

# NRC's operations in Jordan

## Humanitarian overview

Since 2012, Jordan has accepted hundreds of thousands of Syrian refugees fleeing conflict. As of May 2023, 660,600 Syrian refugees were registered with UNHCR in Jordan, of which around 135,000 remain in refugee camps.

Most refugees have been able to secure their legal status in Jordan. However, thousands remain ineligible and/or undocumented, and cannot enter formal employment or have limited access to essential services.

Syrian students can access formal education, but double shift schooling and overreliance on substitute teachers have led to high dropout rates. Unemployment, low income and rising debt mean that most Syrian refugees in host communities live below the poverty line and depend on international aid. Syrians living in refugee camps depend on humanitarian aid organisations for basic protection and assistance. Loss of livelihoods after Covid-19 and rising inflation have further exacerbated existing vulnerabilities.

## NRC's operation

In Jordan, NRC provides shelter, education, youth activities and livelihood opportunities to Syrian refugees in camps and host communities. We also provide information, counselling and legal assistance outside of the camps.

### NRC Jordan

Established	2012
International staff	10
National staff	300



## NRC Jordan

### Country office

Amman

### Areas of operation

Irbid, Jerash, Madaba, Zarqa, Mafrqa, Amman, Zaatari camp and Azraq camp



## NRC Jordan

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### Education

Our education team implements the school-based Safe and Inclusive Schools (SIS) programme, which aims to build capacity of school personnel, parents and teachers to better participate in school-decision making and enhance the quality of teaching and learning. Through participation in the SIS program, the education team provides flexible academic support to select students through the implementation of Learning Support Services. Psychosocial support through NRC's Better Learning Programme is integrated within all aspects of programming to best ensure students, teachers and parents are prepared for learning.

### Information, counselling and legal assistance (ICLA)

Our ICLA team aims to promote and protect the rights of refugees and vulnerable Jordanians by providing information, counselling and legal assistance, including legal awareness on rights and obligations as well as individual counselling and legal assistance on; (1) obtaining legal and civil documentation; (2) navigating legal registration procedures, which are key to securing their legal status in Jordan and accessing services like education and healthcare; (3)

enjoying housing rights; and (4) accessing decent employment.

### Livelihoods and food security

Our livelihoods team supports economically vulnerable refugees and Jordanians to access the labour market through capacity-building and cash to address their immediate needs and obstacles to employment. In 2023, livelihoods programming is placing greater emphasis on financial inclusion for refugees, including services that increase access to financial products and services and encourage financial resilience.

### Shelter and settlements

In camps, our shelter teams support the delivery of assistance to camp residents to cover their basic needs and ensures regular maintenance of shelters and communal sites. In host communities, our teams provide vulnerable families with rehabilitation and cash-for-rent, as well as rehabilitating and upgrading schools.

### Water, sanitation and hygiene (WASH) promotion

In host communities across northern Jordan, our

WASH teams promote and raise awareness about safe hygiene practices and water conservation for households. Our teams improve and upgrade sanitation facilities for Syrian and Jordanian households as well as for the schools we rehabilitate.

### **Youth**

Our youth education and training programme offers vocational, further learning and social engagement

opportunities for young people in refugee camps. All training is accredited by national or international accreditation authorities and through mentoring and apprenticeships. Each leads to enhanced access to income-generation activities, improved well-being and increased community recognition.

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