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| **Title of Good Practice: (highlighting the key points)**  Integrating vulnerable person with disabilities in Cash for Work (CFW) opportunities in camp settings | | |
| **Name of the organization / agency**  Institute for Family Health / Noor Al Hussein Foundation | | |
| **Country:**  Jordan | **Location**:  Zaatari Camp | **Period of the actions**  Starting from March 2018 and onwards |
| **Background context in which the good practice takes place**  With the support and funding of UNHCR, IFH/NHF is providing multidisciplinary services for Syrian and non-Syrian refugees and asylum seekers, both in urban locations and in camp settings in Jordan, including Zaatari Camp. One of the main goals of this project is to ensure protection of vulnerable groups and improve their access to multidisciplinary rehabilitation services inside Syrian Refugee camps. One of the target groups are traumatized persons who require comprehensive and specialized psychosocial support to achieve functioning lives and integration in society.  In Zataari Camp, the camp management and service providers provide cash assistance to refugees through the Cash for Work (CfW) scheme aiming at empowerment and minimizing their economic challenges and suffering. Despite the efforts, it is yet a challenge to accommodate the large number of job seeker from refugees largely due to limited numbers of jobs. According to CfW standard operation procedures, service providers who have cash for work opportunities must include 20% of their offers to vulnerable persons of which 5% for persons with disabilities 5% is a part of 20% (in other words, 5% for persons with disabilities and 15% for other vulnerable populations) – in this case, 5% of 1000 positions is 50. | | |
| **Why it happened? What are the gaps to be filled?** *The reasons or factors that led to the actions in relation to disability inclusion*  *Since IFH is a partner with UNHCR through rehabilitation project and to empower PWD (IFH beneficiaries), as it’s a criteria that was initially introduced by UNCHR SOPs for CFW in the camp.*  Through the experience of IFH/NHF in dealing with families and refugees inside Zaatari Camp by providing rehabilitation services for children with mild to moderate mental and physical disabilities, it was clear that the rehabilitation services will impact positively on persons’ health and wellbeing. However, IFH psychologists observed that a high percentage of vulnerable groups especially persons with disabilities do not have access to rehabilitation services. Many of them experience severe to mild psychological problems and lack self-confidence.    *To support the medical treatment plan to PWD, NHF provide them with PSS by include then in CFW,* NHF’s beneficiaries complained about lacking livelihood opportunities and inclusion as well  Furthermore, persons with disabilities do not have access to initiatives for their integration and inclusion in local communities to ensure social cohesion and well-being. The job opportunities for persons with disabilities are very limited as most of service providers do not include equal opportunity principle as a must in their job advertisements.  The aim project team is rehabilitation, while it include empowering PWD through CFW | | |
| **What happened?** *The actions taken in order to address needs of persons with disabilities and/or in disabling situation (in particular elderly and people with injuries)*  **- Key objectives:** Engaging person with disabilities in CfW opportunities at IFH locations at Zaatari Camp by designing job opportunities that are accessible and preferable to them, such as facilitators, outreach and guards. Inclusion of persons with disabilities in CFW was to send a positive message to the community that IFH Centre is a safe space for persons with disabilities and they have a major role in running its activities.  The job requirements for the vacancies can be Designing job opportunities that are accessible and preferable for the applicants with disabilities. For example, the facilitator tasks are mainly to receive beneficiaries, take their information and provide details of IFH services. This can be easily including persons on wheelchairs. As for the Outreach volunteers, customize working hours and rotation was one of the solutions to include disabilities for the job, bearing in mind that for this specifically, IFH take into consideration that not all disabilities can be involved in outreach activities but for example minor visual impairment can do the job.  NHF provided the option of flexible hours for The volunteers who have a disability to catch up with their medical visits and appointments when needed.  **- The Approach** **or process** adopted to achieve the objectives  Complying with CfW SOPs and ensuring inclusion of vulnerable persons with disabilities, IFH took an extra step during the first quarter of 2018 to recruit 9 volunteers with disabilities out of 12 positions (75**%** of Facilitators) (e.g. a person using wheelchair, other with both lower knee amputations). Also, in the second quarter of 2018, 35% of the outreach volunteer team was represented by persons with disabilities (4 out of 10) who have congenital deformity, visual impairment and Simi Amputations from the age of 25 to 35(as this is the category that approached us) years old.  **Disability, Age, Gender and other vulnerability considerations**  Out of 4 Outreach volunteers with disabilities hired, 50% are females. Also, IFH received referral from UNHCR and successfully recruited an 85-years-old woman to work at IFH centre, she was hired as a cleaner and was able to perform her tasks perfectly  Staff and community start to be more inclusive in dealing with PWD, having a positive thoughts and energy when dealing with them, changing the regular stereotypes known in the community by which eliminating PWD abilities to do tasks | | |
| **What changed?** *The inclusion results achieved due to the actions. Focus on the positive change on the lives of persons with disabilities*  IFH team identify the crucial importance to work towards inclusion of persons with disabilities in its work activities inside the camp which will bring positive change to the lives of refugees with disability and pave the way for their active engagement in their society and improvement of the psychological and mental well-being.  NHF team start to see that the perceptions of persons accessing the service has changed positively; e.g. more trust of persons accessing the center; safe space, focus groups, Also beneficiaries who previously missed sessions started attending, started bringing their children to the session  All the CFW volunteers engaged with IFH who have different disabilities showed a major positive change in their social life since they were given this opportunity, in which they expressed their feeling about that . Their work with IFH improved their financial status and moved them from being dependent to independent and enhance their sense of belonging and mental health as they feel as active member of their community again. | | |
| **What worked?** *The factors contributed to the success of the actions (e.g. partnerships, human and financial resources, tools and materials used). Tips for replications by other organization/agency*  *PWD was engaged in CFW through the advertisement and the community gathering announcements that were Made, IFH made training to the volunteers,, IFH make sure that all facilities are accessible, and that was the case in the camp setting*  The selection criteria for CFW volunteers from persons with disabilities ensure that their ability to perform the job needed by choosing the right vacancy depending on the ability and the qualifications of the PWD. IFH decided to recruit in quarter 3 of this year to recruit 100% (12 out of 12) NHF reported to many requests for very few positions available. They started to submit a list of potential volunteers to different organisations who are interested. | | |
| **What did not work?** *The factors hindered the success of the actions*  The available vacancies under CFW at IFH are limited (12 position) and large number of persons with disabilities around 80 are applying for job opportunities that we cannot accommodate. IFH are following the usual CFW SoPs for the process of announcement, shortlisting and selection of successful candidates. After the successful recruitment of person with disabilities in Q1 & Q2, IFH announced its need to recruit Facilitators exclusively From people with disability.  **What could have been done?** *Ways in which the actions could have been done differently*  More commitment by all service providers to reach 5% and exceed if possible for vulnerability and inclusion of persons with disabilities in CFW opportunities  some of partners in the camp now started to hire 30% of persons with disabilities, yes they are participating but find it very difficult and it is a burden to them; | | |
| **What did we learn?**  Persons with disabilities specifically with minor physical disabilities can be easily accommodated in work. NGOs working in the camp need to actively seek job seekers with disabilities and adapt the tasks, workplace environments and work conditions, in addition to the importance of inclusion of person with disabilities in all activities in order to guarantee non-discriminatory access to livelihood opportunities for all persons of concern, organisations providing CFW opportunities need to adapt their job advertisements and actively reach out to persons with disabilities. | | |
| **Useful resources:** tools or materials used; videos, photos or reports presenting the good practice  **NA** | | |
| **Agency focal point**  **DTF contact: Muammar Fuad**  **M.fuad@ifh.org.jo** | | |

\* Attach 1-2 photos that show the actions taken or changes achieved as a result of the good practice