

TERMS OF REFERENCE
WASH Cluster
Monitoring and Reporting Officer

Level: NOB - TA

Duty station: Sana'a, with regular travel to field offices.

Reports to: WASH Cluster Coordinator.

Duration: 1 year

BACKGROUND

The cluster approach ensures leadership, predictability and accountability in humanitarian response. It aims to make the humanitarian community better organised, accountable and professional, to ensure a more effective, quality and timely response to affected people. In Yemen, the WASH response, needs, funds and number of partners is the largest globally. The number of active WASH partners has doubled in the past year and in 2020, now more than 18 million people in 333 districts need WASH assistance, there is a great need to ensure, inform and coordinate the analysis of needs, gaps and response. Requirements reporting and monitoring the activities and quality of partners response have greatly expanded and is essential to ensure accountability, response and evidence-based decision making of cluster, partners, donors and the HCT. The Ministry of Water and Environment (MOWE) has a committed National coordination unit where support is required to ensure a WASH information system as well as institutionalising capacities within MOWE to ensure their capacity, sustainability and a cluster exit strategy. A well-run cluster is a deliverable of the Cluster Lead Agency, as highlighted in the Core Commitments for Children in Humanitarian Action.

PURPOSE

The Monitoring and Reporting Officer for the WASH cluster will provide leadership for the information and knowledge management team, leading the strategy, including assessments, core indicators and tools. The position will ensure capacity building and support to the partners to enable use of tools, assessments, monitoring and reporting, as well as quality control. The position will lead on building evidence to inform the cluster decision making, including all the workstreams relating to the HNO and HRP. This position will provide support to hubs and The Ministry of Water and Environment and guide on approaches to best inform decision making, gap analysis.

RESPONSIBILITIES

The post holder is responsible for building and leading the WASH Cluster Response Monitoring to develop and inform strategic decision making;

- Support all elements of assessment, including the WASH assessment and needs tracking system (WANTS) and secondary data reviews (SDR) and inputs to the HNO and HRP.
- Respond to Cluster participants' needs for support, tools, guidance and capacity building on monitoring the response and assessment.
- Review existing in-country assessment and monitoring tools for collecting, analysing and reporting activities and resources, and identifying information gaps.
- Guide and maintain monitoring and reporting databases that consolidate, analyse and report/disseminate information critical to decision making.

- Support development of Response, Preparedness and contingency plans – including situation and data analysis, consultations and planning.
- Support MOWE to ensure reporting and monitoring are aligned and at quality standards.
- Develop and strengthen information management capacity through trainings (MOWE, partners).
- Work with REACH and MOWE to develop WASH Information Management Systems; for mapping and monitoring of functionality of WASH infrastructure, with a mechanism to ensure regular updating
- Maintain monthly reporting from Cluster participants, including 5Ws.
- Ensure quality inputs to quarterly reports at inter-agency level, for donors and interclusters.
- Ensure quality inputs to adhoc sitreps, weekly cholera monitoring, IFFR mapping and monitoring
- Provide leadership and delivery of WASH monitoring and quality assurance frameworks, identifying weakness, gaps and recommending correction actions.
- Support the estimation of spatial and temporal gaps, overlaps and coverage of activities .
- Work with inter-cluster, inter-agency and inter-sector (UNICEF) monitoring, reporting officers and information managements to ensure joint analysis and overlays to inform decision making. .
- Contribute to the core cluster functions

Core cluster functions:

1. **Supporting service delivery:** Provide a platform to ensure that service delivery is driven by the agreed strategic priorities & Develop mechanisms to eliminate duplication of service delivery
2. **Informing strategic decision-making of the HC/HCT for the humanitarian response;** Needs assessment and gap analysis (plus inter-sectors), Identify and address gaps, obstacles, duplication, and cross-cutting issues, Prioritization, grounded in response analysis
3. **Planning and strategy development;** Develop sectoral plans, objectives and indicators, application and adherence to existing standards and guidelines, clarify funding requirements, prioritization, and cluster contributions to HC's overall humanitarian funding considerations
4. **Advocacy;** Identify advocacy concerns to contribute to HC and HCT messaging, Undertaking advocacy activities on behalf of cluster participants and the affected population
5. **Monitoring and reporting implementation of the cluster strategy; recommending corrective action where necessary**
6. **Contingency planning/preparedness for recurrent disasters whenever feasible and relevant.**
7. **Accountability to affected populations;**

ACCOUNTABILITY

The post holder is accountable to:

- WASH Cluster Coordinator who will ensure the post holder has all necessary support and guidance
- WASH Cluster participants, who will in turn ensure that they deliver on their agreed minimum commitments (see IASC Reference Module for Cluster Coordination at Country Level)
- Information management team who will support in line with their terms of reference
- Inter-cluster coordination bodies established by the HCT/UNOCHA
- Affected populations through agreed mechanisms

Accountability to the Cluster Coordinator, cluster participants, information management team members and inter-cluster coordination bodies will be expressed in regular review meetings

COMPETENCIES

Core competencies:

- Understands the rationale behind Humanitarian Reform and Transformative Agenda.
- Understands, uses and adapts the tools, mechanisms and processes developed as part of Humanitarian Reform
- Excellent understanding of assessments and monitoring frameworks, and developing SMART indicators
- Communicates, works and networks effectively with a wide range of people to reach broad consensus on a well-coordinated response, and demonstrates leadership where required
- Thinks and acts strategically and ensures that cluster activities are prioritised and aligned within an agreed strategy
- Demonstrates commitment to Humanitarian Principles and Principles of Partnership -
- Demonstrates commitment to the cluster and independence from employing organisation
- Builds, motivates and leads information management team

Technical competences

Understands key technical issues for the cluster sufficiently well enough to be able to: engage with cluster participants; understand their cluster-specific information management needs.

. Excellent knowledge of MS Excel or MS Access (e.g. pivot tables and functions); proven technical expertise for managing data capture and storage, for analysing diverse datasets, and presenting information in understandable tables, charts, graphs and reports; knowledge of establishing and managing basic websites (e.g. UNOCHA's Humanitarian Response platform); proven skills in using GIS and map-making packages, and in web design and software development are an asset

Languages

The post holder will have at least CEFR level B1 in the following languages:

- English
- Arabic

QUALIFICATIONS & EXPERIENCE

Qualifications

University degree, preferably at an advanced level, in a subject area relevant to information management

Extensive work experience relevant to this post may be considered as a replacement for formal qualifications.

Formal training in cluster HPC, information management and assessments is an advantage

Experience

At least 3 years progressively responsible humanitarian work experience with UN and/or NGO, including information/knowledge management, monitoring and assessments in emergency response relevant to the cluster

FURTHER REFERENCES

1. IASC Guidance Note On Using The Cluster Approach To Strengthen Humanitarian Response 24 November 2006
[http://clusters.humanitarianresponse.info/system/files/documents/files/IASC%20Guidance%20Note%20on%20using%20the%20Cluster%20Approach%20to%20Strengthen%20Humanitarian%20Response%20\(November%202006\).pdf](http://clusters.humanitarianresponse.info/system/files/documents/files/IASC%20Guidance%20Note%20on%20using%20the%20Cluster%20Approach%20to%20Strengthen%20Humanitarian%20Response%20(November%202006).pdf)
2. Handbook for RCs and HCs on emergency preparedness and response
<http://www.humanitarianinfo.org/iasc/downloaddoc.aspx?docID=5568&type=any>
3. Cluster Performance Monitoring: Preliminary Coordination Performance Report
http://clusters.humanitarianresponse.info/system/files/documents/files/template-preliminary_report-coordination_performance_monitoring_0.pdf
4. IASC "Women, girls, boys and men, different needs, equal opportunities" 2006
<http://www.humanitarianinfo.org/iasc/downloaddoc.aspx?docID=4988&type=pdf>
5. Different Needs - Equal Opportunities: Increasing Effectiveness of Humanitarian Action for Women, Girls, Boys and Men, e-learning course <http://www.iasc-elearning.org/>
6. Water, sanitation and hygiene (WASH) cluster coordination handbook
<http://clusters.humanitarianresponse.info/system/files/documents/files/WASH%20Cluster%20Coordinator%20Handbook.pdf>
7. Operational Guidance on Responsibilities of Cluster/Sector Leads & OCHA in Information Management
<http://clusters.humanitarianresponse.info/system/files/documents/files/IASC%20Operational%20Guidance%20on%20Responsibilities%20of%20Sector%20Cluster%20Leads%20and%20OCHA%20in%20Information%20Management.pdf>