



Terms of Reference for the WASH Working Group in Jordan



As the Syrian conflict enters its fourth year, the impact of the crisis on neighboring countries continues to deepen. Jordan is expected to host up to 700,000 vulnerable Syrian refugees by the end of 2015, more than half of them children and one in five under the age of five. Children bear the brunt of the conflict in Syria and continue to be amongst the most vulnerable in displacement. Their access to basic services is limited, their health and education is compromised and they face daily protection risks. UNICEF along with its humanitarian partners is supporting the Government of Jordan to provide a comprehensive emergency response in the areas of education, child protection, health and nutrition and Water, Sanitation and Hygiene (WASH) to meet the needs of vulnerable Syrian refugees and Jordanian host communities alike.

Addressing the WASH needs of displaced Syrian children, their families, and Jordanian host communities is one of UNICEF's most urgent and lifesaving interventions in Jordan. Access to adequate levels of clean water, the safe removal of wastewater and solid waste and hygiene promotion supports family health, guards communities against disease and contributes to long-term environmental protection. Jordan is the second most water scarce country in the world¹ and the growing Syrian refugee population in Jordan is overburdening water and sanitation systems leading to tensions between Syrian refugees and Jordanian host communities. With some 620,000 refugees already registered with UNHCR in the country urgent support is needed to ensure that the Government, UN agencies, and international as well as national partners are able to continue to provide basic services to all. Water and sanitation are consistently identified by all levels of government as the highest priority sectors given that water issues are exacerbated by the presence of refugees. UNICEF Jordan and partners, on a daily basis, provides some 3.5 million liters of water to the population of some 100,000 refugees in Za'atari. UNICEF also desludges and trucks 1.85 million liters of waste water out of the camp, and removes approx. 750 m³ solid waste from the camp as well. With the opening of Azraq Camp in Jordan on 30th April 2014, UNICEF and partners in Jordan is now providing the same basic services to refugee population of 21,000 people by 16th August 2015. It is expected that Azraq will host a population of 35,000 people by the end of 2016

Without appropriate funding, WASH sector partners in Jordan will not be able to develop and rehabilitate WASH infrastructure in camps and expand interventions in host communities, and opportunities for cost effectiveness and sustainability in the medium and longer term will be lost. The coordination is chaired by UNICEF to WASH working group and co-chair for 6 month by an NGO. Currently UNICEF coordinates the sector with ACTED Co-chairing. The following agencies are active members of the WASH sector in Jordan:

- World Vision
- ACF
- OXFAM
- JEN
- Mercy Corps
- Save the Children Jordan
- ACTED
- UNICEF
- UNHCR
- RHAS
- RI
- ICRC
- Government (MoWI-WAJ)

¹ <http://www.jordantimes.com/news/local/jordan-world%E2%80%99s-second-water-poorest-country>



Objectives

- To work towards a harmonized approach as a sector in order to provide a coordinated emergency WASH response in addition to mid-term and long-term interventions that benefit the overall WASH situation in Jordan, as well as towards a joint response with other relevant sector partners.
- To work in partnership with the Government of Jordan, local organizations, international NGOs and UN agencies to ensure that all refugees and vulnerable Jordanians have access to quality WASH facilities that are safe and dignified
- To ensure prioritization, evidence-based actions and gap-filling; and to enhance accountable, predictable and effective emergency WASH response to the affected population.
- To ensure efficient and organized coordination with the government, agencies, local partners, the private sector and other stakeholders in the sector with the aim of improving the quality of WASH interventions

Working modalities of the Group

- There is no time limit for the validity of the Terms of Reference for the WASH Sector Working Group, but it can be revised when the members, in consensus with the lead and co-lead of the group, agree to revise the document.
- UNICEF has the lead to coordinate the emergency and resilience response together with ACTED as co-lead. The WASH Sector Working Group will report to the Assistant Representative (Coordination) UNHCR. The co-chair will rotate every 6 months (minimum) ensuring a hand-over period.
- All participating WASH partners form the WASH sector Working Group. There is no limit to the number of members, and all organizations involved in WASH activities are encouraged to participate in the meeting. An updated list of members will be circulated on a regular basis, and will also be available at the UNHCR portal.²
- The WASH Sector Coordination meeting will take place the first week of each month at 10.00 am unless decided by majority of members. The venue of the meeting will be at UNICEF office unless otherwise decided by the working group members, and the duration of the meeting will be a maximum of 2 hours.
- An agenda will be shared a minimum of 3 days before the meeting, and the meeting minutes will be circulated within 3 working days after the meeting has been held.
- Updated *WASH Activities matrix* (which include the 4W: Who, What, Where and When) will be sent from each partner on their recent WASH activities to the The working group Information Manager, once a month. The WASH sector lead and co-lead will ensure that the updates are compiled and will share the matrix within a week after the deadline. The information drawn from the reported activities in the *WASH Activities Matrix* will provide a basis for needs and gaps analysis, which enables an improved targeting of the response. By consensus, the *WASH Activities Matrix* structure and contents can be revised by the working group.
- A WASH strategy will be developed collectively and all WASH partners will be encouraged to use the strategy for planning, implementation and monitoring of their WASH activities. The strategy will also include a contingency planning and emergency response as well as a humanitarian response exit strategy specifically for the refugee camps. The strategy will be reviewed and finalized by the end of September 2015. The sector's strategy will seek to
- Endorse Jordanian water authorities' support. Based on needs, technical task forces can be formed to find/recommend solution to specific WASH issues.



Main responsibilities of WASH sector working group

- Proactively work to improve coordination and harmonization of WASH assessments and analysis – involving all relevant partners – and sharing outcomes widely, both within the WASH sector and to the wider humanitarian community.
- Continually report on WASH activities to the sector group through the *UNHCR Syrian Refugee Response in Jordan portal in particular the WASH dashboard*.
- Participate in the development and sharing of the WASH strategy, ensuring consistency with other sector strategies and in accordance with the UNHCR Global Strategy, UNICEFs Core Commitment for Children, and SPHERE standards, as well as standards provided by the Ministry of Water and Irrigation (MoWI). The strategy will include detailed activity plans, indicators for monitoring, logical framework, contingency plan and joint plans for fund-raising, advocacy and visibility.
- Maintain close links with sectors such as Protection/Child Protection, Shelter, Health, Livelihoods, Education, Cash/NFI and other relevant sectors.
- Coordinate closely with The Ministry of Water and Irrigation (Ministry of Water and Irrigation, The Ministry of Social Development, (Ministry of Planning International Cooperation) MoPIC, Ministry of Public Works and Housing MoPWH, Ministry of Education, MoE and other institutions for sector specific service delivery and policy making.
- Sharing methodologies, minimum standards, studies, technical expertise and lessons learnt within the Jordan context.
- Collectively identify the capacity building needs and assist in building the capacity of WASH partners.
- Ensure that adequate monitoring mechanisms are in place to review outcome of WASH interventions and progress against implementation plans. Aim to improve transparency towards international and national organizations and local and national authorities.
- Conduct joint advocacy to the government, donors, national and international public on WASH needs, challenges and success in meeting the needs of Syrian refugees and the vulnerable host communities in Jordan.
- The WASH working group will have a number of Technical Working Groups (e.g. Hygiene promotion, minimum standards, Sanitation School WASH etc.). These working groups can be formed as per needs and would provide recommendations in relation to their specific areas to the WASH Sector and/or any other sector as required

Main responsibilities and tasks of the Lead of the WASH Sector Working Group:

Coordination

- Ensure inclusion of key humanitarian partners for the sector, respecting their mandates and program priorities.
- Ensure coordination mechanisms between all humanitarian WASH partners, including national and international NGOs, UN agencies and other organizations or institutions involved in the WASH sector. This includes ensuring effective links, communication and information management, as well as technical working groups and coordination platforms as appropriate.
- Ensure cooperation and information sharing between the WASH sector and other relevant sectors so that partners are aware of key inter-sectorial issues and actions are taken as appropriate.



- Facilitate the exchange of information and ensure that sector members are aware of existing technical standards and guidelines.
- Facilitate the exchange of information and ensure that sector members are aware of mainstreaming crosscutting issues such as age, gender, environmental impact and disabilities.
- Facilitate linkage with government counterparts on national and regional level as well as the local communities regarding WASH issues.
- Facilitate the development, enhancement and publication of WASH national standards and guidelines for the response in coordination with WASH agencies and the government and aligned with the international humanitarian standards.
- Compile, evaluate, and keep up-to-date information on humanitarian WASH partners and stakeholders through the *WASH dashboard*(which include the 4W: Who, What, Where and When), their capacities and interventions
- Support on-going coordination among WASH partners and other stakeholders and facilitate technical working groups formed for specific purposes as required.
- Encourage lessons learned sharing and facilitate an appropriate platform to do so.

Needs assessment, analysis and strategy development:

- Facilitate needs assessments, analysis and gap identification, and share it with all sector partners and other stakeholders.
- Together with the sector partners develop a WASH strategy including agreed standards, response plan and exit strategy.
- Drawing lessons-learned from past activities and revising strategies accordingly
- Support contingency planning process so that a contingency plan is in place to deal with significant changes in situation and number of refugees.
- Ensure strategies, SOPs and guidelines are drafted with the direct contribution of the water authorities and other relevant authorities in Jordan. Monitoring and reporting
- Encourage partners to update agreed the *UNHCR Syrian Refugee Response portal, specifically the WASH Dashboard*.
- Ensure key issues from the updated *dashboard* are highlighted and shared.
- Deciding on common WASH indicators for monitoring together with the partners based on the WASH national standards
- Ensure that responses are in line with existing standards and guidelines
- Ensure that responses are considering and mainstreaming cross-cutting issues such as community participation, age, gender, environmental impact and disabilities.
- Support effective and coherent WASH assessment and analysis involving all relevant partners, including the identification of gaps and implementation of sectorial responses through collective delivery.
- Support and promote on-going agency assessments, analysis, planning, monitoring and response in WASH and ensure that results are shared among agencies.
- Encourage agencies to adopt adequate WASH related contingency planning and preparedness measures for potential significant changes in the situation (including increased Refugee numbers in future months)



Capacity building

- Identify the capacity building needs of organizations involved in the WASH sector.
- Support to organize trainings, share technical documents and work together with technical working groups to find solutions to technical issues as required.

Monitoring and reporting

- Encourage agencies to ensure that adequate monitoring mechanisms are in place to review outcome of WASH interventions and progress against implementation plans; including an analytical interpretation of best available information in order to benchmark progress over time (monitoring indicators: quantity, quality, coverage, continuity and cost; with target population data disaggregated by sex, age, special needs etc.).
- Encourage adequate WASH outcome reporting from partners and effective information sharing (with all partners supporting WASH)

Potential cross sector integration:

- Education sector:
 - WASH in schools
 - Hygiene promotion
- Health sector:
 - Hygiene promotion
 - Nutrition messaging
 - WASH facilities in Health institutions?
- Child protection:
 - WASH in child friendly spaces
- Shelter sector:
 - WASH in shelter
- Basic needs:
 - WASH service in vouchers
- Food security:
 - Ensuring access to water for irrigation
 - water reuse at the camps and HC
- CASH/NFI:
 - Hygiene kits/family kits
 - Cash/Voucher distribution for WASH activities: hygiene kits, water distribution, water containers, etc.

Information Management Officer Term of Reference

Information Management plays a vital role in collecting, analysing, and sharing information that is important for the sector stakeholders to make informed (evidence based) strategic decisions.: The WASH Sector Jordan will therefore through provision of dedicated Information Management capacity.

- Develop IM tools to support the production and dissemination of information, identify gaps and suggest solutions and to respond to any other IM needs as required by the sector partners.
- Maintain information on all current and potential WASH partners, their capacities and areas of work (including Who, What, Where and by When).
- Identify barriers for information collection, collation, analysis and sharing and work with the national level Information Management Specialist to develop appropriate supportive strategies which includes convincing agencies of the purpose and importance of collecting and sharing data/information by providing a timely, added value service to all stakeholders.



- Liaise with the national Information Management Specialist in assisting in the design of WASH data collection forms, ensuring that the purpose and use of all data collected is clear, questions are simple, clear, collectable and easily collatable, highlighting where potential problems might arise; organize and manage the data input and initial analysis and presentation of data for the WASH sector.

Strategy Advisory Group (SAG) Term of Reference

The WASH Sector will have a Strategy Advisory Group (SAG) comprising of WASH Sector lead, UNICEF and Co Lead, UNHCR, other interested agencies (including donors) and National and International NGO's. The SAG is intended to be a small steering group that will serve as council to which the WASH sector Lead, Co Lead and Information Manager are accountable to. The SAG will meet as when required to handle specific issues within the sector

The SAG main objectives are:

1. Provide rapid decision making.
2. Facilitate guidance from more experienced actors.
3. Facilitate development of concise, clear plans and operating procedures
4. To build strong links with donors
5. To build on coordination and partnership with the government
6. Recommend a coalition of several members to work on a issue