

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.

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.

Role and responsibilities:

- Carry out protection case management in line with NRC Protection Case Management guidelines and tools, including conducting intake and assessment, creating and implementing client-center case plans, and following up on case plans in a timely manner.
- Provide psychosocial support (PSS) and psychological first aid (PFA) to case management clients, as needed.
- Ensure timely identification of vulnerable project participants and quality referral to internal and external services including maintenance of up-to-date service mapping.
- Assess the need for financial assistance to vulnerable participants to cover administrative or legal fees or transportation allowance to attend administrative or court proceedings.
- Working closely with the legal caseworker to assess the needs, develop the care plan and follow up on the implementation of the care plan.
- Maintain case management files with accuracy and confidentiality, including regularly updating the case management database.
- Attend internal case management meetings to review, assess and track all supported cases.

- Assist in capacity building of NRC staff and partners to identify and safely refer cases for protection case management.
- Develop and maintain effective Coordination and working relationships with relevant stakeholders, including partner agencies and service providers.
- Conduct community mobilization and focus group discussions along with legal case worker aimed at identifying the needs of vulnerable populations and understanding their perceptions of service provision
- Participate in Protection Camp coordination meetings and other relevant meetings with coordination forums as assigned by the line manager.

Qualifications

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;

- Ability to maintain confidentiality, respect, non-discrimination, and safety of client at all times
- Strong ability to organize work, meet deadlines, maintain composure, work independently and with limited direct supervision and prioritize 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)

Personal qualities

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

We can offer

Duty station: North-West Syria Area Office (NWS) - Aleppo

Required Number of employees: 1

Contract: Till the end of 2026. Renewable, based on funding and performance.

Salary/benefits: Grade 5 of NRC's salary scale ([NRC Grade profile](#))

NRC is an equal opportunity employer. We are committed to diversity without distinction to age, gender, religion, ethnicity, nationality, or physical ability.

The recruitment process will be conducted on a rolling basis, and suitable candidates may be contacted and progressed through the recruitment process as they are identified, without waiting for the application period to close or the full pool of applications to be reviewed.

Candidates who do not provide complete and detailed information in the online application form will not be considered.

The application deadline is 20 Aug 2026

Learn more about NRC's operations in Syria [here](#).

Why NRC?

The Norwegian Refugee Council (NRC) is an independent humanitarian organization helping people forced to flee. Our 15,000 staff work in crises across 40 countries, providing life-saving and long-term assistance to millions of people every year.

[Watch this short video](#) to see NRC in action.

We are looking for people who are passionate about helping refugees and people forced to flee. Are you one of those people? If you are, NRC offers you the opportunity to:

- Do demanding and professional work, often in challenging contexts
- Join a work culture that empowers every employee to share ideas and take responsibility
- Be part of a welcoming and supportive community committed to human dignity

[Learn more about NRC](#)

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

https://23109900.webcruiter.no/Main/Recruit/Public/5164133078?link_source_id=0