



Safeguarding Case Manager OCP Cell based in Tokyo She/He

Médecins Sans Frontières is an international medical humanitarian association founded in 1971, and brings assistance to populations whose lives are threatened: mainly by armed conflict, but also by epidemics, pandemics, natural disasters and exclusion from health care.

The Tokyo Cell is part of the Operational Centre Paris (OCP) and currently supervises 13 programs in the Philippines, Papua New Guinea (PNG), Pakistan, Bangladesh and Iran. 1

In 2024, MSF-F/OCP's General Direction made a commitment to evolve our ways of working, at all levels of the organization from headquarters to projects under OCP Safeguarding Commitments. As an employer and a practitioner providing healthcare and relief, MSF-OCP Commits to :

- **Provide** inclusive and nondiscriminatory work and healthcare environments in which employees, patients and caretakers are safe, respected, and listened to
- **Ensure** patients' rights are promoted and respected
- **Inform**, prevent, create spaces for reporting
- **Respond** to inappropriate behaviors

In close collaboration with Tokyo Cell, EAMA (Ethics cell for Awareness and Management of Abuses) and Alert Management Coordinator, **Safeguarding Case Manager** will have a key role in **Respond** to Abuse and inappropriate behavior.

The Case Manager will be responsible for team management including supervision of the investigators. You will also ensure that case management is performed for abuses and inappropriate behaviors as defined by the MSF International Platform of Behavior (IPOB), ensuring MSF Standards of Case Management and Investigations are followed and all reports are addressed professionally and promptly.

Main Duties:

- Organize and lead the entire "response preparation" stage (risk analysis, protective/support measures, development of the investigation strategy, investigation report); in particular, s/he must ensure that all relevant functions are involved in this stage.
- Selecting investigators and developing terms of reference for investigators.
- Supervising the investigation:
 - Ensure that the risks associated with the investigation are continuously assessed and that the necessary mitigation measures are put in place.
 - Ensure that the investigation is conducted in accordance with the Guiding Principles and Best Practices for responding to alerts.
 - Provide technical and methodological support to investigators on Response Pillar of Safeguarding toolbox
- Address any internal issues or obstacles encountered by the investigation team.
- Review investigation reports to confirm that documentation is complete and that findings are evidence-based, aligned with the appropriate standard of proof for administrative investigations, and consistent with MSF's typology of abuse (IPOB) and/or Behavioural Commitments. Ensure that the investigation report presents all relevant aggravating and mitigating circumstances available.



- Support missions in collaboration with Safeguarding Coordinators, to establish and/or maintain safe and confidential protection, psychosocial, and medical referral pathways to facilitate timely access to appropriate services for complainants or affected persons.
- Coordinate presentation of the cases outcomes with the EAMA and Decision-Making Authority.
- Contribute to the development of content on Response Pillar in coordination with the L&D Unit and EAMA.
- Contribute to the safeguarding strategic plan of the missions under Tokyo cell.
- Perform statistics and prepare reports on cases managed with lessons learnt and proposal for improvements to missions.
- Maintain an open-door policy towards your team, project coordination teams and HQ teams.

REQUIREMENTS

Education and Experience

- Bachelor's degree or equivalent in one of these subject matters: law, psychology, social sciences, organizational sciences, gender studies, or other relevant area of study is mandatory.
- Tier 3 Investigator Quality Training Scheme certification or equivalent certification is mandatory.
- Minimum 3 years' professional experience as trained investigator in humanitarian sector, particularly in sexual misconduct and workplace harassment cases is mandatory.
- Proven track record in leading and conducting workplace administrative investigations, specifically related to Sexual Exploitation, Abuse and Harassment (PSEAH) and safeguarding is mandatory.
- Comprehensive knowledge of gender-based violence and case management is required.
- Expertise in trauma-informed approach or post-trauma counselling is an asset.
- Expertise as engaging facilitator on PSEAH, safeguarding, and SEAH investigation topics is an asset.
- Expertise in Intercultural Conflict Management and/or mediator certification is an asset.
- Experience with MSF or other NGO is an asset.

Competency

- Ability to be self-motivated and work independently with high professionalism, while working collaboratively within teams.
- Ability to develop effective professional networks internally and externally to influence and progress safeguarding agendas.
- Ability to produce professional materials, communications, and written reports for diverse audiences.
- Critical and analytical thinking enabling excellent decision-making for vulnerable people protection.
- People Management & Team Leadership: Strong interpersonal skills to navigate complex organizational cultures.
- Communication: Confident, engaging with strong cross-cultural communication abilities.
- Experience in multicultural transversal settings.
- Strong organization and time management skills.
- Discretion and ability to handle sensitive information appropriately.
- Strong motivation to ensure mission under Tokyo Cell maintain a safe work environment where concerns are addressed.
- Experience advising on risks and risk mitigation regarding investigations into allegations of abuse.
- Ability to develop case strategies, conduct investigative interviews and deliver investigation reports of high quality and within short deadlines.

Languages

- Proficiency in **English** both spoken and written **is mandatory**.

Other

- Availability to travel and to conduct onsite visits on short notice.



CONDITIONS

- Location: Any location where there is an MSF contracting office, within the region and operating in a similar time zone.

The outcome depends on the residency of the candidate, the local legal limitations (residency, work permit, etc.) and on the agreement with the hosting MSF entity of the location.

- Contract type: 12 Months (Fixed Term contract –full-time).
- The contractual terms, conditions and salary will be established according to the official residence of the selected candidate and in respect of MSF standard function and salary grids (**Level 12-IRFFG Grid**).
- Adhere to the MSF principles and to our managerial values: Respect, Transparency, Integrity, Accountability, Trust and Empowerment.
- Adhere to the MSF Behavioral Commitments.

Position to be filled preferably by end of January 2026.

Application: Send your application documents (CV & motivation letter both in English) until **January 28th, 2026**, to the following address: recruit@tokyo.msf.org **with the subject: Safeguarding Case Manager Tokyo Cell**

Only shortlisted candidates will be contacted.

MSF values diversity and is committed to create an inclusive working environment. We welcome applications from all qualified candidates regardless of disability, gender identity, marital or civil partnership status, race, color or ethnic and national origins, religion or belief, or sexual orientation.