Victim Assistance Specialist, Raqqa - Ayn Issa, Syria

Deadline:
30-11-2026

Contact person:
Fouad Khaznadar

Place of Work:
Raqqa

Under the supervision of the Protection Officer, the Victim Assistance Specialist is responsible for managing DCA's victim assistance portfolio and providing technical oversight for victim assistance case management within the assigned area of operation. The role supports access to protection, rehabilitation, psychosocial, social, and reintegration services for survivors of explosive ordnance incidents and other vulnerable protection cases, in line with DCA policies and humanitarian standards.

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Functional Responsibilities
• Manage victim assistance and protection case management processes, including assessment, case planning, referrals, follow-up, and case closure in accordance with DCA standards.
• Maintain and strengthen referral pathways to medical, rehabilitation, psychosocial, protection, and livelihood
services for survivors and vulnerable individuals.
• Build the capacity of Community Centre staff, volunteers, and community structures through training, mentoring, and technical support.
• Maintain accurate case records, databases, reports, and documentation in compliance with data protection and confidentiality requirements.
• Monitor service quality, referral outcomes, and emerging needs, and provide recommendations to improve assistance and programme delivery.
• Ensure compliance with safeguarding, child protection, PSEA, victim-centred approaches, and humanitarian protection principles across all interventions.

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(PSEA) (/Safeguarding) .

Minimum Required Qualifications & Experience

• Bachelor’s degree in social work, Psychology, Sociology, Humanitarian Studies, Law, or a
related field.
• Minimum 3 years of protection activities, case management, or humanitarian programming.
• Strong documentation, reporting, communication, and case management skills.
• Experience working with persons with disabilities, survivors of explosive ordnance incidents, or other vulnerable populations.

All interested candidates irrespective of age, gender, race, religion, sexual orientation, abilities or ethnic affiliation are encouraged to apply for the vacancy. DCA conducts an anti-terror check as part of the recruitment process. It is a prerequisite that you can pass this check and maintain this status throughout your employment with us. Everyone applying for a job with DCA must be ready to comply with our Code of Conduct, Staff Policy on Prevention of Sexual Exploitation, Abuse and Harassment and our Child Safeguarding Policy.