

Maria Khalil Kassouf

Nationality: Lebanese
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Location: Lebanon

PROFESSIONAL PROFILE

Programme and protection professional with over **10 years of experience** working in humanitarian and development contexts in Lebanon, supporting **vulnerable populations including refugees, displaced persons, women, children, and host communities**. Strong background in **community stabilization, psychosocial support, protection, coordination, reporting, and capacity building** within multi-sectoral programmes. Proven ability to support programme implementation, liaise with partners and authorities, monitor activities, contribute to reporting and donor requirements, and ensure adherence to protection, gender, and conflict-sensitive approaches. Fluent in Arabic and English with solid experience working with UN agencies and INGOs.

EDUCATION

Master's Degree (M2) in Social Psychology
Lebanese University – Zahle, Lebanon | 2017 – 2019

Master's Degree (M1) in Educational Sociology
Lebanese University – Zahle, Lebanon | 2009 – 2010

Bachelor's Degree in Sociology
Lebanese University – Zahle, Lebanon | 2007 – 2008

CERTIFICATIONS

- Certified Parental and Children Behavior Coach – Mentor and Guide Academy (2024)
- Montessori Specialist – Lebanese Montessori Academy (2024)
- NLP Basic Practitioner – National Federation of Neuro-Linguistic Programming (2023)

PROFESSIONAL EXPERIENCE

Educator & Conscious Parenting Coach (Self-Employed)

Lebanon | September 2024 – Present

- Provide individual and group coaching sessions to parents and caregivers, strengthening **family resilience, positive parenting practices, and household stability**.
- Design and facilitate workshops focused on routines, boundaries, emotional regulation, and parent–child relationships.
- Support alignment between home and educational environments, contributing to improved child wellbeing and social development.
- Deliver structured awareness sessions and ongoing follow-up through individual consultations and group discussions.

Child Protection Officer

Nabad Association, Bekaa, Lebanon | July 2022 – October 2024

- Supported planning, coordination, implementation, and monitoring of **child protection and psychosocial support activities** in line with national SOPs, case management guidelines, and global protection standards.
- Supervised and provided technical guidance to field teams, facilitators, and community workers to ensure quality service delivery.
- Conducted regular field monitoring visits, identifying gaps and recommending corrective actions to enhance programme effectiveness.
- Coordinated referrals and follow-up for high-risk cases, ensuring timely access to specialized services.
- Maintained accurate documentation, beneficiary records, and confidential case files in compliance with protection and data management standards.
- Supported data collection, analysis, and reporting in coordination with MEAL teams.
- Organized and delivered capacity-building sessions on child protection, psychosocial support, and case management methodologies.
- Liaised with internal departments and external partners to ensure smooth programme implementation and coordination.

Mental Health & Psychosocial Support (MHPSS) Officer

Humedica (INGO), Bekaa, Lebanon | March 2020 – December 2022

- Supported implementation of community-based MHPSS activities targeting refugees and host communities.
 - Delivered capacity-building sessions for social workers and health staff on **GBV core concepts, PSEA, and case management**.
 - Acted as focal point for internal and external referrals, maintaining updated service mapping and referral pathways.
 - Assisted in beneficiary identification, needs assessment, and follow-up for individuals requiring specialized services.
 - Contributed to development of internal guidelines, SOPs, and working procedures.
 - Prepared awareness session materials, pre/post-tests, and supported monitoring of programme indicators.
 - Compiled weekly and monthly reports and contributed to donor reporting and proposal drafting.
 - Participated in inter-agency coordination meetings related to protection, social stability, and mental health.
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Case Worker – Mental Health & Psychosocial Support / Case Management

INTERMEDIARY (INGO), Bekaa, Lebanon | September 2015 – 2019

- Provided comprehensive case management services for survivors of **GBV, child protection cases, and persons with specific needs**, following survivor-centered and protection principles.
 - Served as GBV and Case Management focal point at UNHCR Zahle coordination level.
 - Delivered psychosocial support interventions in line with **mhGAP and IASC guidelines**.
 - Coordinated closely with UN agencies, INGOs, local NGOs, and internal departments to ensure integrated service delivery.
 - Facilitated awareness sessions on early marriage prevention, sexual and reproductive health, domestic violence, and human rights.
 - Supported emergency cash assistance for urgent protection cases and coordinated administrative follow-up.
 - Ensured compliance with PSEA, safeguarding, and confidentiality standards.
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Administrative Officer – Medical Committee

Telchiha Hospital, Zahle, Lebanon | February 2009 – November 2014

- Managed administrative coordination, scheduling, financial documentation, and reporting.
- Supported budgeting, expense tracking, and liaison with guarantors and service providers.
- Assisted management in organizing conferences and maintaining operational records.

Earlier Experience

- **Owner / Manager**, Eureka (Family Business) – Zahle
- **Research Assistant**, CRTDA – Bekaa (Data collection and social development research)

KEY SKILLS

- Programme implementation & coordination
- Community stabilization & resilience programming
- Protection mainstreaming, gender & conflict sensitivity
- Capacity building & training delivery
- Case management & referral systems
- Monitoring, reporting & documentation
- Partner liaison & inter-agency coordination
- Strong communication and organizational skills

LANGUAGES

- **Arabic:** Native
- **English:** Fluent
- **French:** Fluent

COMPUTER SKILLS

MS Word, Excel, PowerPoint, SPSS, reporting and data management tools

AFFILIATIONS

Member – Lebanese Association of Sociology

REFERENCES

Available upon request