Humanitarian overview

Since 2012, Jordan has accepted hundreds of thousands of Syrian refugees fleeing conflict. As of May 2020, 656,733 Syrian refugees were registered with UNHCR in Jordan, of which 532,289 live in host communities.

Most refugees have been able to secure their legal status in Jordan. However, thousands remain ineligible. Undocumented refugees cannot enter formal employment or access essential services like healthcare and education.

Registered Syrian students can access formal education, but overcrowding, double shift schooling and overreliance on substitute teachers have led to high dropout rates. Unemployment, low income and rising debt means that most Syrian refugees in host communities live below the poverty line and depend on international aid. 124,444 Syrians living in refugee camps rely on the authorities and aid organisations for basic protection and assistance. Loss of livelihoods due to Covid-19 and a prolonged curfew in Jordan has further exacerbated existing vulnerabilities.

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 21
National staff 436
Education
Our education team implements Safe and Inclusive Schools (SIS) programme, as a model for mainstreaming protection, resilience and sustainability in schools through technical support and partnership with the school community. This includes capacity development for school personnel and students, rehabilitation of school infrastructure, and the mobilisation of the school community to improve decision-making and accountability for positive action. During the closure of schools due to Covid-19, NRC has provided remote support to students.

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

• provides counselling on legal and civil documentation, registering life events and supporting refugee registration procedures
• advises on housing rights, including evictions and landlord-tenant disputes
• provides information and counselling on work rights and facilitates access to legal employment and fair working conditions
• works with Jordanian legal aid actors to offer refugees and Jordanians court representation

Livelihoods and food security
Our livelihoods team:

• enables youth and adults to access jobs through the demand-driven "Transition to Employment" process, which includes screening of employers and job seekers, skills-for-work training, mentoring, and partnership with the private sector
• provides cash for work opportunities for economically vulnerable refugees and Jordanians
• facilitates trainings and income generation to agriculture community members on plant and hydroponic system management through both private and public partners

Shelter and settlements
In camps, our shelter teams:

• distribute regular cash assistance to camp residents to cover their basic needs
• ensures regular maintenance of shelters and communal sites
In host communities, our teams:

- provide vulnerable families with rehabilitation and cash-for-rent
- provide renewable energy technologies and energy efficient solutions in shelters and in schools
- during Covid-19, the team has provided hygiene kits, built quarantine facilities and provided cash to support the government in its efforts to contain the disease

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
- connects Syrian and Jordanian households to the national water distribution network, in coordination with the national water company
- improves and upgrades sanitation facilities for Syrian and Jordanian households

Youth
In camps, our youth team:

- offers vocational training courses, which is fully accredited by the national accreditation authority
- provides an income generation opportunity through professional workshops
- provides academic and blended learning courses to support youth pursuing further education
- provides work readiness support through training and career counselling for those seeking work
- increases youth engagement opportunities through small-scale social initiatives to benefit the community

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