

SOCIAL WORK WITH REFUGEES IN GERMANY, JORDAN AND PALESTINE



Refugees women at host community in Al-Salt: opportunities and challenges for the role of social work in Jordan

PROJECT PROGRESS REPORT

Program title:	Social Work with Refugees
Project title:	Refugees women at host community in Al-Salt: opportunities and challenges for the role of social work in Jordan
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University name:	Al-Balqa Applied University
Population Group(s):	Syrian women in Al-Balqa governorate
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1.PROJET DESCRIPTION

The following subproject of Al-Balqa Applied University as part of the international DAAD Project “Social Work with Refugees in Germany, Palestine and Jordan” aims at identify the potential opportunities for the role of social work, impact of displacement on women’s role within family, services offered for women refugees in the host community, and the challenges/ issues face by social work intervention with women.

After entering the ninth year of the Syrian conflict, there are few researches that are relevant to the social work interventions for Syrian refugee women in Jordan’s urban areas including the challenges and potential opportunities. Moreover, the majority of NGOs, UN agencies and INGOs promote the women and adolescent girls’ participation through its humanitarian and sustainable development interventions and implement gender sensitive and transformation projects. At the same time, some of these interventions have not taken into consideration that some of women empowerment programs can in-directly increase women’s risk of harm and violence, or cause negative consequences (Cash & livelihoods, the website of women’s refugee commission, 2019). Accordingly, to support social workers in designing better effective programs for refugee women, the students of Al-Balqa Applied University have conducted qualitative and quantitative research that identifies the potential opportunities and challenges for social work interventions for women.

“Refugees women at host community in Al-Salt: Opportunities and challenges for the role of social work” research is guided by the following main questions:

- What is the impact of displacement on women’s role within family?
- What services offered for women refugees in the host community?
- What are the challenges/ issues face by social work intervention with women?
- To what extent working with women refugees offer opportunities for social work in Jordan?



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2.PROJECT DEVELOPMENT

Immediately upon the start of the project, the research team held a kick-off discussion on 24 March 2019. At this meeting, the overall proposed methodology and expected dates for the implementation plan were discussed. The discussion also included clarifying the key objectives and the rationale behind the research with special focus on the research themes, the target groups, and stakeholders to be included in this research project, quantitative and qualitative tools development, and data collection processes and pre-fieldwork arrangements.

In parlay with the communications with NGOs, social workers and a parliament member, the scientific assistant conducted a disk review/ literature review, prepared an inception report that summarizes the key themes emerging from the literature review.

Discussion meetings were conducted with the team about the best research methodology, sample size, sample criteria, and held many meeting to finalize the research plan and the needs for capacity building for the team.



Figure 1: A group photo of the research team in one of the preparation meetings

The first phase of the project started with a visit to Jordanian Women's Union in Heteen Palestinian refugee camp on 30 April 2019. The visit included a meeting with social worker and refugee women who were taking sewing training to understand the social work intervention for Palestinian women.

The research team started the data collection phase with qualitative data semi-structured interviews with seven Syrian women, four social workers, and a parliament member. Gathering data through in-depth interviews was considered by the research team as the most appropriate method to gain insight into the subjective experiences of the Syrian women who may not be comfortable talking openly in a group about their needs and challenges that they face.

The qualitative data collection was followed by conducting 107 questionnaires with Syrian women in Salt using [Kobo Toolbox](#) application which it is an open source platform, developed by the Harvard Humanitarian Initiative, and comprises of a suite of tools prepared for field data collection and analysis in humanitarian emergencies and other challenging environments. The benefits of Kobo Toolbox in this research are:

- Ensure better quality data.
- Combines process of collecting and recording.
- Faster than pen and paper.
- Reduce errors.

Four workshops were conducted by the scientific assistant between 29 June and 13 July 2019 at Princess Rhama University College on research ethics, cultural competences interviews, qualitative data analysis, writing research paper and critical thinking.



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2.1 PROJECT ACTIVITIES

During the reporting period, the research team visited Heteen Palestinian refugee camp and conducted in-depth interviews with one politician, one social worker, and seven Syrian women. In addition to gathering 107 questionnaires.

2.1.1 Discussion with a politician

2.1.1.1 An interview with Mr. Khaled Ramadan (A parliament member)

- Interviewee: Haya Al-Shibli
- Date: 18 July 2019
- Status: A parliament member.

Although the Syrian refugees' existence in Jordan has putted more pressure on Jordan's infrastructure in different sectors including health and education, Syrian refugees has helped Jordan get on a path to sustainable economic growth.

Through the London Conference in 2016, Jordan secured pledges for \$1.7 billion in grants and concessional financial support for its Syria refugee response plan, as well as pledges to simplify the rules of origin to export to the European market.

The Jordan Compact is anchored in Jordan's growth agenda and aims to turn the Syrian refugee crisis into a development opportunity. However, it is also clear that the 200,000 jobs to be created for Syrian refugees under the Jordan Compact will be secured through the formalisation of existing jobs and the decrease of reliance on migrant workers.



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In line with pledges made at the London Conference, a new trade agreement between Jordan and the EU was signed, which allows for a relaxation of the rules of origin. Jordanian companies are required to hire Syrians and ensure that they make up 15 per cent of the total workforce of each factory to benefit from new terms of trade under this agreement. At the same time, companies must comply with pre-existing national regulations aimed at the “Jordanisation” of the workforce, which include having sectors and occupations closed to non-Jordanians, having sector-specific quotas for Jordanian workers, and in some sectors, issuing the maximum number of work permits per company.

Mr. Khaled highlighted that there three durable solutions for refugees in Jordan are voluntary repatriation, local integration, and resettlement.

Integration is essential for Syrian refugees in Jordan to live a dignified life which should include having equal rights as Jordanians except for political participation.

Integrating refugees in Jordan does not mean giving the Jordanian citizenship to Syrian refugees but it means giving them equal economic and social opportunities.

For voluntary repatriation, finding political solutions and implementing rebuilding Syria projects are essential to maintaining the dignity and protection of returned refugees.

The main role of the parliament member in responding to the influx of Syrian refugees to Jordan is in planning and reviewing government budget which includes identifying the needed grants or assistances from international communities in order to improve public services and infrastructure.

The role of Syrian women in her family and the community depends on their economic/employment status and culture.



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2.1.1.2 An interview with Mrs. Haya Al-Shibli (A parliament member)

- Interviewee: Haya Al-Shibli
- Date: 28 March 2019
- Status: A parliament member.

Jordan hosts the largest number of registered Syrian refugees in the region. More than half of all Syrian refugees in Jordan are children under 18. The Syrian refugees are currently living in urban areas and three camps (Zaatari refugee camp, Azraq camp, and Emirati-Jordanian Camp).

The Member of the Parliament, Haya Al Shibli, highlighted that the consequences of the protracted displacement situation are considerable and have posed challenges for both Syrian refugees and Jordanian hosts, and added a heavy load on Jordan's infrastructure which was already suffering before the refugee crisis.

Regards the challenges that face Syrian women in Jordan, Mrs. Haya described that accessing the formal labour market in Jordan could be a challenge for Syrian women especially in refugees' camps due to the limited formal income generating opportunities that are suitable for women.

Based on CARE's 2018 baseline assessment, some Syrian women are facing obstacles that may prevent them from working outside their houses such as cultural and societal pressures, lack of part time job opportunities, fear of harassment on the way to work, lack of reliable and safe transportation, discrimination against women in the hiring process, and the high cost of daycare.

Mrs. Haya clarified that the main roles of social workers with Syrian women in Jordan from her perspective are providing information, psychosocial support, and resilience services such as vocational training that aim to improve their social cohesion, psychological wellbeing, and self-esteem. In addition to providing access to basic needs in a collaboration with UNHCR and NGOs.



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The role of the Parliament in refugee affairs is to show the world how Jordan helps Syrian refugees particularly women to integrate into the Jordanian community, advocate for their needs and challenges, and supporting national initiatives such as "The blanket you dispose of, we badly need it".

2.1.2 Discussions with social workers

2.1.2.1 An interview with Mrs. Asmahan Sarhan (Social worker)

- **Interviewee:** Asmahan Sarhan
- **Date:** 30 April 2019

Changing on Syrian women's gender roles

Mrs. Asmahan observed that displacement has created a sense of empowerment for some Syrian women as a result of playing new roles in Jordan and increasing their knowledge about their rights especially that the majority of Syrian refugees in Jordan came from conservative areas in Syria.

Mrs. Asmahan addressed the importance for social workers to have cultural competences to deal in a smart way with this change in gender roles with Syrian families, in order not causing harms or negative consequences such as getting divorced or having conflict.

The roles of social workers

Mrs. Asmahan indicated that the roles of social workers with Syrian women in Jordan are improving their psychological wellbeing, empowering them to cover their basic needs by implementing vocational training, raising their awareness on their rights, providing protection services, and marriage documentation assistance.

Using religion in social work intervention is essential to make change attitude and behaviours of male perpetrators, parents who are planning to force their girls to get married, or couples that do not want to register their marriage.



What Mrs. Asmahan said indicate that importance of improving the capacity of religious leaders and faith-based organizations (FBOs) to respond to GBV.

2.1.2.2 An interview with Mrs. Asmaa Abu Hazeem (Social Worker)

- **Interviewee:** Asmaa Abu Hazeem – Noor Al Hussein Foundation
- **Date:** 27 June 2019

The skills of social workers

Mrs. Asmaa indicated that she gained basic knowledge on social work in the university while she was able to develop her skills when she started working by participating in trainings on GBV, case management, working with refugees and tortured people, reproductive health, case management with rape cases, and cognitive behavioural therapy.

Mrs. Asmaa did not receive any courses or lectures in the university that focus on social work with refugees.

“The knowledge that we gain in the university is basis, not detailed and not practical “

Mrs. Asmaa said.

This indicates the importance of linking theories with practicable learning in the academic context by having advanced levels of internships with NGOs and CBOs.

The roles of social workers

Mrs. Asmaa summarized the roles of social work as conducting case management sessions, consultations, outreach visits, referrals in order to cover women needs, awareness sessions for perpetrators, providing reproductive health services, mental health and psychosocial support, and services for people who suffer from learning difficulties.

The challenges face social works with women



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Some refugees do not know the importance of their participation in mental health and psychosocial support services as they focus on just receiving cash assistance to cover their urgent needs. Social workers were able to overcome this challenge by cooperating with other CBOs and NGOs, and hiring Syrian women as volunteers in community mobilization team in order to provide clear information about NGOs services, raising their awareness on the importance of receiving mental health and psychosocial support, and changing their attitude.

Mrs. Asmaa also indicated that one of the challenges that she faces while working with Syrian women is their commitment in attending the agreed case management or consultation sessions due to not having enough money to cover the transportation fees, and men restriction for women mobility outside the house.

2.1.2.3 An interview with Mrs. Walaa Al-Rasheed and Mrs. Abeer Kloub (Social Workers)

- **Interviewee:** Walaa Al-Rasheed and Abeer Kloub - Jordanian women's union
- **Date:** 6 July 2019

The roles of social workers

Mrs. Walaa Al-Rasheed and Mrs. Abeer Kloub work with Jordanian women's union which provides psychosocial support activities, awareness sessions, resilience and inclusion services such as implementing life skills and vocational trainings, and legal consultation sessions.

They highlighted that working with women alone does not ensure the sustainability of impact. Social workers should apply the holistic approach, long term interventions, and work with women as part of individual, family, community, and policy level interventions.

The skills of social workers

Social workers also indicated that having life skills is very important for social workers especially active listening skills and stress management skills. In addition to having cultural competences because religion and cultural aspects are essential in implementing interventions for Syrian women and men.

The challenges face social works with women

At the beginning of Syrians influx to Jordan, Mrs. Walaa and Mrs. Abeer noticed that the



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inclusion of Syrian women who came from conservative areas in Syrian and have different traditions was difficult; men used to limit women mobility outside the house.

One of the challenges that face social workers is discovering and dealing with children's sexual harassment because children usually do not report sexual harassment using the formal channels, which require more skills, efforts and time from social works to build a trust relationship with children that would encourage them to use the informal reporting mechanism.

2.1.2 Field trip to a refugee camp and a human aid or welfare aid organization

2.1.3.1 Field visit to Heteen Palestinian refugee camp

The research team visited Heteen Palestinian refugee camp on 30 April 2019. The field trip included visiting the Jordanian women's union, meeting social workers and refugee women who were taking sewing training in order to understand the main needs of Palestinian women and social work interventions for Palestinian women in Heteen camp.

The research team is planning to visit Azraq refugee camp which is home to 35,709 Syrian refugees (UNHCR Jordan Factsheet, June 2019) in August 2019.

2.1.3 Qualitative discussions and quantitative questionnaires with Syrian women

The research team conducted between 30 April and 26 June 2019 seven qualitative semi-structured interviews and 107 questionnaires with Syrian women in Salt (the total population size is 19.262.554). The quantitative sample is representative and calculated depending on the sample size formula:

$$n = \frac{t^2 * s^2}{E^2}$$

$$s^2 = p(1 - p)$$



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Where:

- n: sample size.
- t2: is a factor to achieve the 70% level of confidence
- s 2 : the variance of the interested variable
- p is the proportion of the main estimate, it supposed to be 50%
- E: margin of error, it is 5%.

2.1.4.1 The Impact of displacement on gender roles

Women displacement in Jordan challenged to a certain degree the previously prevailing gender roles of Syrian women and changed the gender dynamics. 50.5% of respondents reported that their gender roles within their family changed since arriving in Jordan.

Engagement in income generating activities

Syrian women are still expected to fulfil their traditional roles but lost the resources they used to depend upon which increased their responsibilities and thus the work burden significantly. Some of the respondents reported that their husbands have stayed behind, or are dead or missing, or have severe health conditions or disabilities as a result of the war which has made women contribute to the family's income and taken up the responsibility to serve as the families' sole breadwinners, often together with adolescent boys.

"I am the mother and the father at the same time; I have become the breadwinner for my family and I do many of my husband responsibilities "

A 52-years-old married respondent said.

36% of the respondents reported that they have worked for the first time in their lives in Jordan due to their difficult financial situation which has made some women feel that they have lost their female identity, while others felt that it has created a sense of empowerment as a result of playing new roles in Jordan.

Taking care of children and participating in household chores



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The data shows 7% increase in girls' contribution in taking care for (younger) siblings and 12% increase in their support with household chores (laundry, cleaning, and cooking) when mothers need to leave the house to gain income, to look for support, or to follow up with education and medical treatment.

The working respondents reported that working outside the house could provide immediate financial assistance for the families but that could over-burden women. In the absence of male willingness to shoulder some of the domestic burden, coercing women to undertake income generating activities could lead to conflict within the household as men feel marginalized and women become targets for their anger.

Women highlighted that increasing in their responsibilities without receiving any external support has negatively affected their psychological wellbeing as it increased stress level due to not having enough time to take care effectively of their children or spending enough time with them or do self-care activities.

"I work for long working hours so I do not have enough time to do something for myself or taking care of my children which it is very stressful lifestyle"

A 36 years old married respondent said.

Supporting home business projects and linking women with part-time jobs could be effective interventions to overcome these barriers. In addition to working in changing men and boys' attitudes and behaviours so women could have other hands that support them in household chores.

Influence decision making

Based on the respondents' feedback, men in Syria were the primary decision makers including fathers (24%) and husbands (63%). Women were the primary decision makers to a lesser extent including mothers (24%) and wives (47%).



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The data also shows that single women have very low-level of decision making within their families comparing to married women.

The respondents reported that women's roles in contributing to household income and in other roles outside the domestic sphere (including decision-making in the community) have become much more visible and also increased significantly in Jordan compared to their life in Syria which affected in their influence in decision making within the families.

Since arriving in Jordan, women have increased decision-making power: Mothers (21%) and wives (67%). While men have decreased decision-making power: Fathers (6%) and husbands (57%).

Some married women reported that they bear additional responsibilities without acquiring more power as refugee men generally retain control over household income, and as the head of household is often the primary recipients of income-generating activities and decide how cash is spent even if the women who have worked and provided the income to the family which caused conflict in some of the families as they didn't have agreed on money spending priorities.

Freedom of movement

The mobility of some women in Syria's rural areas before the conflict was very limited, as they were only allowed to leave the house with the male head of the household's permission and when accompanied by men. In Jordan, Syrian women movement has increased due to their needs to work outside the house, look for support, access public services, and attending awareness raising sessions or trainings.

"I had lived all my life with my other family members, I have a big family.... but now I live alone in the apartment, I am responsible in buying all the items that I need from the market, and going out alone because all my sons live in different countries "

A 62-years-old widow respondent said.

Many of NGOs (Non-Profit Organizations) in Jordan focus on implementing economic empowerment activities such as micro-finance services and vocational training for women while



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men are not targeted or ignored in these services which have made men encourage their female family members to enrol on these activities.

Some married women reported that displacement reduced their mobility out of the house due to not having relatives in Jordan and not working outside of the house.

The effects on the personal agency and psychological wellbeing

Some women reported that changing on their gender role contributed in empowering them by developing their personality, improving their self-esteem, increasing social welling and feeling more productive as a result of participating in trainings and working outside the house.

Women also reported that not having enough time to take of their family members due to working outside the house have made them feel stressed. Some women described that they lost part of their femininity because they work like men especially that their work is mandatory not optional to provide income to their families on order to cover their basic needs.

“Being responsible for your family income and working like men, have made me feel so stressful “

A 33-years-old married respondent said.

2.1.4.2 The barriers that face Syrian woman in accessing or benefited from these activities

The main barriers for accessing services constitute distance and transportation (81%); women are faced with gender neutral challenges that are related to the public transportation system such as unreliability, high cost of the system, route redundancy, and traffic congestion. There are additionally gender specific issues such as harassment be it sexual, verbal, or physical in nature. There is increasing concern about women’s safety with regards to public transport; the fear of violence in public spaces affects the lives of women as it restricts their freedom to move to work, and leisure.

The not availability of day-care services and high childcare costs restrict women’s accessibility to resilience activities (39%) especially that women reported that they do not prefer leaving their



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children alone at home or with their husbands.

Minor barriers mentioned are the non-suitable working hours of service providers (29%), the centre being mixed-sex (8%), inability to read and write (8%), the service lacking cultural sensitivity (7%) and other male family members, who were not told about the participation (3%).

2.1.4.3 The needs of Syrian women

The services that are needed for Syrian women but could not be accessed by respondents were primarily related to cash assistance: ECA (85%), cash for rent (79%) and winterization cash assistance (75%), mental health and psychosocial support (52%), food assistance (48%), economic empowerment training (39%), NFIs (35%), family planning or reproductive healthcare (31%) and post-natal health care (26%) were also mentioned often.

More rarely needed services include protection services (14%), microfinance programs (12%) and support in finding a work permit (8%).

Syrian women reported one of their main needs is related to access health services; the Jordanian government changed the healthcare policy which specifies that Syrians now pay the same rate as non-Jordanians, with up to 80% of costs required up front (UNHCR's fact sheet, February 2018).

The main reasons for not being able to access needed services include service is available, but the service provider has not responded yet (77%), inability to cover transportation fees (74%), ignorance of where to receive the service (70%) as well as lost distance to service providers (67%).

Another important reason mentioned is the lack of kindergarten/day care for children (30%). Rarely mentioned reasons include the centre is mixed sex (7%), family members not allowing participation (4%) and lack of disability-friendly infrastructure (1%).

2.1.4.4 Social work interventions for Syrian women

Respondent's case management experience



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The vast majority of respondents (78%) had case management sessions with social workers in the last 12 months. 33% of them reported that they are satisfied from these case management sessions in general while 38% are neutral, and 29% are dissatisfied because they could not cover their needs after conducting the case management sessions and there was no follow up.

The majority of respondents were satisfied (52%) or neutral (38%) towards the skills of the social workers. Few respondents were dissatisfied (10%) with the social workers' skills.

Social workers' roles

Social workers enable the clients to function effectively in their social environment and to experience a more satisfying life:

- To understand and solve the psycho-social problems of the individual.
- To strengthen the personal efficiency of individuals to handle problem situations.
- To remedy and prevent the problems in social functioning.
- To develop skills and resources to enhance social functioning.

21% of the respondents received services by social workers including case management, information and awareness sessions, and psychosocial support.

The roles of social workers that Syrian women indicted based on their experience are improving their psychological wellbeing, empowering them to cover their basic needs by implementing vocational trainings, raising their awareness on their rights, providing protection services toward GBV, marriage documentation assistance, and marriage consultation sessions.

Based on the interviews with social workers, the roles of social work are conducting case management sessions, consultations, outreach visits, referrals in order to cover women needs, awareness sessions for perpetrators, providing reproductive health services, mental health and psychosocial support, services for people who suffer from learning difficulties.

Working with women alone does not ensure the sustainability of impact. Social workers should apply the holistic approach, long term interventions, and work with women as part of individual,



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family, community and policy level interventions.

How could social workers support Syrian women in Salt?

The participants in the research reported that social workers could support Syrian women in Salt through providing:

- Awareness and information sessions.
- Psychosocial support.
- Emergency cash assistances.
- Cash assistances for health.
- Cash assistances for rent.
- Parenting trainings.
- English language trainings.
- Vocational trainings.
- Micro-finance support.
- Work permits' facilitation support and linking them with in-come generating opportunities.

Syrian women also would like to see a role for social workers in addressing their main social problems in Salt. Half of respondents (51%) indicated early marriage as one of the social problems that Syrian women in salt face. Other problems include harassment (34%) and domestic violence (21%). In addition to social tension between Jordanians and Syrians, and exploitation from employers.

2.1.4 Workshop on cultural competences interview and research ethics

- **Attendances:** Farah Drobyy, Farah Nusser, Leen Al-Jariri, Mohammad Hiary, Dr. Sahar Almakhamreh, Dr. Jihad Alsaideh, and Dr. Asem Albakar,
- **Trainer:** Heba Sarhan

A training was conducted by the scientific assistant on Saturday 29 June 2019 from 10:00 AM to 3:00 PM at Princess Rhama University College on research ethics and cultural interviews which covered the following topics:

- The history behind research ethics.



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- Why are research ethics important?
- The research's ethical principles.
- How do you conduct research with vulnerable groups of people?
- Guidelines to conduct semi-structured interviews.
- Cultural competences interview.



Figure 2: A photo for the students, scientific services, and the scientific assistant in the research ethics workshop

The training conducted on Saturday which it is not a working day for the university based on agreement between the team members to ensure the attendance of everyone to the training.

The training included group work, brainstorming session, role playing activity, discussions and reflection from the practical experience that the students gained from the field.

2.1.5 Workshop on analyses qualitative interviews

- **Attendances:** Farah Droby, Farah Nusser, Leen Al-Jariri, and Dr. Sahar Almakhamreh.
- **Trainer:** Heba Sarhan

A workshop was conducted by the scientific assistant on Saturday 6 July 2019 from 2:00 PM to 3:00 PM at Princess Rhama University College on qualitative data analysis including the main stages of reading, digesting, systematically interpreting, open coding, categorizing, and designing themes on an individual and multi-disciplinary basis.



2.1.6 Workshop on writing an academic research paper

- **Attendances:** Farah Drobby, Farah Nusser, Leen Al-Jariri, and Dr. Sahar Almakhamreh.
- **Trainer:** Heba Sarhan

A workshop was conducted by the scientific assistant on Saturday 6 July 2019 from 3:00 PM to 4:30 PM at Princess Rhama University College on writing academic research paper including the main sections (title page, abstract, introduction, method, results, discussions, and literature cited), types of title that can be used for scientific papers, and practical tips for scientific writing.



Figure 3: A photo for the students and the scientific assistant in “ writing an academic research paper” workshop

The workshop was followed by sharing two assignments with students to practice the new knowledge that they gained from the workshop by analysing transcriptions and writing articles.

2.1.7 Workshop on critical thinking

- **Attendances:** Farah Drobby, Farah Nusser, Leen Al-Jariri. Dr. Sahar. Almakhamreh
- **Trainer:** Heba Sarhan



The critical thinking course was conducted on 13 July 2019 to increase student's knowledge on the importance of critical thinking in the academic context, critical reading and writing, the three-stages' critical thinking model, selection criteria for research sources and analysis criteria, tips for developing critical thinking, and recognizing the difference between critical thinking and argumentation.

2.1.8 An orientation workshop on analyses quantitative data using SPSS

- **Attendances:** Farah Droby, Farah Nusser, Leen Al-Jariri, Mohammad Hiary, Heba Sarhan, Dr. JehadAlsaideh, and Dr. Sahar. Almakhamreh
- **Trainer:** Dr. Asem Albakar



A workshop session was conducted by Dr. Asem Albakar on analyses quantitative data using Short for Statistical Package for the Social Sciences (SPSS) program on 15 July 2019. The workshop was followed by an orientation on designing questionnaire form using Kobo Toolbox by the Scientific Assistant.

2.1.9 Outcome for teaching

The interviewed social workers indicated the importance of teaching social workers' life skills such as active listening, communication, emotional intelligence, and stress management at the Jordanian universities.



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Conducting psychosocial and self-care activities for students is important to maintain the emotional welling of social work's students. In addition to conducting an informal meeting between students is important to get know each other.

They also highlighted the importance of having lectures and practical experience in case management and providing social work interventions with refugees, tortured people, perpetrators, and SGBV survivors, especially children.

For more comprehensive and sustainable interventions, social workers recommended teaching students social work methods with individuals, families, communities and governmental entities. In additional to learning them advocacy skills for community members to change their attitudes or behaviours, and governmental entities that take decisions on procedures, regulations, and policies.

Social workers need also to learn how to localize social work in Jordan based on the context, history, culture, and religion by learning intercultural competencies, and how to adapt the international guidelines and SOPs to be more suitable and effective for Jordan's context and using Arabic slang.

Although that all social workers study non-discrimination principle at universities but not all social workers apply it without previous judgment when working with SGBV perpetrators, LGBT cases, and prisoners due to lack of knowledge and experience, or having personal negative attitudes about them that are rooted from their culture, religion, or personal beliefs. It is recommended to focus more at universities on social work interventions with these groups by knowing more about their challenges, needs, and circumstances.

Strengthen students' understanding of the do-no-harm principle through conducting lectures, workshops, and fieldwork is essential.

A Final meeting before travelling to Germany on 21 July 2019 will be conducted with all team members for final reflection.



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3 CONCLUSION

4 APPENDIX



Still in progress ...

