

## JORDAN REFUGEE RESPONSE Amman Co-ordination working group

### Terms of Reference



### Background

As already established in Irbid and Mafraq, it is an operational priority to enhance area-based referral coordination mechanisms to ensure that:

- the refugee population of all nationalities has access to adequate levels of protection and services (by areas/ type of population),
- emerging vulnerabilities, challenges and conflicts are identified and referred to relevant actors; adequate services are timely provided,
- the refugee population has access to comprehensive information about their rights, available services and referral pathways.

Based on the existing coordination mechanism or ad hoc structures in several areas, Humanitarian actors in Amman, Balqa and Madaba, have decided to set up a more formal referral coordination body, whose shape and nature will vary according to coordination and operational needs identified on the ground.

The aim of group is primarily to coordinate the management and provide support for timely and efficient referral of cases that require access to a range of services and different forms of assistance, including health, education, protection and other basic services. It provides an opportunity for multidisciplinary discussion and information sharing and good practice amongst humanitarian partners in Amman, as well as for identification of gaps in the availability of services to refugees – either from a sectoral or geographical point of view.

This group will be responsible for ensuring that national guidelines and good practices on case management and referral of cases are implemented in Amman, Balqa and Madaba to ensure that cases are effectively managed and referred amongst partners. This includes: minimizing duplication and overlap; identifying and addressing gaps; ensuring that all vulnerable cases receive the necessary assistance and do not ‘fall through the cracks’; sharing information on available services for cases; identifying common issues and challenges and solutions in managing and referring cases.

It will not deal with individual cases and will not substitute to case conferences which are convened for protection cases (particularly CP and GBV) that are high priority or/and that have additional complexities and are ruled by the guiding principles presented in the established CP/GBV SOPs. However, such case conferences could be organized on a bilateral basis among the agencies present at the Amman RCWG immediately before or after this meeting to address urgent batch referrals or individual referrals and relevant follow up.

By taking part in this group, members agree to:

- Endorse the overall aim and objectives of the group
- Be proactive in exchanging information, highlighting needs and gaps, reporting progress and learning, mobilizing resources, engaging with affected communities applying the humanitarian principles and to commit to build local capacities,

1. *Share information that facilitates the delivery and the monitoring of services to refugees;*
2. *Ensure that effective systems are in place for the referral of cases between service providers/humanitarian actors;*
3. *Develop ad hoc Operational Tools;*
4. *Build capacity of humanitarian agencies;*
5. *Liaise with Country-wide Sector coordination mechanisms.*

### **1. Sharing information that facilitates the delivery and the monitoring of services.**

- *In collaboration with the Inter-Sector Working Group (ISWG) and relevant Sectors (SWG), maintain and disseminate information on main decisions/ orientations discussed at the sector-level and ensure operational feedbacks/implementation in Amman/central;*
- *Provide a platform where humanitarian actors can share strategic priorities and agree on operational ones specific to Amman/central governorates in reference to discussions at the sector-level;*
- *Ensure coverage and avoiding duplication: identification of key gaps or overlap/duplication in the management of cases and required services and problem solving to address these gaps;*
- *Work in partnership to ensure gap-filling and to enhance accountable, predictable and effective response to the targeted population;*
- *Provide updates on project services. Timeframes for project; periods of availability; capacity of receiving referrals; working hours; inclusion criteria; referral focal points etc.*

### **2. Ensuring that effective systems are in place for the referral of cases between service providers/humanitarian actors**

- *Promote good practices in the management of cases according to national guidelines (including the CP and GBV SOPS) and local good practice identified by organizations in Amman;*
- *Ensure effective use of referral pathways. This can be used as a forum to share difficulties encountered when referring or dealing with a case. These difficulties may relate to: confusion over which pathway to follow, overlap of duties, case rejection, lack of feed-back, unclear intake criteria etc.;*
- *Agree on processes to share referrals and receive feedback between organizations in Amman/central governorates;*
- *Provide updates on general referrals : feed-back on progress made so far with cases referred between different agencies and associated challenges. Note that identifying information on individual cases will not be shared in this forum to protect confidentiality.*
- *Reinforce access to information on available services and ensure that beneficiaries are aware of their rights and obligations;*
- *Ensure that case conferencing is used effectively and address any associated challenges related to effectively collaboration among organizations working together on individual cases.*

### **3. Developing ad hoc Operational Tools**

- Participate in the updating of the Aid Advisor and the testing/development of a referral platform (RAIS 2);
- Share practical tools to visualize (Maps) humanitarian presence and services available by area, in reference to country-wide Information Management platforms, and the Information Management working group with the objectives to identify gaps and respond collectively to such gaps in the services provision/availability.

### **4. Building capacity of humanitarian agencies.**

- Organize trainings for field officers and case managers on referral procedures;
- Keep/share updated calendars of trainings organized at national/regional level;
- Share technical documents and work together with technical working group to find solutions to technical issues as required.

### **5. Liaising with Sectoral Coordination Structures**

- Coordinate with other area-based groups and SWGs in decision-making and strategic planning. Improve coordination and linkages between Amman RCWG and the ISWG and the SWG and facilitate the flow of information between different sectors;
- Formal minutes of the Amman meeting will be shared with the ISWG and SWG chairs for information, follow-up and feedback;
- Share other information such as assessment results, data-sets, resources and vulnerability analysis.

## **Participation**

The Amman RCWG should be comprised of organizations engaged in protection, including Child Protection, and assistance activities that have a clear Amman-based or central governorates-oriented projects (Madaba/Balqa).

### **1. Participation**

Assigned case-workers/managers and/or referral focal points from the different service providers based in the Amman/central governorates. The participants should directly handle cases related to the response to the Syrian crisis.

RCWG will meet initially every 2 weeks at the case manager/case worker level (for the first 3 months), and then once a month. Quarterly meetings will take place at the program manager level.

Participation will include staff handling the following types of cases:

1. Program managers : will meet on a quarterly basis together with the case managers/case workers
2. Case managers – defined here as those handling protection cases including child protection, GBV, persons with disabilities or mental illnesses and survivors of torture or other forms of violence
3. Case workers – defined here as those coordinating multisectoral service delivery for non-protection cases (health, basic needs, education, shelter, etc).

## Application of Standards

All members agree to apply the 2007 Principles of Partnership (Equality, Transparency, Results Oriented, Responsibility and Complementarity) and work together to promote and integrate the “do no harm” principle in their Protection response

## Membership, Attendance and Secretariat

Core membership of the Amman RWG includes: ARDD-LEGAL AID, CVT, DRC, IMC, IRD, HI, JOHUD, MEDAIR, MSF, MPDL, NEAREAST, NRC, OXFAM, RESCATE, UNHCR, UNRWA.

There is no limit to the number of members, and all organizations involved in Amman, Balqa and Madaba are encouraged to participate in the meetings. An updated list of members will be circulated on a regular basis, and will also be available at the UNHCR portal. Other persons may be invited to the Amman RCWG, including technical experts, when appropriate to the agenda of the meeting.

The UNHCR Co-ordination Team provides Secretariat and Information Management support to the Amman Referral Co-ordination WG. UNHCR Information Management (IM) staff will work closely with IM staff in the organizations of sector chairs and members, in relation to the portal ([data.unhcr.org](http://data.unhcr.org)) and other common platforms.

An agenda will be shared a minimum of 3 days before the meeting, and the meeting minutes will be circulated within 5 working days after the meeting has been held.

## Governance and Management

The Amman RCWG will meet in a bi/monthly basis in Amman governorate in order to discuss strengths and weaknesses of the referral systems in place, on a rotational basis between a NGO/CBO office and UNHCR office.

Ad hoc meetings can be called at short notice in case of specific purposes (e.g. finalization of Sub working groups' documents for upcoming events).

The Amman RCWG will select its co-chair annually by simple voting procedure (one vote by organization), noting that UNHCR – as in other groups - will be either chair or co-chair.

The Amman RCWG will report, through its co-chairs, to the inter-agency working Group.