NRC NORWEGIAN REFUGEE COUNCIL

NRC in Syria

In 2026, an estimated 15.6 million people in Syria, more than 61% of the population, continue to need humanitarian assistance, nearly 46% of whom are children. The fall of the former government in December 2024 raised hopes for the country's future and for people affected by the crisis. However, insecurity, economic hardship and extensive humanitarian needs persist, alongside emerging opportunities to support Syria's recovery. Since December 2024, approximately 1.7 million refugees and more than 2 million internally displaced people (IDPs) have returned to their areas of origin, while an estimated 5.5 million people remain internally displaced.

The Norwegian Refugee Council (NRC) has been a leading humanitarian actor in the Syria response, both inside the country and across the region, since 2012. Operating amid protracted conflict, socioeconomic deterioration, climate change and natural disasters, NRC delivers emergency assistance, transitional support, early recovery and resilience programmes to people affected by displacement and crisis. NRC also leads advocacy efforts to promote safe, sustained and unimpeded humanitarian access across Syria and calls for increased humanitarian funding and investment in resilience and early recovery to address urgent needs and support communities in rebuilding their lives.

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 participant's case plan, implementation of the plan according to a participant-led action plan, psychosocial support (PSS), psychological first aid (PFA), awareness raising and community outreach.

What you will do

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

What you will bring

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.

2. Behavioural competencies

These are personal qualities that influence how successful people are in their job. NRC's Competency Framework states 12 behavioural competencies, and the following are essential for this position:

- Handling insecure environments
- Planning and delivering results
- Working with people
- Analysing
- Communicating with impact and respect
- Coping with change

What we offer:

- Duty station: Hama, Syria.
- Contract: Fixed Term
- Salary/benefits: Grade 5 on NRC's national salary scale
- NRC is an equal opportunities employer. We are committed to diversity without distinction to age, gender, religion, ethnicity, nationality, and physical ability.
- We think outside the box, encourage ideas, and give responsibility to all employees at all levels. You will have many opportunities to be heard and take the initiative.

IMPORTANT Considerations:

- This position is open to Internal and External candidates.
- Application deadline is 30 November 2026.
- Candidates who do not provide complete, detailed information in the online application form may not be considered.

To apply for this Vacancy, please copy the link below:

https://23109900.webcruiter.no/Main/Recruit/Public/5211249128?link_source_id=0