

Job Description

Title	Social Assistant
Location	Idleb, Syria (Manbij-Hamar Labdeh)

Relief International (RI) is an international non-profit organization that works alongside communities affected by conflict, climate change, and disasters to save lives, build resilience, and promote long-term health and well-being.

Our team of more than 6,000 staff and local volunteers operates across Africa, Asia, and the Middle East through programs focused on Health and Nutrition, Water, Sanitation and Hygiene (WASH), Education, and Livelihoods, which lay the foundations for community resilience.

To achieve this, we work with local actors to develop safe and inclusive, evidence-based programs that are conflict-sensitive, climate-adapted, and responsive to the needs of the communities we serve.

Relief International is a network of three organizations sharing a common mission: Relief International, Inc., Relief International-France, and Relief International-UK.

Job Profile

The Social Assistant supports the implementation of Protection and GBV activities by providing direct support to clients, facilitating access to appropriate services and referrals, and contributing to individual and group-based interventions. The position works closely with the Protection Officer, health staff, CHWs, PSS, CP and other relevant teams to ensure safe, confidential, survivor-centered and quality services for individuals and communities. The Social Assistant reports to the Protection Officer. This position is based in Syria.

Key Responsibilities

- Support direct access to Case Management services by providing clients with information on available services and facilitating safe and appropriate referrals.
- Participate in the identification of individuals at risk of GBV and support their access to appropriate protection, health and other relevant services.
- Provide individual Case Management services in accordance with the survivor-centered approach and established case management procedures, including conducting needs and risk assessments, developing care and safety plans, facilitating case conferencing and referrals, providing emotional support, and conducting appropriate follow-up.
- Ensure accurate, timely and confidential documentation of case management activities and maintain all required case management forms in accordance with GBVIMS and internal procedures.
- Ensure that high-risk cases are identified and addressed immediately in coordination with the direct line manager and relevant technical staff.
- Ensure strict adherence to safety, confidentiality and data protection principles in all case management and protection activities, including protecting the identity and privacy of clients and sharing only the minimum information required for referrals and coordination.
- Participate actively in weekly Case Management team meetings and contribute to case discussions and follow-up as appropriate.
- Facilitate and co-facilitate group sessions relevant to the Protection program, including awareness-raising, life skills and other approved protection-related sessions, using approved materials and facilitation approaches.
- Support the Protection Officer in implementing Protection and GBV activities within partner PHCs, including assisting health staff to integrate a survivor-centered approach into health services and supporting relevant capacity-building activities.
- Support the dissemination of Information, Education and Communication (IEC) materials within PHCs, particularly through integration with relevant health awareness activities.
- Work closely with CHWs to raise community awareness of available services, support community-based identification and referrals, and facilitate referrals into and out of community centers and other relevant services.
- Work closely with the Supervisor and relevant organizations, caseworkers and service providers to facilitate safe and effective referrals, follow up on referrals when required, and ensure that referral pathways and service information remain updated.
- Monitor the EPP hotline and support the regular updating of referral pathways and available service information.
- Support the assessment and monitoring of clients' knowledge and utilization of available health, protection and other relevant services for GBV survivors, as required by the program.

- Where applicable, support the collection and compilation of data and statistics related to Protection activities implemented with health workers in PHCs, including documentation of joint Health and Protection awareness activities, and share relevant information with the M&E Assistant in accordance with internal procedures.
- Communicate regularly with the Protection Officer and Supervisor regarding progress, achievements, challenges and any issues affecting the implementation or quality of Protection and GBV activities, and promptly escalate any concerns requiring technical or managerial attention.
- Provide relevant inputs for weekly updates, staff activity reports and other program reporting requirements.
- Collaborate closely with PSS, CP and other sectors/teams, as required, to ensure coordinated and comprehensive support to clients.
- Perform any other duties related to the Protection program as required by the supervisor.

Person Specification

Skills, knowledge and expertise required for the role

- Degree/diploma in counselling, social work or related area (desired); area (desired).
- 1 year experience is desirable, preferably with NGOs.
- Excellent verbal and written communication skills in Arabic are essential.
- Good English language skills preferred.
- Will have excellent self-motivation skills.
- Ability to exercise sound judgment and make decisions independently.
- Comfortable working in resource-deprived environment.
- Good stamina to stand and work for long hours.
- Adaptable and capable of working well under pressure.
- Ability to work in a team setting, as well as independently without supervision.
- A strong propensity for flexibility, teamwork, and creative thinking will be essential to this job.

RI Values

Guided by the humanitarian principles of humanity, neutrality, impartiality, and independence, as well as “Do No Harm,” Relief International Values:

- Integrity
- Adaptability
- Collaboration
- Inclusivity
- Sustainability

How To Apply

- To apply for this post, click on the “Apply” button in the job advert page.
- You will be asked to upload a CV.

<https://ri.bamboohr.com/careers/460>

Closing Date

September 23, 2026

Please note that the position might be filled before the deadline

As a humanitarian organization, Relief International is committed to the safeguarding of all those we come into contact with through our work. We are committed to the core humanitarian principles regarding prevention of sexual exploitation and abuse. Relief International expects all staff and volunteers to share this commitment and uphold the values and behaviors outlined in the Code of Conduct.

Recruitment to all roles in Relief International include a criminal records self-declaration, references, and other pre-employment checks, which may include police and qualifications checks.