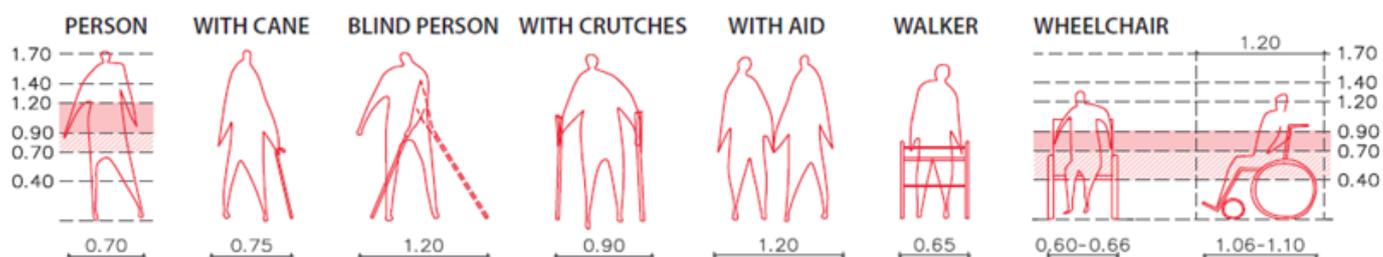
Languages: Mission language(English) and Swahili essential

Knowledge: Essential computer literacy (word, excel and internet)

Competencies:

- Results and Quality Orientation • Team work and cooperation • Behavioural flexibility • Stress Management • Commitment to MSF Principles • Service orientation

Women, people living with a disability or any person feeling like being part of a minority is encouraged to apply. MSF is dedicated to fostering a safe work environment with zero tolerance for any form of abuse.



APPLICATION DETAILS

All interested candidates shall submit their motivation letter, CV and copy of relevant professional certificates no later than Tuesday **17th March 2026 at 9 AM**. Please quote the job title on the email subject "Pharmacy Supervisor."

Please send your application to the email address MSFCH-Tanzania-Recruitment@geneva.msf.org. The applications can also be submitted at MSF offices situated at Uporoto Street, Plot No.74, House No.22, Ursino Estate, Victoria, Dar es salaam, or in Nduta Refugees Camp, Kibondo District or MSF Guest House Kibondo or at MSF office situated in Liwale, Lindi.

ONLY SHORT-LISTED CANDIDATES WILL BE CONTACTED

If you receive no contact within 6 weeks, you can consider that you have not been pre-selected

The protection of your personal data is important to MSF. By submitting your application, you consent to MSF using your data only for the recruitment process to have all the information and documents necessary to proceed with the recruitment, validation of your application and selection of the most suitable candidate. Your data will be treated confidentially. Only people part of the recruitment process have access to your data. MSF does not sell your data under any circumstances. If you have any questions or requests, you can contact msfch-tanzania-hrmanager@geneva.msf.org

At MSF, we are committed to an inclusive culture that encourages and supports the diverse voices of our staff members. We strive to create workplaces where teams of people with diverse backgrounds, characteristics, perspectives, ideas, and experiences work together for the social mission of MSF to create better outcomes for the patients and the communities we work with. We welcome applications from individuals of all genders, ages, sexual orientations, ethnicities, background, religions, beliefs, ability status, and all other diversity characteristics.

MSF does not tolerate sexual exploitation and abuse, any kind of discrimination or harassment, including sexual harassment. All selected candidates will, therefore, undergo reference checks.

Please note that applying to MSF is free of charge, MSF does not charge applicants to consider their application.

JOB VACANCY – PATIENT SUPPORT SUPERVISOR- FULL TIME - 100%

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Title: Patient Support Supervisor
Direct Reports: Project Medical Referent
Location: Liwale, Lindi

MAIN PURPOSE

In close collaboration with the project medical referent, supervising the implementation of patient support activities according to MSF protocols, standards and procedures in order to empower the patient in front of his illness and treatment, beyond the purely medical aspects of care

ACCOUNTABILITIES

Main Accountabilities:

- Assisting the Patient Support Activity Manager in assessing the patient support needs, defining the patient support strategy according to the changing medical needs and context, and developing patient support tools (counselling/education protocols, health promotion messages, etc.)
- Ensuring, monitoring and evaluating the implementation of patient support activities according to MSF protocols, standards and procedures
- Ensuring good communication and collaboration with the other components of the project and other partners working on patient support
- Supervising and supporting the staff under his responsibility, planning and organizing their work
- In close collaboration with the HR department, supervising the associated HR processes (recruitment, training, induction, evaluation, potential detection, coaching, development and internal communication) in order to ensure both the sizing and the amount of knowledge required
- Ensuring data collection and analysis of patient support activities (collecting reports of patient support staff, summarizing reports, etc.)

Context Specific Accountabilities

Patient Support & Access to Care

- Support differentiated models of care for stable patients in hard-to-reach areas.
- Coordinate implementation of patient support interventions including: Transport support, Nutritional support linkages, Treatment literacy sessions
- Monitor implementation of defaulter tracing systems adapted to remote settings (e.g. village-based follow-ups and CHW linkage).
- Support community-based patient education activities to improve health-seeking behaviour and early presentation.

Community Linkages & Referral Systems

- Strengthen referral pathways between health facilities and community structures within MSF-supported catchment areas.
- Coordinate compliance of referral pathways and referral criteria.
- Coordinate with MoH counterparts to align patient support strategies with district health priorities.

Quality of Counselling & Patient Protection

- Ensure culturally appropriate counselling approaches that consider stigma, gender dynamics, and traditional beliefs in alignment with MSF standards.
- Ensure accurate documentation of counselling sessions and patient support interventions.
- Identify and report protection risks including gender-based violence (GBV), neglect, and stigma-related abuse.
- Provide on-the-job coaching to improve counselling quality and confidentiality practices.

Team Management & Supervision

- Line manage Patient Support staff including counsellors, social workers, peer educators, and outreach workers.
- Provide supportive supervision and technical guidance to ensure quality implementation of patient support activities.

Data Monitoring & Reporting

Ensure consistent use of data collection mechanisms and implement monthly reporting in standardized tools such as Patient Support Register, Counselling Session Logbook and Referral Tracking Forms.

Educational Qualification:

University degree in psychology/ counselling/ social sciences/ communication/ health promotion/ educational sciences / nursing

Experience:

- Desirable 2 years of previous experience in NGO's settings
- Demonstrable experience in supervising and training others in a team setting

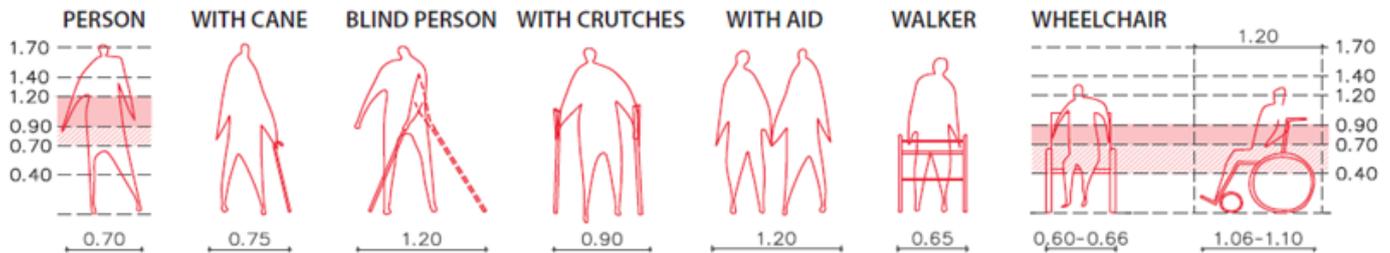
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