
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

The Protection from Violence (PfV) Officer - case management is responsible for the timely, high-quality, and effective provision of protection services within their area of operation. This includes case management and individual protection assistance, which covers protection assessment, development of a project participants' case plan, implementation of the plan according to a participants'-led action plan, psychosocial support (PSS), psychological first aid (PFA), awareness raising and community outreach.

Generic responsibilities

1. Ensure adherence with NRC policies, tools, handbooks and guidelines.
2. Implement delegated protection project portfolio according to plan of action.
3. Prepare and develop status reports as required by management.
4. Ensure proper filing of documents.
5. Ensure that projects target beneficiaries most in need and explore and assess new and better ways to assist.
6. Promote and share ideas for technical improvement

Specific responsibilities

1. Carry out protection case management in line with NRC Protection Case Management guidelines and tools, including conducting intake and assessment, creating and implementing client-centred case plans, and following up on case plans in a timely manner.
2. Provide psychosocial support (PSS) and psychological first aid (PFA) to case management clients, as needed.
3. Ensure timely identification of vulnerable project participants and quality referral to internal and external services including maintenance of up-to-date service mapping.
4. Assess the need for financial assistance to vulnerable participants to cover administrative or legal fees or transportation allowance to attend administrative or court proceedings.
5. Working closely with the legal caseworker to assess the needs, develop the care plan and follow up on the implementation of the care plan.
6. Maintain case management files with accuracy and confidentiality, including regularly updating the case management database.
7. Attend internal case management meetings to review, assess and track all supported cases.
8. Assist in capacity building of NRC staff and partners to identify and safely refer cases for protection case management.
9. Develop and maintain effective Coordination and working relationships with relevant stakeholders, including partner agencies and service providers.
10. Participate in developing the needed assessment tools, conduct community mobilisation and focus group discussions along with legal case worker aimed at identifying the needs of vulnerable populations and understanding their perceptions of service provision

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11. Participate in Protection Camp coordination meetings and other relevant meetings with coordination forums as assigned by the line manager.

Our Ideal Candidate

1. Professional competencies

These are skills, knowledge and experience that are important for effective performance.

Generic professional competencies:

- Experience working as a Project/Protection Officer in a humanitarian/recovery context
- Previous experience working in complex and volatile contexts
- Documented results related to the position's responsibilities
- Good knowledge of English (in addition to Arabic), both written and verbal

Context/ Specific skills, knowledge and experience:

- University degree in social work, psychology, social sciences, anthropology and other related fields
- **Minimum of 3 years of** experience in protection/Gender-based violence activities in particular protection monitoring, case management, counselling, social work or other related field;
- Strong written and oral communication skills, effective in representation and liaison with external parties
- Ability to maintain confidentiality, respect, non-discrimination, and safety of client at all times
- Strong ability to organise work, meet deadlines, maintain composure, work independently and with limited direct supervision and prioritise work under pressure, coordinate multiple tasks and maintain attention to detail
- Excellent interpersonal and problem-solving skills, creativity, and flexibility
- Ability to maintain confidentiality, respect, non-discrimination, and safety of client at all times
- Advanced in written and spoken English and fluency in Arabic.
- Computer literacy (Microsoft Word and Excel)
- Good knowledge of data protection standards.

What do we offer:

- Duty station: **Qamishli, Syria**
- Contract: Project-Based Employment Contract until the end of October 2026 (**Non-renewable**)
- Salary/benefits: Grade 5 According to the NRC's salary scale and terms and conditions

Important Considerations:

- This position is open to Internal and External candidates.
- **Application deadline is 22 April 2026.**
- Candidates who do not provide complete, detailed information in the online application form may not be considered.
- Applications will be reviewed on a rolling basis as part of our fast-track recruitment process. To ensure full consideration, we strongly encourage you to submit your application as early as possible, ahead of the deadline.

To apply for this Vacancy, please copy link below:

https://23109900.webcruiter.no/Main/Recruit/Public/5114734244?link_source_id=0