

---

## **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 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.

## **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

## **Our Ideal Candidate:**

Competencies are important for the employee and the organisation to deliver desired results. Competencies are relevant for all staff and are divided into the following categories:

### **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 related 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 do we offer:**

- Duty station: Damascus, Syria.
- Contract: Till the end of June 2026. Renewal based on funding and performance.
- Salary/benefits: 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 **16 March 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/5089941481?link\\_source\\_id=0](https://23109900.webcruiter.no/Main/Recruit/Public/5089941481?link_source_id=0)