Incentive-Based Volunteering in Zaatari Camp
Basic Needs and Livelihoods Working Group

As a result of the lack of livelihoods opportunities in Zaatari camp, UNHCR and partners have focused their efforts on providing a significant number of services through Incentive-Based Volunteering (IBV); an initiative in which refugees are remunerated for supporting partner programming in the camp. IBV activities are coordinated by the Basic Needs and Livelihoods Working Group (BNLWG) and partner members, who during 2015 developed IBV guidelines that aim to promote equal IBV opportunities to all refugees in the camp, and improve information management about the active IBVs by harmonizing the IBV approach of humanitarian actors. To facilitate the continuous development of the IBV guidelines and increase the transparency of IBV activities in the camp, the BNLWG has developed an IBV factsheet. This factsheet is based on the information that humanitarian actors in the camp provide to the BNLWG about their IBV activities at the end of each month.

Key Figures for July 2020

- **Total camp population (18+)**: 30,571
- **Total camp cases**: 15,017
  - **Total number of IBVs**: 3,764 (12% of total cases)
  - **Total number of cases engaged in IBV**: 3,719 (25% of total cases)
- **Total amount spent on IBV activities**: 559,470 JOD
- **Total number of cases with more than one IBV**: 21
- **Total number of vulnerable IBVs**: 711
- **Total number of IBVs who have vulnerable family member**: 1,011

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<th>Participating agencies</th>
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<td>Number of IBVs by camp partners:</td>
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<td>1,237</td>
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<td>1,080</td>
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<td>269</td>
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<td>74</td>
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**BNLWG response to community feedback:**

In July, IBV was not discussed at any community gatherings* held across the camp.

* Community gatherings are a two-way communication forum between Syrian refugees and camp partners to find solutions to community problems in Zaatari camp. Each gathering has one on one primary topic.

**Proportion of cases engaged in IBV:**

- **District of residence**
  - 1: 24%
  - 2: 25%
  - 3: 27%
  - 4: 28%
  - 5: 24%
  - 6: 23%
  - 7: 27%
  - 8: 21%
  - 9: 25%
  - 10: 24%
  - 11: 24%
  - 12: 23%

**Position type**

- **Proportion of fixed or rotational positions:**
  - 67% Rotational
  - 33% Fixed

**Skill level**

- **Proportion of IBV position skill level:**
  - 46% Semi-skilled
  - 20% Skilled
  - 25% Highly-skilled
  - 9% Technical

**Vulnerabilities**

- 46% of IBVs and/or their family members had vulnerabilities.

**IBV Sectors**

- **Proportion of IBV positions by gender/sector:**
  - **WASH**: 7%
  - **Education**: 10%
  - **Child Protection**: 7%
  - **Community Mobilisation**: 2%
  - **Shelter**: 1%
  - **Basic Needs & Livelihoods**: 2%
  - **Health**: 2%

**Gender of IBVs**

- **Proportion of IBVs by gender:**
  - Male: 71%
  - Female: 29%

**Feedback: UNHCR section:**

In July, UNHCR IBV data management team provided the following feedback regarding IBV activities:

1. Agencies should share the list of potential IBVs with UNHCR to check their eligibility before 3 working days of engaging them in any activity.
2. Agencies must check their IBVs’ records continuously and update UNHCR on not reported or updated ones.
3. UNHCR should be informed immediately when fixed or rotational IBV cease to be employed by agencies.
4. Agencies must check their IBVs’ records continuously and update UNHCR on not reported or updated ones.
5. Agencies should use the IBV module on RAIS to conduct pre-eligibility check before engaging individuals in IBV activities.

*All reported figures and analysis on this factsheet are based on the Incentive-Based Volunteering data submitted by humanitarian actors in Zaatari camp for July, and are therefore not representative of the IBV who were employed by agencies who did not submit their data or have submitted incomplete data. Further, the analysis covers the total individual IBV reported as active during July, rather than the number of positions filled.