

# Mouna Fares

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## WORK EXPERIENCE

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### Jesuit Refugee Service

#### Aleppo, Syria

*JRS seeks to accompany, serve, and advocate the cause of refugees and other forcibly displaced people, that they may heal, learn and determine.*

*Social Case Worker*

NOV 2023 - NOV 2024

- Determine and assess the psychological and social needs of children and/or families at the beginning and end of the project to measure the extent of development and change. Also, cooperate in the questionnaire of the service provided.
- Develop a plan with the project director, and Community Building Activities Team Leader for the team based on the need's assessments.
- Provide support and advice to the team and Programme Team Leader to deal with special cases
- Provide psychosocial support advice and sessions for the families when needed.
- Provide individual counselling sessions for children/families, and follow up case management process.
- Prepare and implement awareness and PSS sessions to the children/families.

### Jesuit Refugee Service

#### Aleppo, Syria

*Reception (Earthquake response)*

JAN 2023 - SEPT 2023

- Welcome and assist patients, determining their medical needs and guiding them through the registration process.
- Assess patients' initial inquiries and direct them to the appropriate department or specialist.
- Collaborate with the clinic/hospital director and administrative team to develop effective patient scheduling and registration workflows.
- Provide support and guidance to patients regarding appointments, insurance claims, and required documentation.
- Offer information and assistance to patients and families on hospital/clinic policies and services as needed.
- Maintain and update medical records, ensuring the confidentiality and accuracy of patient information.
- Prepare and implement efficient check-in/check-out procedures to enhance patient satisfaction and reduce wait times.

### Norwegian Refugee Council

#### Aleppo, Syria

The Norwegian Refugee Council (NRC) is an independent humanitarian organisation helping people forced to flee. We protect displaced people and support them as they build a new future.

*Life skill trainer*

JULY 2022 - DEC 2022

- Develop and deliver life skills training sessions to individuals and groups, focusing on areas such as communication, problem-solving, time management, and teamwork.
- Assess the needs of participants to tailor training programs that address their specific challenges and goals.
- Collaborate with the project team to design curricula and implement training methodologies that are culturally appropriate and impactful.
- Facilitate interactive workshops and practical activities to enhance participants' engagement and learning outcomes.
- Provide one-on-one coaching and mentoring to support participants in applying life skills in their personal and professional lives.
- Monitor and evaluate the effectiveness of training sessions through feedback, assessments, and progress reports.

- Coordinate with partner organizations, community leaders, and stakeholders to ensure the success and sustainability of life skills programs.
- Promote a safe and inclusive learning environment that fosters personal growth and development..

### **Jesuit Refugee Service**

#### **Aleppo, Syria**

*Teacher and trainer*

MAY

2018 - NOV 2023

- Manage the activities of children in coordination with the Educational Team Leader.
- Preparing the educational program and activities depending on the needs of the children and according to the vision of JRS.
- Preparing the necessary materials for educational activities and programs.
- Accompany the children depending on their needs.
- Provide a suitable environment for the children to be able to study and learn, enhance their self-confidence, and develop their skills through educational programs and activities within the center.
- Referring children with special cases to the social worker in coordination with the Educational Team Leader.
- Periodic evaluation of children's sessions.
- Evaluate children's activities and work plan with the Educational Team Leader.

### **Aleppo University**

#### **Aleppo, Syria**

*Awareness facilitator*

2020 - 2021

- Plan and deliver awareness sessions for individuals and teenagers.
- Assess the awareness and knowledge gaps of the target audience to tailor session content effectively.
- Collaborate with the project director and the Community Building Activities Team Leader to develop and implement awareness-raising strategies
- Delivering sessions with academic content related to high school certification.
- Conducting visits to various areas to provide feedback to educational organizations.

### **Iqra Institute**

#### **Aleppo, Syria**

*Elementary School Institute*

2016 - 2017

- Plan and deliver engaging lessons in line with the curriculum for elementary school students.
- Create a positive and inclusive classroom environment that fosters learning and creativity.
- Assess students' academic progress through regular tests, assignments, and observations, and provide constructive feedback.
- Develop lesson plans that cater to diverse learning needs and adapt teaching methods accordingly.
- Encourage the development of critical thinking, problem-solving, and communication skills among students.
- Collaborate with school staff, parents, and administrators to support the overall development of students.
- Manage classroom behavior effectively, ensuring a safe and productive learning atmosphere.
- Participate in professional development opportunities to enhance teaching skills and stay updated with best practices in education.

## **EDUCATION**

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### **Aleppo University**

#### **Aleppo, Syria**

*MA in logic and Epistemology*

2023

Master's Thesis Title: The Logic of Sophistic Discourse

### **Aleppo University**

**Aleppo, Syria**

*Diploma in Educational*

2021

**Aleppo University****Aleppo, Syria**

*Bachelor's degree in humanities*

2019

Major in philosophy

**ADDITIONAL INFORMATION**

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**Certifications:**

- I Workshop - JRS (2018)
- Developmental and behavioural Disorders, Trauma, PFA - JRS (2018)
- Child protection - JRS (2019)
- Protection from harassment - JRS (2019)
- Mental development and learning - JRS (2019)
- Body language communication - Jesuit Training Centre (2019)
- Scientific Emotional ART - JRS (2019)
- The Most significant change - JRS (2020)
- Psychosocial support / PSS - JRS (2020)
- Trauma Types - JRS (2020)
- learning difficulties - JRS (2020)
- Non - Violent Communication - JRS (2021)
- psychological first aid PFA - JRS (2021)
- Interactive Theater- JRS (2022)
- Case Management - Human Training centre (2022)
- Voluntary field - life skills trainer NRC Norwegian Refugee Council (JULY-2022).
- Interview and Communication Skills - JRS (2023)

**Skills:**

- Psychosocial support & counseling
- Case management
- Child protection
- Trauma care & PFA
- Life skills training
- Curriculum development
- Lesson planning & delivery
- Non-violent communication
- Needs assessment & program development
- Monitoring & evaluation
- Community engagement & advocacy
- Record management & documentation
- Problem-solving & critical thinking
- Public speaking & body language communication

**Language:**

- Arabic: Mother tongue
- English: Intermediate

**Reference:**

- Country Coordinator for Psychosocial Support in Syrian Bassima Shahen (+963 988 604 943).
- Project Manager of JRS Faraj Allah Cheikho (+963 - 991 666 206).
- Coordinator Project George Marashli (+963 - 988 673 919).
- Team leader at NRC Leena Tarsha (+963 - 962 088 890).

**To whom it may concern,**

The Jesuit Refugee Service (JRS) is an international Catholic organization with a mission to accompany, serve and advocate on behalf of refugees and other forcibly displaced persons. JRS undertakes services at national and regional levels with the support of an international office in Rome. Founded in November 1980 as a work of the Society of Jesus, JRS was officially registered on 19 March 2000 at the Vatican State as a foundation.

JRS programs are found in 50 countries, providing assistance to: refugees in camps and cities, individuals displaced within their own countries, asylum seekers in cities, and to those held in detention centers. The main areas of work are in the field of education, emergency assistance, healthcare, livelihood activities and social services. At the end of 2011, more than 700,000 individuals were direct beneficiaries of JRS projects.

This is to certify that **Mrs.Mouna Fares** has been serving with the Jesuit Refugee Service (JRS) at Aleppo Project as a Teacher and trainer from 15<sup>th</sup> May 2018 till 31<sup>st</sup> December 2021, as a Tutor from 1<sup>st</sup> January 2022 till 31<sup>st</sup> October 2023 and as a social case worker from 1<sup>st</sup> November 2023 till 20<sup>th</sup> November 2024.

**Mrs. Fares's** responsibilities as Social case Worker included the following, in addition to other related tasks:

- 1- follow up the process of all case managements regarding the case management guideline.
- 2- Assess the needs of the child or the family (Physical, Psychosocial, mental, social, health, safety, family resources and capacity, etc.).
- 3- Responsible of all the process of referrals including the follow up.

During her work with JRS, she has proved herself to have a spirit of service, to establish an easy contact with partners and refugees, and to work easily in collaboration with others. She has shown a sense of responsibility, working tirelessly, and always in the respect of traditions and beliefs of the others.

**Yours faithfully,**  
**Farajallah Cheikho**  
**Project Director**  
**JRS Aleppo – Syria**  
**20-11-2024**

