
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

- Deliver generic information sessions (GIS), legal awareness sessions (LAS) and individual counselling to beneficiaries on various topics of ICLA thematic areas.
- Participate in field activities as per ICLA implementation plan.
- Provide direct field support and coaching to ICLA technical assistant and volunteers who conduct Project participant identification and provide information services in line with NRC regulations and Code of Conduct
- Facilitate collaborative dispute resolution (CDR) for beneficiaries and ensure proper case file preparation, prior to CDR interventions.
- Act as a focal point for external referrals and service mapping in his/her assigned geographical area of operation and ensure regular update of mapping pathways
- Conduct quality assurance exercises as requested by ICLA Team Leader and ICLA Specialist
- Coach and provide training to team members and Community volunteers in line with the results of the quality assurance exercises.
- Prepare and develop status reports as required by management and ensure proper filing of documents.
- Coordinate with external partners on joint activities, referrals and other cooperation or collaboration, work on delegated tasks and responsibilities assigned by the CB team leader.
- Lead and manage the contingency workers' modality including contingency workers' recruitment and induction process, training and refreshers as needed, quality check and monitoring exercises, documentation & reporting, and coordinating monthly payments with NRC Finance unit

- Provide any other tasks as requested by the line manager
- Ensure quality control and direct handling and problem solving of challenges arising from the implementation of activities; this entails the supervision of day-to-day tasks assigned to concerned Technical Assistants as delegated by and in coordination with their line manager.

Our Ideal Candidate

1. Professional competencies

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

Generic professional competencies:

Generic professional competencies are competencies required by any individual in this or a similar role, in any location in NRC. This includes some that apply to many jobs in NRC:

- 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
- Fluency 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 in Law.
- At least 2 to 3 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

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/5114411678?link_source_id=0