

# NRC's operations in Jordan

## Humanitarian overview

Since 2012, Jordan has accepted hundreds of thousands of Syrian refugees fleeing conflict. As of April 2022, 674,458 Syrian refugees were registered with UNHCR in Jordan, of which 542,199 live in host communities.

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. 132,259 Syrians living in refugee camps rely on the authorities and 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	15
National staff	420



## NRC Jordan

### Country office

Amman

### Areas of operation

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



## NRC Jordan

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### Education

Our education team implements the Safe and Inclusive Schools (SIS) programme, which provides training and coaching to teachers and principals to support teaching quality. The SIS programme also provides students additional academic support that incorporates psychosocial exercises to assist children's development and improve learning outcomes. This also includes rehabilitation of school infrastructure with a focus on renewable energy and energy efficiency. During Covid-19 related school closures, NRC provided remote learning support and is currently supporting national remedial learning efforts.

### 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 refugee registration procedures
- advises on housing rights, including dispute mediation in the event of eviction
- provides information and counselling on work rights and entitlements
- works with Jordanian legal aid actors to offer refu-

gees and Jordanians legal assistance, including court representation

### Livelihoods and food security

Our livelihoods team implements a Cash-for-Work program for economically vulnerable refugees and Jordanians to create opportunities for short-term income generation in locations where minimal employment exists. In 2022, 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 distribute regular cash assistance to camp residents to cover their basic needs and ensure regular maintenance of shelters and communal sites. In host communities, our teams provide vulnerable families with rehabilitation and cash-for-rent, as well as renewable energy technologies and energy efficient solutions in shelters and in schools. During Covid-19, the team provided hygiene kits, built quarantine facilities and provided cash to support the government in its efforts to limit infections.

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

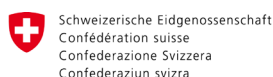
In host communities across northern Jordan, our WASH teams promote and raise awareness about safe hygiene practices and water conservation for households. Our teams improve and upgrade sanitation facilities for Syrian and Jordanian households as well as for schools we rehabilitate.

### Youth

In camps, our youth team offers vocational training courses. The training is fully accredited by the national accreditation authority and provides an income generation

opportunity. They also provide academic and blended learning courses to support youth pursuing further education and support youth engagement opportunities through small-scale social initiatives to benefit the community.

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