



## PSS Coordinator



**Damascus, Syria**

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We are looking for a highly qualified individual to fill-in the vacancy of Psycho-social Support Coordinator to work in Damascus under employment contract.

**Application due:**  
7/24/2017

### Who are we?

DRC has been working in the MENA region since 2003 and is currently one of the few international organizations registered and operating legally in the countries of Iraq, Syria, Lebanon, Turkey, Libya and Jordan. Since 2013, DRC has been operating as the largest INGO responding to the Syrian crisis in Syria and Lebanon and has assisted over 1 million refugees and IDPs a year. DRC has been actively operating in Syria since 2008, mainly supporting refugees. In June 2012, DRC was authorized by the Syrian Ministry of Foreign Affairs (MoFA) to expand its humanitarian efforts and provide assistance to IDPs and the vulnerable resident population countrywide. Since then, DRC activities have been focused on NFI distributions, Shelter, WASH, Protection, Education, Livelihood and Mine Risk Education in six Governorates (Damascus, Rural Damascus, Dara'a, Aleppo, Hama, and Homs).

**Workplace:**  
Damascus

**Homepage:**  
[drc.ngo](http://drc.ngo)

**Contract type:**  
National contract

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### About the job

The Psycho-social Support Coordinator is responsible for ensuring excellent organization and coordination of all protection activities implemented within the Protection Team at the Community Centers at the field level in the geographical area of implementation.

**This position is based in Damascus with regular travel to Syrian cities where DRC is present.**

### Duties and Responsibilities

- Supervise effective, efficient and timely implementation of the project's activities as discussed with the Project Advisor and according to DRC guidelines and Standard Operating Procedures.
- Line manage the Protection Social Workers and the protection team

- Ensure that beneficiary data and Protection needs are collected, systematically recorded, analysed and followed up with activities or referrals according to DRC protection and confidentiality guidelines.
- Prepare, implement and report regularly on the status of project work plans. Support the project indicator tracking in coordination with the Protection and Community Services Advisor
- Support assessments and analyses of child protection concerns, risks, services, and stakeholders.
- Manage internal staffing issues including attendance monitoring, leave plans and appraisals in coordination with the Protection and Community Services Advisor
- Support the implementation of monitoring and evaluation (M&E) plan in coordination with the DRC M&E team.
- Undertake frequent (regular and ad hoc) field visits to monitor the implementation of the activities and verify they are carried out in adherence with DRC SOPs and to support capacity building of staff and volunteers, with regular reporting to the Protection and Community Services Advisor.
- Guide and participate in the selection process of the beneficiaries meeting DRC criteria for activities such as Special Needs assistance in the child protection programme. Ensure proper monitoring and follow up to evaluate the impact of such assistance.
- Provide logistics support and other tasks associated with efficient day-to-day running of the operations, including the provision of weekly movement plans.
- Contribute to capacity building of local organizations, community groups, and stakeholders
- Liaise with relevant authorities, stakeholders, and community groups in order to foster positive relationships and facilitate ownership of prioritizing and improving the safety and well-being of children, caregivers, and communities.
- Ensure synergy with other DRC's programme components in the area of responsibility.
- Provide regular timely internal reports and other relevant information on project activities and external meetings based on agreed formats and schedule
- Maintain close relations with all relevant stakeholders
- Any other duties as may be assigned by the Line Manager;
- Conduct duties in accordance with DRC Iraq programme Standard Operating Procedures (SOPs);
- Conduct duties in accordance with DRC Code of Conduct.
- Ensure transparency and DRC's positive regard and reputation within communities

## About you

In this position, you are expected to demonstrate DRC' five core competencies:

**Striving for excellence:** You focus on reaching results while ensuring an efficient process.

**Collaborating:** You involve relevant parties and encourage feedback.

**Taking the lead:** You take ownership and initiative while aiming for innovation.

**Communicating:** You listen and speak effectively and honestly.

**Demonstrating integrity:** You act in line with our vision and values.

To be successful in this role you must have:

- University degree in psychology, management, social sciences or similar field, or undergraduate degree with demonstrated strong experience;
- Minimum three years of relevant professional experience.
- Master degree is an advantage.
- Excellent spoken and written English and Arabic skills
- Average knowledge and usage of MS programs
- Experience in managing a team.
- Knowledge of protection standards.
- Written reporting skills.
- Prior or recent work experience with INGOs or UN Agencies is preferable
- Familiarity with international protection and human rights - legal standards
- Familiarity/prior experience with DRC and its persons of concern (including internally displaced persons, returnees, refugees) would be a distinct advantage;

- Demonstrated interpersonal skills and respect for people from diverse communities, and for persons with special needs and other vulnerabilities.
- Full respect for client/organization confidentiality is a definite pre-requisite
- Ability to work in a multicultural environment with flexibility and respect for all team members

#### **Competency profile:**

- Excellent organizational and planning skills
- Excellent communication and inter-personal skills
- Proven leadership qualities including decision making
- Excellent writing and reporting skills
- Strong analytical skills
- Excellent knowledge and understanding of local communities and customary rules;
- Punctuality and respect for applicable rules and procedures;
- Ethical and transparent decision-making;
- Independent work, i.e. with minimal supervision and under pressure;
- High regard toward preserving confidentiality of work-related information and data;
- Self-motivation, goal/result-orientation and team work;
- Flexibility, creativeness, tolerance and maturity
- Computer/IT literacy (OS Windows/Vista/Linux, MS (Word, Excel in particular) Internet etc.);

#### **We offer**

DRC will offer the successful applicant a six month contract, renewable dependent on both funding and performance. Salary and conditions will be in accordance with Danish Refugee Council's Terms of Employment for National Staff for the Coordinator level.

#### **Application process**

Interested? Then apply for this position, go to

<https://candidate.hr-manager.net/ApplicationInit.aspx?cid=1036&ProjectId=148974&uiculture=eng&Mediald=5> and click on "Apply for position". All applicants should send a cover letter and an updated CV in the same language as the vacancy note. **Applications close on the 24th of July 2017.**

If you have questions or are facing problems with the online application process, please contact [job@drc.dk](mailto:job@drc.dk)

#### **Need further information?**

For further information about the Danish Refugee Council, please consult our website [www.drc.ngo](http://www.drc.ngo)

*The Danish Refugee Council (DRC) is a humanitarian, non-governmental, non-profit organisation founded in 1956 that works in more than 35 countries throughout the world. We are the largest humanitarian NGO in Denmark and consistently ranked as one of the world's best NGOs according to Global\_Geneva.*

*We fulfil our mandate by providing direct assistance to conflict-affected populations – refugees, internally displaced people and host communities in the conflict areas of the world. We also advocate on behalf of conflict-affected populations globally on the basis of humanitarian principles and the Human Rights Declaration. Our work and long-term strategies are guided by our five core values: Humanitarian approach - Respect - Independence & neutrality - Inclusion - Honesty & transparency.*

You can read more about our vision and work on [drc.ngo](http://drc.ngo).

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