

HALA ELSOUS



Basic information

Name

Hala elSous

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Address

West Bekaa – Lebanon /

Damascus , Syria

UAE , Dubai

Place & date of birth

Lebanon , 1987

Nationality

Lebanese

LinkedIn

<https://www.linkedin.com/in/hala-al-sous-501b3283>

Objective

I am seeking a full time position in a multinational firm which offers a professional

working environment and enables me to grow while meeting the corporation's goals.

Work experience

MEAL Coordinator

01/April/2022 – Present

Action Against Hunger -ACF Spain www.accioncontraelhambre.org

Contract type: Fixed Term Duty

Station: Syria Country office.

The MEAL Coordinator at ACF oversees the monitoring and evaluation of project activities and assesses program impact in alignment with the organization's mission. They develop and implement the mission Theory of Change (ToC), MEAL strategy, including data collection tools and survey methodologies, while providing technical guidance to project teams. Ensuring the quality of evaluations and studies is a key responsibility, alongside enhancing capitalization mechanisms (customer satisfaction) and facilitating information sharing to enhance project quality and humanitarian response. Additionally, they play a pivotal role in supporting and advising the localization of ACF's MEAL systems within programs.

Accountability Coordinator

01/March/2021–31/March/2022

Norwegian Refugee Council -NRC <https://www.nrc.no/>

Contract type: Full time.

Duty Station: Lebanon Country Office

The Accountability Coordinator at NRC is dedicated to fostering effective two-way communication between the organization and its stakeholders, ensuring that affected populations have access to information and can request services. They are also responsible for ensuring beneficiaries and stakeholders can access NRC's Complaints, Feedback, and Response Mechanism (CFRM), facilitating the process of receiving, addressing, and responding to complaints and feedback. Key responsibilities include designing and supporting the transparent dissemination of relevant information to affected populations, operationalizing the helpline and CFRM in Lebanon's context, and ensuring smooth follow-up on service-related complaints. Additionally, they oversee the handling of sensitive cases and contribute to monitoring accountability standards in coordination with other teams.

Senior MEAL Officer

2018– Feb/2021

Oxfam GB <https://www.oxfam.org/en>

Contract type: Full time Duty

Station: Syria Country Office

As a Senior MEAL Officer at Oxfam's Syria country office, I provide technical support to MEAL Hub officers and oversee external evaluations for projects. I also conduct training and capacity building for local partners involved in Oxfam activities. Coordination with MEAL officers across various governorates ensures efficient and timely project execution while maintaining Oxfam's quality standards. Serving as the PeopleSoft "OPAL" focal point, I facilitate staff induction and project updates on the system, ensuring accurate reflection in RMC reports. Additionally, I collaborate with project teams on Safe Programming Risk assessments for new activities and projects and report progress to donors as required.

• **Safeguarding Focal point (2018 – 2021)**

Safeguarding Focal Point works in line with HR department, MEAL Department and senior management to ensure all Program intervention and work is aware of any safeguarding cases / issues, beside keeping eye on the Accountability database for Feedback and complaints from beneficiaries.

• **Gender and Protection Focal point (2017 – 2018)**

As a member of Oxfam's Gender team, my main responsibilities involve developing research papers on legal issues related to gender, conducting training sessions on women's rights and legal aspects, and ensuring gender considerations are integrated into field activities through field visits. I actively participate in needs assessments for schools, collecting primary data, and facilitate focus group discussions with targeted groups to gather essential information.

MEAL Officer

2016– 2018

Oxfam GB

Contract type: Full time Duty

Station: Syria Country Office

MEAL officer main duties, To define and/or develop specific processes, methodologies and tools for planning, monitoring, evaluation, learning, accountability and reporting in line with project cycle , Core Humanitarian Standards and Oxfam minimum requirements; to coordinate with various MEAL assistants sitting in different governorates , to ensure work is well organized , scheduled , on time . with specific duties on specific grants being implemented with the quality and standards as per OXFAM.

Legal Team leader

2016 -2018

International Rescue Committee <https://www.rescue.org/>

Contract type: Full time

Duty Station: Lebanon Bekaa Office

As the Legal Team Leader, my role encompasses providing direct supervision and support to mobile legal teams, including scheduling and participating in field missions, reviewing data collected, and ensuring best practice standards are met. I develop individual work plans and professional development plans for staff, review case referrals, and facilitate field access by engaging with

stakeholders and local authorities. Additionally, I monitor and report on legal trends, deliver internal and external legal issue trainings, and develop guidelines for legal services. Collaborating with the Legal Manager, I contribute to the development of advocacy positions on legal issues and identify protection cases requiring CASH support under the CASH for Protection activity.

Legal officer

2015 -2016

International Rescue Committee

Contract type: Full time

Duty Station: Lebanon Bekaa Office

As a Legal Officer within the legal team, my role involves conducting frequent field visits to villages, urban areas, and informal settlements to engage with Persons of Concern (PoCs) within refugee and host communities. I identify legal needs on-site and provide counseling to Syrian refugees while conducting case intake and attending to referrals from various organizations. I deliver information sessions on protection, rights, legal status, and other relevant topics, tailored to the field context. Collaborating with community leaders, I support advocacy efforts at the grassroots level and mediate in cases involving ID confiscation and eviction. Additionally, I serve as the focal point for drafting legal papers related to municipality policies.

Data Case Worker

2015 -2016

International Rescue Committee - Child protection Program

Contract type: Full time.

Duty Station: Lebanon Bekaa Office

As a Child Protection Data Case Worker within the Case Management team, my primary responsibility is overseeing the database, ensuring all cases are accurately entered in a timely manner. I communicate with case workers to address any gaps or corrections needed in forms and provide weekly updates on upcoming cases for follow-up. While database management is central to my role, I also play a crucial part within the case management team, contributing to overall case management efforts and requiring a multifaceted skill set.

Legal Assistant

2005 – August/2009

Contract type: Full time

Duty Station: Beirut

As a Legal Assistant, my role involves timely data input from lawyers, ensuring accurate documentation of services provided to clients, and organizing files and folders. Additionally, I handle various office tasks including case management from initiation to resolution, drafting and

reviewing legal documents such as contracts, and representing the company in court proceedings. I conduct legal research to stay abreast of relevant laws and regulations, negotiate settlements between parties, and maintain clear communication with clients to provide updates and address concerns.

Training & Certifications

- First Aid training course: (SARC – 2015) • Protecting injuries from accidents complications.
- Preventing misbehaving accidents.
- principles of disaster Course. (SARC - 2016) • review over Sphere handbook.
- Disaster preparedness procedures.
- Principles of international law. (UNDP - 2016)
- Training workshop on body language and communication skills (UNICEF 2016)
 - Life skills for youth participants, (Syria Family planning Association 2011).
- Life skills training for facilitators (Syria Family Planning Association 2008)
- Life skills ToT (Syria Family Planning Association 2007)
- Basic Gender Training (UNFPA with Nour Foundation 2018)
- PSEA workshop with UNICEF (November 2019) ,
- Managing people at workplace with Oxfam (February 2019 , Paid online training)
- Anti – fraud investigators training (training on investigators on fraud cases in work place (November 2018 , Lebanon , Beirut)
- Aid Diversion and Anti-Fraud (October 2018 , Lebanon , Beirut)
- Advanced M&E (Monitoring and Evaluation) (May 2018 , Turkey , Istanbul)
- Strategic funding (November 2017 , Lebanon , Beirut)
- TOT Disaster Risk Reduction with Oxfam (DRR) (October 2017 , Lebanon , Beirut)
- Risk management workshop (September 2017 , Lebanon , Beirut)
- Gender Learning Annual Event : on Gender aspects (June 2017 , Tunisia)
- Conflict Analysis (May 2017 , Lebanon , Beirut)
- TOT protection : training of trainers on General protection (March 2017 , Kenya , Nairoubi)
- TOT M&E (Monitoring and Evaluation) (December 2016 , Jordan , Amman)
- SSAFE : Safe and Secure Approaches in Field Environments with UNDSS (October 2016 , Syria , Damascus)

Academic Qualifications

PhD in Business Law

Lebanese University

2016

Master's Degree in Law

Lebanese University

2011

Bachelor's Degree in Law

2008

Volunteering and Support:

- Peace Organization (2018 – Still) : volunteering and trainer • Nour Foundation (2018 – Still) Volunteering and trainer for life skills • Main duties within Nour:
- Trainer on life skills,
- Awareness raising on legal cases – Civil Documentation procedures
- Direct counseling on civil documentation procedures **Practical skills**
- Working in team and work under leadership ability pressure
- Work at private and public sectors
- The ability to deal with people of different levels and ages

Languages

- **Arabic:** Mother tongue
- **English :** Fluent