

TERMS OF REFERENCE

WASH OFFICER (HP) - P3 Level

Background

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 significant population and their previous environment, WASH agencies are struggling to fully scale up their hygiene promotion activities to meet the needs.

Recent water quality assessments have clearly shown that most of the faecal contamination of drinking water occurs at household level, clearly demonstrating the need to strongly reinforce hygiene promotion activities and to establish a more relevant and secure water supply.

To ensure improved hygiene practices and appropriate use of improved WASH infrastructure, hygiene promotion and community engagement activities are instrumental and need to be strengthened. While UNHCR is not a co-chair of the Hygiene Promotion / Acute Watery Diarrhea Technical Working Group, clear gaps remain at the operational level in all settlements including in UNHCR's area of responsibility and further support is required. UNHCR is therefore looking at reinforcing its technical and operational capacity for HP in Cox's Bazar to support the current hygiene promotion activities and build the internal capacity of UNHCR national colleagues to take further leadership in this area.

Mission

The WASH Officer (Hygiene Promotion) will support the UNHCR WASH response in Cox's Bazar, with a strong focus on improving hygiene promotion service delivery to persons of concern to UNHCR. This will primarily include helping both UNHCR staff and staff of WASH agencies by building their capacities, assisting in HP program design, implementation and monitoring. There will be a strong emphasis on their working closely with the entire UNHCR WASH Unit to more fully integrate the support of HP into their ongoing work and linking to the Protection Unit to build on their strong community engagement activities.

Duty Station: Cox's Bazar (Bangladesh)

Key Responsibilities

Technical Assistance and Capacity Building

- Assess the capacity building needs of UNHCR team and Implementing Partners,
- Plan and facilitate capacity strengthening activities of national UNHCR WASH staff and of staff implementing/operational partners staff to address key areas of hygiene knowledge and practice important to refugees and other persons of concern to UNHCR,
- Provide technical guidance and support to operational partners especially on hygiene promotion and community engagement -related activities to ensure quality, cost-effectiveness, sustainability and impact soundness in their implementation and in accordance with UNHCR / WASH Sector policies, standards and priorities,

- Update Hygiene promotion targets as needed and support a capitalization process on hygiene promotion and community engagement field experience and feedback,
- Provide analysis of hygiene promotion and community engagement situation within the UNHCR refugees camps,
- Develop, update WASH NFIs monitoring tools and train partners and UNHCR staff,
- To review, assess, and formulate the UNHCR Hygiene Promotion and community engagement strategy and related programmatic activities in collaboration with relevant colleagues in the Protection Unit

Leadership and Coordination

- Within UNHCR geographical areas of responsibilities, lead the delivery of hygiene promotion and community engagement activities to meet the UNHCR / WASH sector standards,
- Act as a focal point for hygiene promotion and community engagement issues within UNHCR and liaise with UN and international agencies, Government and non-governmental counterparts.
- Coordinate with other actors as required to ensure smooth delivery of hygiene outcomes. Including other sectors (planning, site management, etc), external partners, government counterparts (DPHE, etc) and the WASH Sector (ISCG).
- Attend the Hygiene Promotion / AWD Technical Working Group meeting and contribute to the guidance notes and strategies development
- Liaise with external specialist HP agencies ,
- Coordinate with other UNHCR units on HP and community engagement issues
- Lead and oversee the long term planning, and implementation hygiene and behaviour change activities for refugees and host community.

Planning, Monitoring, Evaluation and Quality Assurance

- Support the UNHCR field team to supervise and monitor the field implementation of the WASH project administered directly by UNHCR and its partners, with an HP / Protection lens
- Ensure that mechanisms to monitor the performance of UNHCRs partners on WASH activities in the refugee camps / settlements / host community are in place.
- Ensure that the WASH monitoring system data collection and reporting is carried out systematically, properly and timely with quality information
- To ensure compliance of UNHCR programmatic activities with agreed standards,
- To plan, monitor and record WASH NFIs distribution in order to support decision making process and strategical decisions,
- To monitor AWD and other water related diseases occurrence in coordination with Health Unit inputs, and support the operationalization of the WASH / Health response
- To support and facilitate KAP and other surveys and ensure that information analysed is turned into action points.

Reporting

- Report regularly on relevant HP/Community engagement activity implementation by WASH agencies in UNHCR's area of responsibility, while maintaining accurate records of all relevant WASH performance indicators
- As requested prepare monthly sectorial reports and submit material for preparation of periodic project monitoring reports as required by the office at country level
- Perform other reporting duties as required

WASH Strategy, Planning and Programme Support

- Advocate, help and support the development of new policies and strategies for UNHCR in key aspects of WASH.

- Contribute to the budgeting, planning, programmatic processes and financial management of the operation in the area of WASH.
- Advise Programme staff and managers on the strategic development of WASH aspects of the Programme.
- Actively participate in drafting WASH strategies, developing and implementing work plan, indicating indicators, for any existing or newly installed refugee settlement or settlement extension identified.
- Jointly with technical staff of implementing partners and other WASH actors, update detailed needs and resource assessments and revise designs of technical plans as necessary, taking into account practical aspects of implementation, long-term sustainable solutions, and relevant technical specifications and guidelines.
- Advise and assist the UNHCR programme staff on the development of WASH aspects of the programme including budgeting and input to financial management of the programme on technical areas, when needed.

Expected Outputs

- Hygiene Promotion and community engagement programmatic activities are planned, monitored, and assessed to ensure their compliance with UNHCR / WASH sector standards
- Leadership demonstrated and engagement in the HP / AWD Technical Working Groups
- Contribute to the development of long term Hygiene and community engagement strategy for the Sector and for UNHCR's IPs/OPs in collaboration with the Protection Unit
- Requested reports on HP / community engagement gaps / progress / coverage and implementation through agreed reporting channels provided
- The overall HP and community engagement activities are improved and documented
- Technical advice, coordination and oversight provided to enable response to immediate WASH needs (hygiene)
- The HP and community engagement baseline is documented and analysed
- Give relevant inputs through the HP / AWD TWG to the overall WASH strategy for the Sector
- Regular reports on Hygiene gaps and implementation through UNHCR reporting channels.
- Improved and upgraded hygiene facilities to serve the UNHCR persons of concerns

Essential minimum qualifications, professional experience and skills

Academic:

University degree in Water / Civil / Environmental / Engineering, Public Health, Sociology or relevant discipline. Advanced training in water, sanitation or public health will be preferable.

Experience:

Essential

- At least 8 years of progressively responsible functions in WASH, ideally HP and community engagement or a related field in a developing countries
- Proven technical expertise in the area of HP and community engagement including survey, programme implementation, technical design, monitoring and coordination.
- Proven experience with HP and community engagement and ability to achieve quality results
- Proven ability to deal with multiple tasks in a courteous and service-oriented manner in demanding working conditions that often have short deadlines
- Exposure to UNHCR mandate, its priorities and principles.

Desirable

- Good understanding of integrated water resource management, water, wastewater and solid waste management strategies and design.
- Applied knowledge in UNHCR programme management, project formulation, programme cycles and reporting standards.
- Previous exposure to UN sector approach, preferably both at the global policy level and at field implementation approach.
- Expertise in planning, formulation, implementation, monitoring and reporting on humanitarian operations.

Skills:

- Good communicator with strong interpersonal and negotiations skills to deal with persons of various cultural and educational backgrounds.
- Ability towards analytical and creative thinking for rapid solutions
- High ethical and professional standards
- Team player with service oriented attitudes.

Languages:

- Excellent knowledge of English (written / oral / comprehension) is essential.
- Working knowledge of another UN language.

Reporting Line

This position will report directly to the Head of the WASH Unit.

Duration

6 months