Terms of Reference

IN-COUNTRY PSEA COORDINATOR FOR [CONTEXT]

IOM and IASC Results Group 2 on Accoutability and Inclusion

August 2021

In-country PSEA Coordinator for [Context]
Generic Terms of Reference[1]
To be contextualized based on practical needs and realities in the context,
and in-country PSEA developments already in place.

[*Insert relevant background information about the context and Protection from Sexual Exploitation and Abuse (PSEA) developments to date. PSEA is a core commitment of the UN Secretary-General and the Inter-Agency Standing Committee (IASC). To deliver on this commitment, the IASC has prioritized the acceleration of PSEA from the outset of humanitarian response, with a focus on key priority areas including safe and accessible reporting, victims/survivor-centered response, and enhanced accountability.[2] The (D)SRSG/HC/RC and HCT/UNCT is accountable for the implementation of collective PSEA.*]

Under the overall supervision of [*(D)SRSG/HC/RC/Refugee Coordinator*], the PSEA Coordinator is responsible for coordinating and supporting the collective PSEA activities of organizations in [*Context*]. The PSEA Coordinator will report directly to the [*senior-most leadership in the response and/or in-country as identified above*].[3] Working closely with the PSEA Network co-chairs [*co-chair organization* and *co-chair organization*] the PSEA Coordinator will undertake the following:

Responsibilities:

Support the PSEA in-country program
- Support senior leadership in developing and implementing an in-country PSEA strategy
- Support senior leadership to establish an inter-agency PSEA Network for technical coordination on PSEA, consisting of membership from [*UN agencies; international, national, and local organizations; UN mission; and/or government bodies*] operating in [*Context*]
- Support the Network to carry out a joint PSEA risk assessment in [*Context*] to inform senior leadership on strategic decision-making
- Support senior leadership in developing and implementing PSEA Network TORs and an Action Plan, based upon the risk assessment

Coordinate the PSEA Network
- Coordinate and support the inter-agency PSEA Network in coordination with the Network co-chairs [*co-chair organization* and *co-chair organization*] in the fulfillment of its responsibilities under its PSEA Network TORs and Action Plan
- Represent the PSEA Network in [*relevant coordination bodies and leadership forums in Context*]
- When the PSEA Coordinator is unavailable the Network will be overseen, supported, and represented by [*co-chair organization* and *co-chair organization*]

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[1] These Generic PSEA Coordinator TORs are based on good practice and agreements in the IASC 2016 PSEA Toolkit, and have been developed with the contributions of in-country and global practitioners.

[2] *IASC Strategy on Protection from Sexual Exploitation and abuse and Sexual Harassment* (2021), available here; *IASC Plan for Accelerating PSEA in Humanitarian Response at Country-Level* (2018), available here; *UN Secretary-General's Strategy on PSEA* (2017), available here.

[3] In country contexts where refugee situations are the predominant humanitarian concern, the PSEA Coordinator should be situated within the UNHCR office with a shared reporting line to the UNHCR Representative and the (D)SRSG/RC/HC as appropriate (see the *Joint UNHCR-OCHA Note on Mixed Situations: Coordination in Practice*).

Strengthen PSEA within organizations

- On request, provide expert guidance and technical support to Network members and other relevant entities operating in the context to strengthen their internal PSEA programs in line with good practice and standards.[4]

Engage Stakeholders

Community engagement

*All activities to engage with the affected population should be planned and implemented in close coordination with Accountability to Affected Populations (AAP) and/or Communicating with Communities (CwC) groups/actors in [*Context*]*

- As part of broader community engagement activities, support the Network to learn of community perspectives on behavior of aid workers and others working in [*humanitarian delivery*], and preferences in discussing sexual matters and receiving and sharing sensitive information to inform the Network's outreach and activities
- Support the Network to develop a collective communication strategy to raise awareness on key PSEA messages, including the rights of affected populations, the fact that assistance and services are never conditioned on sexual favors, and how to submit sensitive complaints
- Ensure that the implementation of the PSEA Network Action Plan is informed by community participation, contextually and culturally appropriate, and based on the community's needs

[*Cluster/Sector*] Coordination

- Engage and coordinate with [*Clusters/Sectors*] in [*Context*] to ensure PSEA mainstreaming during planning, policy development, and programming
- Represent the PSEA Network and update on relevant PSEA activities during [*Cluster/Sector*] and inter-[*Cluster/Sector*] meetings
- Report back to the PSEA Network on [*Cluster/Sector*] developments and updates that may impact the PSEA Action Plan implementation

Protection, GBV and Child Protection sub-[*Cluster/Sector*]

- Collaborate with the Protection [*Cluster/Sector*], GBV sub-[*Cluster/Sector*] Coordinator and Child Protection sub-[*Cluster/Sector*] Coordinator to ensure a harmonized approach to prevention activities and support of victims/survivors, and that PSEA Network activities take a victims/survivor-centered approach supporting the rights of victims/survivors
- [*Where there is a Senior Victim Rights Officer (SVRO), Field Victim Rights Advocate (FVRA), or Focal Point on Victims' Rights with a system-wide mandate to support UN entities: Coordinate with the SVRO/FVRA/FPVR and GBV Coordinator to ensure consistency of the UN-wide approach to SEA prevention and victims/survivor support*]

Government Actors

- Support senior leadership to develop a localized engagement strategy with the host government, including identified entry points in relevant ministries and stakeholders for outreach

UN Mission

- *Where there is a UN Mission in the context, and the Mission is not represented in the PSEA Network: Collaborate at the strategic and technical level to ensure harmonization of messages, avoid duplication of activities, and share trends and developments*]

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[4] Standards include, but are not limited to, the Minimum Operating Standards on PSEA and the CHS PSEAH Index.

Establish/Strengthen an Inter-agency Complaints Mechanism

*The PSEA Coordinator supports the PSEA Network members to establish and maintain an inter-agency community-based complaints mechanism (CBCM) by **linking** the Complaint and Feedback Mechanisms (CFMs) of Network members through agreed referral pathways, **establishing** new complaint channels where reporting gaps are identified, and **capacity-building** all persons that operate complaint channels on the inter-agency referral protocols. The Coordinator will **advocate** for the above understanding of a joint CBCM within the Network membership and beyond so that participation in the CBCM has the broadest scope possible.*

Ensure Stakeholder Engagement in the Design of the CBCM
- Assist Network members to consult and engage with all relevant stakeholders during the design of the CBCM in order to ensure support, high-level commitment, sustainability, and community trust and ownership in the CBCM

SOPs on Complaint Referral
- Support the Network to draft Standard Operating Procedures (SOPs) on inter-agency complaint referral following the *Global Standard Operating Procedures on Inter-Agency Cooperation in CBCMs*, and appropriate for the local context
- Support and advocate with senior leadership to finalize and endorse the [*Context*] SOPs
- Coordinate with Heads of Organizations and [*Cluster/Sector*] leads to ensure the referral pathways are incorporated in PSEA trainings and understood by all actors in [*Context*]

Entry Points for Reporting
- Work with the PSEA Network, the AAP/CwC Networks, GBV/CP service providers, Protection and other relevant actors to understand community preferences in reporting sensitive allegations
- Support the PSEA and AAP Networks to map existing CFMs in [*Context*] to identify where there are gaps in community access for reporting sensitive complaints
- Based on CFM mapping and community preferences, support Network members to strengthen existing and/or establish new entry points to fill the gaps in reporting access so that there are safe, accessible, and contextually appropriate channels for any member of the community to report complaints of SEA
- Where major gaps exist, in coordination with the PSEA/AAP Networks and on the endorsement of senior leadership, support establishment of a collective channel for complaints (e.g. a call center) with clear protocols on complaint intake and referral in line with the [*Context*] SOPs. [*Where email is an appropriate channel, the Coordinator will oversee a neutral email account to receive and refer complaints*]

Train Staff at Entry Points
- Support the PSEA Network to hold inter-agency trainings on good practices in SEA complaint intake and referral for PSEA Focal Points, Protection, GBV and Child Protection actors, and all actors staffing CFM channels, so that all actors who may receive SEA complaints know how to recognize SEA and where to send allegations in the joint CBCM
- Support the Network to disseminate contact information of PSEA Focal Points amongst staff and the affected population, so that the entire aid community is aware of and can reach out to the formal reporting mechanism for each Network member

Complaint and Assistance Referral
- If the Coordinator receives an allegation directly, refer the allegation to the concerned organization, the survivor to available services based on survivor's informed consent, and provide appropriate follow-up after referral, in accordance with the SOPs and best practice.

Monitoring and Evaluation

- Keep aggregate, anonymized trends data as submitted by members and other actors in-country in order to capture SEA trends in [*Context*] and support stakeholders to adjust programs
- Coordinate in-country mapping of partners, and agreement on lead agency for PSEA assessment, implementation plan, and capacity development of shared partners

Victims'/Survivor-Centered Assistance

*In coordination with the Protection [*Cluster/Sector*], GBV and Child Protection sub-[*Clusters/Sectors*] [*and SVRO/FVRA/FPVR*]:*

- Mobilize the PSEA Network to assist in a mapping exercise of available services and gaps for health, legal, psychosocial, and material support
- Ensure that the [*Context*] SOPs on complaint referral incorporate Protection, GBV, and CP assistance referral pathways to provide immediate aid for complainants and victims/survivors
- Assist the Network to train assistance service providers on PSEA-specific components in services

Accountability, including investigations

- Disseminate and share good practice standards on victim/survivor-centered investigations with PSEA Network members and external partners
- Provide technical support and coordination to deliver training on PSEA guidelines and protocols for victim/survivor-centered investigations
- Include good practice standards into the PSEA Network practices on ensuring that SEA victims/survivors are informed and/or supported in relation to investigations and accountability processes
- Provide technical support, as needed, for child and gender-sensitive approaches to investigations and the integration of such standards within the PSEA Network membership

Promote Information sharing:

Proactive Outreach to External Partners

- Proactively reach out to relevant entities that are not participating in the PSEA Network or the joint CBCM to ensure that they are aware of PSEA activities, and to foster linkages and information-sharing on PSEA

Recommendations to Senior Leadership and Support Bodies

- Regularly report to senior leadership on developments and challenges in PSEA in-country to ensure continued engagement and address gaps in PSEA implementation
- Collect and analyze inputs of PSEA Focal Points and other relevant colleagues, identify recurring issues and trends, and share recommendations with senior leadership with the aim of enhancing strategic and operational decision-making related to PSEA

- Regularly update regional and global bodies to ensure up-to-date understanding of PSEA activities in [*Context*]

Required Qualifications and Experience:

Professional experience:
- P4 Level (or equivalent of minimum of 7 years of work experience) and advanced University Degree [*P3 Level (or equivalent of minimum of 5 years of work experience) and advanced University Degree may be appropriate in some contexts*]
- Field experience in humanitarian or development settings, ideally in PSEA
- Understanding of the international development and humanitarian architecture
- Familiarity with the UN system and global coordination structures (e.g. IASC)
- Proven ability to develop and/or implement an Action Plan/Strategy
- Experience in developing and facilitating training and capacity-building activities is an advantage
- Familiarity with data protection and confidentiality measures is an advantage

Skills:
- Coordination (experience in an inter-agency coordination role is an advantage)
- Professionalism (proven integrity, objectivity, and professional competence)
- Communication, facilitation, and inter-personal skills
- Ability to work with different stakeholders and build consensus
- Advocacy across a wide variety of actors
- Leadership (ability to lead a technical network)
- Leveraging (ability to engage at senior leadership level and secure buy-in)
- Problem-solving (ability to know what needs to be done and identify the resources to do it)

Languages:
- English required
- [*local language(s)*] a strong benefit

Behavioral requirements:
- Sensitivity to cultural diversity, discrimination, and gender issues
- Ability to interact in a safe and sensitive manner with victims/survivors
- Ability to work in a stressful environment
- Ability to delegate