

Alaa Sami Burshalli

Nationality: Lebanese

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Professional Summary

Dedicated Protection and Social Work Professional with over 9 years of experience in humanitarian and development programs. Skilled in case management, capacity building, protection coordination, and community engagement. Strong background in working with vulnerable groups including refugees, families children, women, and elderly populations. Recognized for building effective partnerships, leading teams, and ensuring protection mainstreaming in line with humanitarian standards. Passionate about advancing human rights and making a tangible impact on people's lives.

Professional Experience

Norwegian Refugee Council (NRC), Lebanon

Protection Coordinator | Sept 2021 – December 2025

- A core Member of the Area Management Group, contributing to strategic planning, coordination, implementation, monitoring, and reporting across South Lebanon including Nabatieh Governorate, and Beirut–Mount Lebanon.
- Led protection programming in full compliance with NRC global policies, safeguarding framework, Child Protection Minimum Standards, PSEA, and humanitarian principles.
- Acted as Safeguarding and PSEA focal, delivering mandatory PSEA and Safeguarding trainings for all new joiners, including staff, volunteers, and daily workers across all NRC departments and on a national level if need be.
- Played a central role in NRC onboarding processes, designing and facilitating induction sessions covering safeguarding, Code of Conduct, duty of care, protection mainstreaming, and accountability.
- Served as national focal point for onboarding training groups, providing surge support and delivering induction trainings to new staff in other NRC operational areas when required.
- Supported safe recruitment practices by being part of the recruitment committee in certain cases, or advising on safeguarding risk mitigation during interviews, hiring, induction, and probation phases.
- Oversaw case management systems, ensuring quality social assessments, referrals, documentation, confidentiality, and safeguarding compliance.
- Built staff capacity through structured coaching, technical supervision, and training plans aligned with performance development needs, and safeguarding protocols.
- Coordinated closely with HR, Programme, and Support departments to address staff welfare, duty of care, performance concerns, and behavioral issues in line with NRC policies.
- Supported managers in handling performance management, staff conduct, and safeguarding-related concerns, escalating cases as required under NRC procedures.
- Strengthened coordination with Protection Working Groups, Child Protection and

Education clusters, and inter-agency platforms.

- Designed workplans, budgets, monitoring tools, and feedback mechanisms to enhance accountability, reporting accuracy, and evidence-based decision-making.
- Promoted staff wellbeing through psychosocial support approaches, Psychological First Aid awareness, and referral to internal and external support mechanisms.

Acting Shelter & WASH Social Coordinator | Nov – Dec 2019

- Supervised social officers and managed the monthly, and the annual team performance.
- Guided implementation of shelter and WASH activities ensuring quality outputs.

Social Field Officer / Assistant | Jun 2012 – Aug 2021

- Identified and registered vulnerable households in line with eligibility criteria, ensuring data accuracy and non-duplication.
- Supported needs assessments (surveys, FGDs, KIIs) and contributed to assessment tool design across protection and shelter sectors.
- Implemented protection mainstreaming in compliance with NRC guidelines; identified and reported protection risks.
- Managed referrals for cases requiring legal, psychosocial, or specialized services.
- Supported shelter activities including landlord assessments, agreements, and move-in tracking when applicable.
- Engaged communities through coordination with leaders, awareness sessions, and feedback mechanisms.
- Prepared reports, maintained documentation, and ensured compliance with NRC policies and donor requirements.
- Coordinated with technical teams, partners, and stakeholders to ensure integrated service delivery.

Earlier Roles

English Teacher, Scientific Modern High School, Tyre | 2011 – 2012

Social Worker, Women's Humanitarian Organization (WHO) | 2010 – 2011

Social Animator & Data Entry, Al Sadaka Center, Tyre | 2007 – 2010

Education

- Metris in Demography | Lebanese University (2011–2012)
- Bachelor in Sociology | Lebanese University (2011)
- Bachelor in English Literature | Lebanese University (2010)
- Professional Certificate | Integrating MHPSS into International Cooperation | AUB (2025 ongoing)

Languages

- Arabic: Native (Excellent in reading, writing, speaking)
- English: second language (Excellent in reading, writing, speaking)
- French: Basic

Trainings & Workshops

- Child Protection, GBV, HLP, Accountability to Affected People – NRC

The three Modules Coordinators training package:

Team management and leadership and Effective Communication -NRC HR department

Proposal writing- NRC grants department

Budgeting- NRC finance department

- Conflict Resolution, Mediation, Active Learning – NAVTSS
- PSEA and CSG trainer
- Referrals trainer-RIMS trainer

Kaya trainings:

- Basic / Advanced Security in the Field
 - Becoming an Effective Leader
 - Being Accountable to Affected People
 - Being Accountable to Affected People- Contextualized for the MENA region
 - Collecting Data for the Inclusion of Persons with Disabilities in Humanitarian Action
 - Communication, Feedback and Performance Management in NRC
 - Duty of Care in NRC
 - NRC People All Staff Training
 - NRC Way - Safe and Inclusive Programming (SIP)
 - Preventing corruption in humanitarian aid
 - Prevention of Sexual Exploitation and Abuse
 - Psychological First Aid for Children
 - Safeguarding Essentials
 - Gender-Based Violence Information
 - Management Systems
 - Introduction to Child Protection
- Multiple humanitarian & social work workshops (DRC, WHO, UNIPAL, Nabaa, Jana, RTP)

Volunteering

- Surveyor, UNICEF
- Teacher (UNRWA – Palestine School)-Internship
- Student Support Programs – 3 years

Technical Skills

- Microsoft Office Suite (Word, Excel, Access, PowerPoint)
- NRC Agresso Accounting System, Case Management Tools & Data Platforms
- Translation, Drawing, Handmade activities, children animation, and Theatre-based Community Engagement.