
NRC in Syria

NRC is in Syria to support people affected by forced displacement (IDPs, returnees, host community etc.) so that they can have access to timely and effective assistance, to cope with the crisis and when the crisis ends return and rebuild their lives. Since the start of its activities in mid-2016 in Syria, NRC has reached with humanitarian assistance to more than **600,000 people** particularly in the Governorates of Damascus, Aleppo, Qoneitra, Dara'a, Hama, Hassake and Rif Damascus, out of which more than 152,000 people reached in 2020 with the provision of more than 255,000 services and moving forward to reach more during 2021.

NRC will continue to apply an integrated programming approach, where Education, capacity building, Shelter/WASH, and Food Security and Livelihoods (FSL) programmes work jointly to enable displacement-affected populations to meet their basic needs, enjoy their rights, and benefit from pathways to durable solutions.

Role Specific Information

Generic responsibilities

- Ensure adherence with NRC policies, tools, handbooks and guidelines.
- Implement delegated ICLA project portfolio according to plan of action.
- Prepare and develop status reports as required by management.
- Ensure proper filing of documents.
- Ensure that projects target beneficiaries most in need and explore and assess new and better ways to assist.
- Maintain a strong gender, age and disability mainstreaming perspective in activity design, especially empowerment of women through capacity building and training
- Ensure NRC's related activities are implemented in accordance with NRC Safe and Inclusive Programming (SIP) guidelines, policies and Syria-specific explanatory notes.
- Report any breaches/concerns, in a confidential manner, through NRC SCO reporting channels. Promote and secure a safe working environment for reporting concerns/breaches, and that all cases reported are processed in a confidential and sensitive manner.

Specific Responsibilities:

Help desk and hotline management (50%)

- Manage the ICLA hotline, help desk number, WhatsApp line, or other approved communication channels in a timely, professional, and confidential manner.
- Receive calls and messages from Project participants and provide accurate information on available ICLA services, eligibility criteria, service locations, required documentation, and appointment procedures.
- Register project participants for legal counselling, information sessions, legal assistance, or other ICLA services in line with approved SOPs and guidance.
- Carry out initial intake and collect cases details accurately and respectfully for registration and scheduling purposes.
- Schedule, confirm, reschedule, and follow up on counselling appointments in coordination with ICLA officers and team leaders.
- Maintain daily hotline logs, appointment schedules, registration records, and call summaries in the relevant tools and trackers.
- Identify urgent, sensitive, or high-risk cases and escalate them promptly to the Team Leader or designated ICLA staff in line with internal procedures.
- Support outbound calls to Project participants for appointment reminders, follow-up, service updates, feedback collection, or outcome monitoring, as requested.
- Report recurring issues, communication gaps, or barriers to access identified through the hotline to the line manager.

Data entry, documentation, and filing (30%)

- Ensure that Project participants registration data, hotline records, and service tracking information are entered accurately and in a timely manner into the relevant databases and trackers.
- Ensure proper filing, scanning, archiving, and secure storage of registration forms, call logs, consent forms, referrals, and supporting documents in line with NRC procedures.
- Conduct basic quality checks on registration and hotline data and flag missing or inconsistent information for correction.
- Support line manager in preparing weekly, monthly, or ad hoc reports related to hotline performance, counselling registration, and beneficiary follow-up.
- Coordinate with the Information Management focal point and ICLA team to ensure records are up to date and aligned with implementation data.
- Maintain confidentiality and data protection standards in all documentation and communication processes.

Support to implementation and referrals (20%)

- Support ICLA officers and teams by preparing project participants lists, contacting registered project participants, and organizing the flow of counselling appointments and service delivery.
- Assist in managing internal and external referrals received through the hotline, as directed by the Team Leader or relevant staff.
- Support dissemination of approved key messages related to ICLA service availability, access modalities, and community awareness.
- Support complaint handling or redirection to the appropriate NRC mechanism when beneficiaries raise feedback or complaints through the hotline.
- Any other task relevant to the position as requested by the line manager.
- Track, document, and follow up on all referrals with relevant focal points.

Our Ideal Candidate

Generic professional competencies:

- Ability to manage and prioritize a varied workload in a rapidly changing work environment
- Previous experience from working in complex and volatile contexts
- Excellent interpersonal skills and good sense of humor
- Good knowledge in English, both written and verbal

Context-related skills, knowledge and experience:

- Context-related competencies are the knowledge, skills, and experience required because of the context, location, and/or current priorities in the role.
- A university degree, social science, or other related field (preferably but not limited to: Law degree)
- At least 2 years of experience in community/ NGO work.
- Significant experience in delivering information and training sessions.
- Strong organizational and teamwork skills.
- Prior experience of coordination among a team.
- Excellent MS Office computer skills, especially in Word, Excel, Power Point and Outlook

TechnicalAdditional Information

Contract period: Up to 31 December 2026, renewable based on NRC fund and performance.

Salary/benefits: According to NRC's salary scale **grade 4**, and terms and conditions

Duty station: **Syria, NES, Hasakah.**

To apply for this Vacancy, please copy link below:

https://23109900.webcruiter.no/Main/Recruit/Public/5122922112?link_source_id=0