Generic Terms of Reference: Coordinator, AAP/Communication and Community Engagement – P3-P4

Note: this terms of reference provides indicative activities and responsibilities based on the most common accountability to affected populations (AAP)/communication and community engagement (CCE)[1] support needs during a crisis. Before recruiting against this TOR, the content must be contextualised based on leadership structure, practical needs and realities on the ground, and in-country accountability and community engagement developments already in place.

Job title: **Coordinator, AAP/Communication and Community Engagement**

Level: **P3-P4** (or equivalent)

Summary: The AAP/CCE coordinator is responsible for coordinating AAP/CCE activities across the response, through the facilitation of an AAP/CCE technical working group[2] and associated work plan. The coordinator represents the platform in relevant coordination fora (e.g. HCT and ICCG, or equivalent), reporting on the priority AAP/CCE issues and advising on appropriate courses of action, to enable decision-making. In addition, the coordinator advocates for the integration of AAP/CCE approaches within humanitarian operations and facilitates the development of joint planning, fundraising and common advocacy.

Reports to: The inter-sector/cluster coordinator, or equivalent designated authority.

Engages with:
AAP/CCE partners (e.g. Technical Officer AAP/CCE), clusters/sectors, ICCG, HCT, donors, and national, regional and global stakeholders, including government partners. Collaborating closely with the protection cluster/sector, PSEA coordinator, gender and inclusion focal points.

Supported by:
AAP/CCE working group Information Management Officer. Ideally, one should be deployed to support the coordinator and the WG, to enable effective data collection and analysis, to inform advocacy and enable evidence-based decision-making. The Senior Advisor AAP/CCE would also provide support, if they are deployed.

Responsibilities

Advisory and technical support:

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1 This field of work has many different titles, e.g. 'accountability to affected populations', 'communication and community engagement', etc. However, regardless of the terminology, it refers to a set of activities that help put communities at the centre of humanitarian response, by integrating communication and participation throughout the programme cycle.

2 The term 'working group' refers to any multi-stakeholder platform for the coordination of AAP/CCE - in some contexts these platforms have different names, however, for the purposes of this document the term 'working group' is used throughout.

- ➔ **Conduct a desk review of AAP/CCE documentation relating to the response**, if one is not currently available.
- ➔ **Facilitate a rapid self-assessment of current cluster/sector AAP/CCE practices throughout the programme cycle** to measure current performance against global commitments. This process could use the IASC Commitments on Accountability to Affected Populations, or the Core Humanitarian Standard as benchmarks.
- ➔ **Identify, document and share context-specific best practices** on mainstreaming AAP/CCE approaches.
- ➔ **Disseminate tools, guidance and promote practice that ensures integration/implementation of AAP/CCE standards and principles** in the humanitarian programme cycle.
- ➔ **Provide on-call services to clusters/sectors and partners** on enhancing AAP/CCE in their programmes. Including advising and providing expertise to UN and partner organisation managers, senior officers and other public information staff on a range of AAP/CCE issues.
- ➔ **Provide advice on the tools and approaches needed to ensure that each stage of the HPC is integrating global good practice to deliver on the global commitments on AAP.** For example, supporting the Joint Needs Assessment/Multi-Sector Needs Assessments to ensure questions are suitable to provide actionable information to guide decision-making, and that the findings of these assessments are reflected in the Humanitarian Needs Overview and Humanitarian Response Plans, or equivalent planning documents, and the cluster/sector operational plans that are developed from these.

Coordination:

- ➔ **Initiate, convene, facilitate and coordinate an AAP/CCE working group (WG).** Working with government partners (where feasible), local civil society, CDAC Network members and other relevant humanitarian and non-humanitarian actors (e.g. mobile network operators, media, etc.), ensuring discussions are participatory, results oriented and well-documented.
- ➔ **Actively promote national actors' membership in the WG** – where possible helping broker partnerships with international actors.
- ➔ **Maintain the profile of the AAP/CCE WG and ensure strong representation of community engagement needs and priorities in inter-sector fora** (e.g. ICCG, HCT or equivalents, etc.).
- ➔ **Develop a 4Ws (who does what, where and when) matrix on AAP/CCE activities** with input from each of the clusters/sectors. Focus on activities which have an impact beyond a specific project/programme, are of concern to other organisations and that need to be coordinated.
- ➔ **Coordinate the implementation of a community engagement needs assessment** (if one has not been conducted), in order to understand community information needs, communications preferences, languages spoken and understood**,** community dynamics, social norms, cultural beliefs, superstitions and other anthropological

factors that could impact programmes. Questions can be adapted from the [IASC-endorsed menu of AAP questions](#).

➜ **Facilitate the development of WG strategy that reflects the assessed community needs, with objectives and indicators, through consultative and inclusive processes** – including the views of national NGOs, government, mobile network operators (MNOs) and other relevant stakeholders.

➜ **Coordinate the inclusion of appropriate AAP/CCE indicators** in joint needs assessments and standalone AAP/CCE assessments, as well as in the response monitoring framework**.**

➜ **Coordinate community-based monitoring of feedback mechanisms** to ensure that they accurately reflect community preferences and the changing context.

➜ **Facilitate the analysis of trends in community feedback** and propose programme recommendations to resolve issues.

➜ **Manage programme cycle and funding processes** including participation in Humanitarian Response Plan (HRP), Central Emergency Response Fund (CERF) appeals, and Humanitarian Fund allocations, or equivalents.

➜ **Coordinate WG-related performance monitoring** and recommend corrective action where and when needed.

➜ **Ensure the WG develops contingency planning and emergency preparedness measures** and that AAP/CCE partners are well represented in inter-sector contingency planning processes.

➜ **Work on the design of appropriate transition strategies** for the group, in partnership with the government, including how coordination mechanisms and membership will change during the transition from the emergency to recovery and develop an 'exit strategy'.

Information management:

➜ In the absence of an Information Management Officer, support the functioning of the working group by **ensuring that partners are familiar with and use the 4W reporting format for activities, that the WG mailing list and contact details are regularly updated and that the shared drive is organised well**, populated with key documents, assessments, evaluations and WG outputs, to build a common knowledge base among partners.

➜ **Provide advice and support to enable a predictable approach to how WG partners are collecting, protecting, analysing, sharing and aggregating data** about community preferences priorities, feedback and participation.

➜ **Coordinate with other technical working groups and clusters/sectors to ensure that approaches are complementary.**

➜ **Develop a process of aggregating the analysis of community feedback provided by organisations to deliver an overview of priority concerns and issues of the community**. Seek inputs from cluster/sector leads and other decision-makers to ensure the output reflects their information needs.

➔ **Design and produce an engaging reporting product that can be shared within coordination platforms** (e.g. HCT and ICCG) to regularly update them as to the priority concerns and issues of the community.

Representation:

➔ **Serve as a primary focal point on AAP/CCE-related issues across the humanitarian operation**, ensuring that decision-makers have access to high-quality data and analysis on the views and perceptions of community members, for ensuring that this is a high agenda item in decision-making forums, and for tracking the results and follow up on this input.

➔ **Represent the WG and the priority AAP/CCE issues during inter-cluster/sector coordination group meetings**, and provide a summary of key issues/concerns and solutions. Actions taken based on these summaries should be documented and communicated back to the communities, where possible.

➔ **Advocate, educate, and forge consensus among all those involved in the emergency response, on the tools and approaches for establishing effective community engagement.**

➔ **Engage donors to provide updates on current issues and community concerns**, including plans to improve overall response-wide AAP/CCE.

Capacity building:

➔ **Assess the priority skills gaps and learning needs relating to AAP/CCE** within partner organisations.

➔ **Design a capacity-building strategy to build the knowledge of, and commitment to AAP/CCE collective approaches within the response, including.**

➔ **Build capacity of partners in AAP/CCE with emphasis on participatory approaches and tools**, including community dialogues, mediating town hall meetings, co-creation of key messages, and whenever possible developing practical exercises at community level.

➔ **Develop materials to provide a community engagement landscape induction briefing** new AAP/CCE WG members

Collaboration with the PSEA initiative:

Coordinate closely and collaborate with the PSEA coordinator (in the absence of a PSEA coordinator, the role should collaborate with the PSEA Network and the co-chairs) to:

➔ **Identify community preferences for feedback channels**, including for sensitive issues (conducting risk assessments where necessary).

➔ **Map existing complaint and feedback channels and support organisations** to establish additional channels based on identified gaps and community preferences.

➔ **Establish and agree referral mechanisms for feedback between organisations**, (if one organisation receives feedback about another organisation,how is this reported,

actioned and the community informed of the outcome) including agreed protocols for timely responses and closing the loop.
➔ **Develop a harmonised approach for capacity building and sensitisation for humanitarian stakeholders** about issues relating to AAP/PSEA.
➔ **Design a context-appropriate community engagement strategy** that informs the community about risks (including SEA) and codes of conduct for aid workers, building community trust in feedback and complaints mechanisms, and informing the community about SEA survivor assistance packages, etc.
➔ **Undertake community-based monitoring of feedback mechanisms** to ensure that they accurately reflect community preferences and the changing context.
➔ **Provide analysis of trends in community feedback** and propose programme recommendations to resolve issues.

Potential deliverables (to be contextualised and priority deliverables agreed):

➔ A desk review of current AAP/CCE practice
➔ Endorsed AAP/CCE working group terms of reference
➔ Context-specific AAP/CCE best practices documented and shared
➔ Context-specific tools and guidance shared (adapted from global good practice)
➔ AAP/CCE WG strategy, strategic response plan at national and sub-national level
➔ Monthly WG meetings with timely preparation of agenda/documentation and participation in various inter-sector fora (i.e. ICCG, HCT, SAG, etc.)
➔ Local/national stakeholder analysis for AAP/CCE partnerships and collaboration
➔ Key inter-sector/cluster community messages for priority issues translated into local languages and field tested
➔ Integration of AAP/CCE within the HRP or alternative joint planning processes, as a standalone sector/area of work as well as a cross-cutting issue
➔ 4Ws (who does what, where and when) matrix on AAP/CCE activities
➔ AAP/CCE WG contingency plan as part of the wider inter-agency plan
➔ Joint work plans with PSEA coordinator/network and other people-centred cross-cutting issues

Experience

➔ Five to eight years' experience in the humanitarian sector, with significant experience working on AAP/CCE.
➔ Demonstrable experience in coordinating multi-stakeholder working groups to achieve common goals in humanitarian settings, in particular in developing and implementing community engagement strategies.
➔ Experience in building consensus and brokering partnerships.
➔ A good understanding of information management (including data flows, protection and analysis), as well as qualitative and quantitative data collection methods.

➔ Experience facilitating participatory approaches is highly desirable.

➔ Ability to work collaboratively as part of a team in a challenging and highly fluid environment, flexibility and the ability to handle constant change.

➔ Proven ability to live and work in challenging physical conditions.

➔ Fluency in French or English is required, knowledge of local languages is desirable.

➔ Advanced university degree (master's degree or equivalent degree) in political science, social science, international studies or a related field is required. A first-level university degree in combination with two additional years of qualifying experience may be accepted in lieu of the advanced university degree.

Competencies

Core values:

➔ Integrity

➔ Professionalism

➔ Respect for diversity

Competencies and behavioural indicators as per Standby Partnership requests:
[use this section if deploying through the Standby Partnership and delete the 'UN Core Competencies' section]

➔ **Client orientation:** considers all those to whom services are provided to be 'clients' and seeks to see things from clients' point of view. Behavioural indicators could include:

◆ Establishes and maintains productive partnerships with a range of partners by gaining their trust and respect through the effective facilitation of the WG.

◆ Provides timely and strategic technical support to clusters and sectors to enable mainstreaming of AAP/CCE.

◆ Monitors ongoing AAP/CCE developments inside and outside the clients' environment to keep informed, anticipates problems and identifies potential partnerships or collaboration.

➔ **Planning and organisation:** able to effectively manage resources to achieve agreed goals. Behavioural indicators could include:

◆ Develops clear WG goals and plans that are consistent with agreed response-wide strategies (e.g. HRP).

◆ Monitors and adjusts WG plans and activities as necessary.

◆ Effectively facilitates the WG and uses time efficiently.

➔ **Teamwork:** works collaboratively with colleagues to achieve WG goals. Behavioural indicators could include:

◆ Enables collaborative working within the WG to achieve agreed common goals.

◆ Solicits inputs from a diverse range of stakeholders by genuinely valuing others' ideas and expertise; and is willing to learn from others.

◆ Supports and acts in accordance with final group decision, even when such decisions may not entirely reflect own position

United Nations core competencies:

[use this section if deploying through UN or partners and delete the 'Competencies and behavioural indicators as per Standby Partnership requests' section]

➔ Communication
➔ Teamwork
➔ Planning & organising
➔ Accountability
➔ Creativity
➔ Client orientation
➔ Commitment to continuous learning
➔ Technological awareness

Annex 1

Background:

It is necessary to include the people affected by humanitarian crises and their communities in decision-making to be certain that the humanitarian response is relevant, timely, effective and efficient. Engaging the communities and facilitating their participation enables people, vulnerable to and affected by crises, to lead and shape positive, sustainable change in their own lives, communities and society. To do so, it is important to provide accessible information, ensure that an effective process for participation and feedback is in place and that design and management decisions are responsive to the views of affected communities and people. Donors and aid organisations should work to ensure that the voices of the most vulnerable groups considering gender, age, ethnicity, language and special needs are heard and acted upon. This will create an environment of greater trust, transparency and accountability (IASC).

The Grand Bargain is an agreement between more than 30 of the biggest donors and aid providers, including a participation revolution: to properly include people receiving aid in

the decisions that affect their lives. The Core Humanitarian Standard on Quality and Accountability sets out nine commitments, including that communities and people affected by crisis know their rights and entitlements, have access to information and participate in decisions that affect them, and can raise complaints that will be addressed.

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The [IASC Commitments on Accountability to Affected People and Protection from Sexual Exploitation and Abuse](#) similarly commit responders to inform, as well as solicit, hear and act upon the voices, priorities and feedback of affected people (including sexual exploitation and abuse-related complaints) and ensure people can play an active role in decision-making.