



UNHCR

United Nations High Commissioner for Refugees
Haut Commissariat des Nations Unies pour les réfugiés

TERMS OF REFERENCE Information Management Officer (WASH)

Context

Following violence in Rakhine State, Myanmar which began on 25 August 2017, an estimated 720,000 refugees have fled across the border into Ukhia and Teknaf Upazilas, Cox's Bazar Bangladesh. This sudden massive influx has resulted in humanitarian crisis and exacerbated the WASH needs which were already critical in the area. The scope of humanitarian WASH sector response enabled so far to prevent from major water related outbreaks but concerns remain for WASH humanitarian agencies given the overall as yet insufficient WASH facility/service delivery in the refugee settlements. Given the scale of the response, there remain gaps in WASH infrastructure and service mapping and planning.

The IM Officer (WASH) will support the WASH Unit in the Cox's Bazar Operation to provide WASH services to persons of concern to UNHCR. This will include finalizing the development and rolling-out of tools to collect relevant data to ensure that an adequate level of WASH service is provided at specific sites in accordance with applicable UNHCR and National Standards.

UNHCR, other UN agencies, national/international NGOs and the government in collaboration with the WASH Sector, have been working hard provide WASH services for refugees spread across many settlements including one-mega settlement. While significant progress has been made since late 2017, there is still a lack of clear data for the quantity and quality of facilities in each settlement- despite several sources of data which need to be triangulated to form a picture. The primary purpose of this deployment is to assist the UNHCR WASH Unit to develop tools and processes to fully assess all WASH infrastructure, carry out analysis to identify key gaps, create simple tools for further follow-up, and build the capacity of WASH staff members, all in an effort to deliver basic and dignified WASH services to refugees in UNHCR areas of operation as well as in collaboration with the WASH Sector, UNICEF and IOM.

Duty Station: Cox Bazaar

Key Responsibilities

Technical Assistance and Capacity Building

- Provide technical guidance and support to UNHCR staff and partners on all issues related to IM/MEAL/data collection for water, sanitation, hygiene promotion and environment, to identify gaps, monitor quality, cost-effectiveness, sustainability and impact soundness in partner implementation and in accordance with UNHCR policies, standards and priorities.
- Facilitate the capacity strengthening of national UNHCR WASH IM staff in collaboration with the existing IM unit.
- As requested, facilitate the capacity strengthening of staff of implementing/operational partners to address key areas of WASH mapping, analysis and activity monitoring.

Monitoring, Evaluation and Quality Assurance

- Ensure that the WASH Monitoring System data collection and reporting is carried out systematically, properly and timely with quality information
- Develop and/or ensure that appropriate mechanisms and IM tools are being used to monitor the performance of UNHCRs partners on WASH activities in the refugee camps / settlements / host community are in place
- Assist teams to monitor the implementation of the ongoing water, sanitation, hygiene projects administered directly by UNHCR and its partners

Reporting

- Develop formats or adapt current formats to allow UNHCR WASH staff and partners to easily report regularly on WASH activity implementation, while maintaining accurate records of all relevant WASH performance indicators.
- Perform other duties as required.

WASH Strategy, Planning and Programme Support

- Support the development of new strategies for UNHCR in key aspects of WASH with appropriate information from the above developed tools
- Jointly with IM/MEAL/reporting staff of implementing partners and other WASH actors, update detailed needs and resource assessments and revise plans as necessary, taking into account practical aspects of implementation and long-term sustainable solutions.
- Actively participate in drafting WASH strategies, developing and implementing work plans, and indicating relevant indicators, for any existing or newly installed refugee settlement or settlement extensions identified.

Expected Outputs

- Advice given and actions planned and undertaken for building the capacity of UNHCR and partner staff to use the developed tools in the field, perform relevant analysis and share outputs of analysis
- Manage the follow-up of the **full WASH infrastructure mapping** exercise which is about to launch in UNHCR WASH managed Camps
- Based on the above infrastructure mapping develop formats/**tools for WASH Camp Focal Agencies** and WASH agencies working at Camp level to analyse and identify gaps, plan upgrades/installations, and keep government and Site management partners up to date on WASH needs, plans and progress
- Development of a tool(s) and related processes for UNHCR WASH field staff members to easily **monitor the WASH facilities installed by UNHCR IPs** and other WASH agencies in camps
- Explore improvements possible to internal UNHCR reporting
- Review of and potential streamlining of the UNHCR Implementing Partner reporting and its related process
- Propose potential improvements for overall management of data within the Unit

Essential minimum qualifications, professional experience and skills

Academic:

- University degree in Information Management, Data Science, Information Technology (Information Management, Information Systems, or Information Architecture), Information Systems , GIS, Database Management, or related

- Training in water, sanitation or public health will be preferable.

Experience:

Essential

- At least 5 years of progressively responsible functions in Information Management in developing countries.
- Proven technical expertise on IM, preferably in the area of WASH, including assessments, surveys, programme implementation monitoring, gap/standards analysis, mapping, 3W/4Ws, and coordination mechanisms.
- Proven ability to deal with multiple tasks in a courteous and service-oriented manner in demanding working conditions that often have short deadlines.
- Ability to coordinate a range of diverse actors and activities to achieve a common objective.
- Exposure to UNHCR mandate, its priorities and principles.

Desirable

- Applied knowledge in UNHCR programme management, project formulation, programme cycles and reporting standards.
- Previous exposure to UN sector approach.
- Expertise in planning, formulation, implementation, monitoring and reporting on humanitarian operations.

Skills:

- Proficiency in advanced computer software including Excel, GIS, Kobo, Collector for ArcGIS, etc
- Ability towards analytical and creative thinking for rapid solutions
- High ethical and professional standards
- Good communicator with strong interpersonal and mentoring skills
- Team player with service oriented attitudes.

Languages:

- Excellent knowledge of English (written / oral / comprehension) is essential.

Reporting Line

This position will report to the Senior WASH Officer and will closely collaborate with other WASH Unit staff.

Duration: 3 months