

# Developing a national vision for GBV prevention and response in Jordan & Lebanon

Due to the protracted nature of many conflicts, refugee displacement is also often prolonged. Emergency programming can create entry points for sustainable services through strategic and dedicated engagement with governments and local actors. In the beginning of the Syria crisis, UNICEF in Lebanon and Jordan, and other GBV partners scaled up support for GBV service provision through partnerships with international and national NGOs, recognising the need for immediate capacity and programming for women and girls. However, UNICEF also continued to engage government entities, such as the Ministry of Social Affairs, to ensure that capacity and vision for supporting women and girls would be sustained over time. While working with Ministries is more complex and requires a greater investment of time and resources, it does contribute to long-term, sustainable results as in the case of new policies, strategies and legal frameworks. In Lebanon, the Ministry of Social Affairs is finalizing, with UNICEF's support, its overall Strategic Plan on Child Protection and Gender Based Violence. In parallel and within the framework of the Overall Strategic Plan, it is in the process of finalizing a new Strategy on Child Marriage and a 7-year plan on Social Behavioural Change Communication. Similarly, in Jordan, the scale of GBV programming in response to the Syria crisis provided an opening to further support



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national systems and entities, including development of Internal Procedures on GBV and Child Protection for the Ministry of Health and the Family Protection Department and Cross-sectoral National Standard Operating Procedures for Child Protection and Gender Based Violence. In both Jordan and Lebanon, UNICEF is supporting development of national data and information managements systems to safely document data on GBV. Using the entry points of the humanitarian response has enabled UNICEF to support national strategies and visions for GBV prevention and response that will result in increased survivor-centred support to women and girls.



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## FROM LIFE SAVING TO SYSTEMS BUILDING:

### Enhancing capacities for survivor-centred GBV programming in MENA

PREVENTION • RESPONSE • RISK MITIGATION

In the Middle East and North Africa, UNICEF action aims at strengthening formal and informal systems for GBV response, mitigation and prevention. The approach adopted is to ensure a continuum between unstable and stable environments, ranging from fragile and protracted

crises to development. GBV interventions in humanitarian contexts are critical entry points for improving national and local systems across different sectors – leveraging capacity building to increase access and quality of services available for women and girls, including GBV survivors.

## Building sustainable case management capacity— peer to peer learning and mentoring

The objective of UNICEF is to contribute to developing quality case management and survivor-centred services. To achieve this, it is necessary to go beyond one-off trainings in order to have real impact on sustainable practices and services that support survivors to heal.

a collaborative and participatory approach, and to develop a tailored programme that addressed the needs of participants, capacity and needs gaps were discussed with participating organisations, while participants completed GBV Case Management Competency Assessments to ascertain key gaps, and to able to measure progress.

Many service providers lack the resources to support ongoing staff capacity building, where as social workers and case works in complex and challenging environments, often with punitive formal and informal legal frameworks, consistently request longer-term support, mentoring and supervision. This directly impacts the quality of case management and why capacity building on case management needs different approaches besides traditional trainings.

UNICEF in MENA has supported case management capacity building programmes that included peer coaching and mentoring to provide capacity building and technical support on complex cases. To ensure

**As a case manager, I found that the training will help me to achieve more with the survivor and support them better**

PARTICIPANT FROM IRAQ

In addition to case management trainings and periodic workshops on specific topics, participants (social workers and case workers) took part in monthly peer to peer case management coaching and mentoring sessions as well as one-on-one calls to provide

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**After completing the self-care session I not only started this practice with myself, but also shared information with my colleagues and organization; the organization has now taken steps to offer staff care activities on a regular basis.**

**-COACHING PROGRAMME PARTICIPANT IN IRAQ**

individual and tailored support over the course of several months. This approach allowed GBV service providers to share experiences and build a peer network, in addition to having consistent support on challenging issues, such as honour killing and intimate partner violence. Feedback from participants and the Case Management Competency Assessments was extremely positive – indicating stronger survivor-centred skills and approaches to case management.

Critically, the capacity building initiative also included self-care sessions to increase awareness amongst service providers on the need for promoting their own well-being as well. By particularly targeting local NGOs and government entities, the technical capacity building and support that improves services immediately will also contribute to sustainable capacity that will contribute to the overall quality of the social workforce.

## Strengthening local institutions in Yemen

Throughout crises, governments remain critical partners for service provision, including holistic GBV services. While in acute phases or in conflicts, many NGOs do intervene to provide emergency, lifesaving services, there is a need to continue to engage relevant ministries to ensure sustainable services and institutions over time.

In Yemen, UNICEF works with national institutions to enhance case management capacity to assist children at risk of GBV and child marriage, including education, social welfare, labour, health, and justice institutions and recognised the lack of standard operating procedures (SOPs) for front-line staff, such

as teachers, social workers, and law enforcement. As such, capacity strengthening has included development of SOPs for teacher and education staff in schools on responding to disclosure of violence teachers are often on the front line of service provision in Yemen where GBV is extremely sensitive and space for programming is limited. SOPs and training are also under development for social workers on case management. To respond to the needs of children in contact with the legal system, SOPs and trainings have been developed for law enforcement personnel. Having these SOPs in place provides a strong foundation for ongoing capacity building to safely respond to the needs of GBV survivors.



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## Remote capacity building in Libya

In challenging humanitarian and conflict settings with limited physical access, new and alternative approaches to capacity building are being adopted to increase capacity at local and national level to provide survivor-centred, quality services. To be effective in reaching a large proportion of the actual humanitarian response, remote learning tools are needed, both for actors from non-GBV specialized and for GBV-specialized actors. In Libya, where access remains extremely challenging, UNICEF has supported facilitation of an Inter-Agency Training of Trainers on GBV case management conducted by the GBVIMS Global Team to build local capacity to delivery GBV case management trainings in Libya as well as support ongoing capacity strengthening. This ToT resulted in certified trainers who, upon return to



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Libya, are being remotely supported through mentoring and coaching, including preparation for the subsequent trainings to be conducted in Libya. This blended approach for in-person and remote capacity building is necessary to increase access to survivor-centred services in Libya, yet also strengthens sustainable capacity for GBV case management through the mentoring of the new Trainers. Responding to the immediate needs while contributing to long-term sustainability.

**I am now more confident  
in myself and the information  
I am giving'**

**CASE WORKER IN LIBYA**

## Integrated curriculum on GBV and justice for children for the justice and security sector actors in Iraq

UNICEF Iraq has together with Tsamota Ltd and the Kurdistan Regional Government (Ministry of Justice, Ministry of Interior, and Judicial Council) developed a curriculum and conducted trainings to improve knowledge and skills of Kurdistan Regional Government (KRG) staff on GBV prevention and response, and on child-friendly justice procedures and their application for children in contact with the law to improve access to justice and protection for women and children. In addition to international standards and concepts, the curriculum incorporates practical 'soft skills' for interacting with GBV survivors and children in contact with the law to ensure trauma-informed and appropriate communication and interviewing techniques and survivor-centred approaches are used. The pilot course was delivered through a combination of theory, plenary discussions, role-play, questionnaires and other assessments. In general, the feedback provided by participants underlined their

eagerness to learn practical skills rather than purely theoretical knowledge, and the need for formalized training curricula for the legal, justice and security actors on GBV and Justice for Children that uses a

**We need more people [who are]  
specialized in the subject [GBV], we  
are few and the problem is big."**

**POLICE TRAINING PARTICIPANT, IRAQ**

skills-based approach to build survivor-centred skills and knowledge on how to support survivors of GBV and children. Following this first phase, UNICEF will now support capacity building and training for the Master Trainers of each institute (Ministry of Justice, Ministry of Interior, and Judicial Council) as a strategy to incorporate skills developments and knowledge into sectoral curricula.