Humanitarian overview

Since the Syrian war broke out in 2012, Jordan has welcomed hundreds of thousands of Syrian refugees. At the end of April 2018, there were over 668,100 registered Syrians in the country. Many have been in Jordan for over four years. About 80 per cent of the registered Syrian refugees live in host communities across the country. Over one hundred thousand of them are unable to complete or update their registration, leaving them at risk of forced relocation to the camps, or deportation.

Many Syrians lost their identity papers in the war. Without these, the refugees in Jordan struggle to move around freely, find jobs and access essential services like basic health care and education for their children. Most of the Syrian refugees who live in host communities live below the poverty line, and many depend on international aid to pay rent, food and education expenses. Meanwhile, over 126,200 Syrian refugees living in refugee camps rely on the Jordanian authorities and humanitarian organisations for basic protection and assistance.

NRC’s operation

In Jordan, we provide 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 33
National staff 573
NRC Jordan
Country office
Amman

Areas of operation
Irbid, Jerash, Ajloun, Mafraq, Amman, Zaatari camp and Azraq camp

Education
Our education activities include:

• provides technical support to formal schools in camps and host communities to improve the safety, inclusivity and protection for the whole school community. Technical support includes rehabilitation of the school environment, capacity development of school personnel, and remedial support for under-achieving students.
• oversees the construction of new classrooms in, including expansion of hygiene facilities and installation of solar panels therein
• administers learning centres in the camps that offer remedial classes for children enrolled in education and those out-of-school
• integrates psychoeducational support into all remedial education responses

Information, counselling and legal assistance (ICLA)
Our ICLA teams help Syrian refugees claim their rights and understand their responsibilities in Jordan. We:

• provide counselling on legal processes, civil documentation and refugee registration procedures
• advise on housing, land and property rights, including evictions and landlord-tenant disputes
• provide information and counselling on work rights and entitlements to increase displaced peoples’ chances of getting a job and enjoy fair working conditions
• work with Jordanian legal aid partners on referrals for legal assistance, and giving follow-up support on individual cases
• coordinate with the UN agency for refugees and other partners who give legal assistance

Livelihoods and food security
Our livelihoods staff:

• enable youth to access jobs through the demand-driven ‘Transition to Employment’ process, which includes screening of employers and job seekers, skills-for-work training, post-placement mentorship support, and partnership with the private sector
• provide cash for work opportunities for economically vulnerable Syrian refugees and Jordanians which include the repair and expansion of water management infrastructure, forestry conservation, and
various municipality projects
• provide agriculture communities with supplementary income opportunities
• facilitate trainings to agriculture community members on plant and hydroponic system management through both private and public partners
• support the Jordanian private and public sector in integrating Syrian refugees into the labour market through staffing capacity and policy recommendations

Shelter and settlements
Our shelter teams:

• manage the day-to-day operation of reception areas in the camps
• distribute shelter, household items and winter items through cash and vouchers
• support shelter upgrades and maintenance
• maintain communal sites and develop community infrastructure
• engage skilled, semi-skilled and unskilled Syrian refugee labourers through an incentive cash-for-work scheme, in coordination with the Syrian Refugee Affairs Directorate

In host communities across northern Jordan, we work on sustainable shelter and energy projects. In these urban areas, our shelter teams:

• provide financial support to Jordanian landlords, to finish or rehabilitate shelters. In return, they sign 18-month rent-free lease agreements with Syrian refugees
• monitor lease agreements and landlord-tenant relationships
• work on renewable energy technologies in shelters and in schools, to offset utility costs
• distribute financial assistance to the most vulnerable Syrian and Jordanian households

Water, sanitation and hygiene (WASH) promotion
Our WASH teams:

• promote and raise awareness about safe hygiene practices and water conservation for households
• connect Syrian and Jordanian households to the national water distribution network, to offset utility costs, in coordination with the national water company
• improve and upgrade sanitation facilities for Syrian and Jordanian households

Youth
Many Syrian refugees in Jordan are young people who struggle to transition into work and actively engage in their communities. Our youth team:

• offers accredited vocational training courses in camps, including tailoring, solar energy, electrical wiring and information technology. The courses include life skills training to address their personal, social and economic needs
• provides an income generation pathway through ‘Innovation Labs’ for youth to apply their skills in meaningful projects supported by a trainer. The projects include fabrication of school uniform, wooden beds and steel ramps, and maintenance of solar lights, ACs and camp infrastructure
• provides ICT, English language, academic and blended learning courses through partnerships with universities to support youth pursuing further education
• supports access to employment through work readiness training, job matching and mentorship, as well as provision of career guidance and business training for vocational training graduates.
• increases youth social participation by engaging Syrians and Jordanian youth as volunteers and in designing and implementing small-scale social initiatives to benefit the community
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