TERMS OF REFERENCE FOR

CCCM CLUSTER CAMP MANAGEMENT AGENCY

Introduction

* This is a generic Terms of Reference (ToR) for Camp Management or the Camp Management Agency operating in a CCCM context. It is not a ToR for a camp manager (a person) but for a Camp Management Agency (an organisation).
* This ToR should be adapted to the specific country and CCCM context.

***At a camp level***, the Camp Management Agency plays a central role to ensure the provision of assistance and protection to the displaced in accordance with agreed upon standards and guidelines. The Camp Management Agency is responsible for ensuring its activities are in line with the overall camp response for that country. This is to create consistent standards and activities among all camps.

It is the Camp Management Agency’s key responsibility to coordinate the joint response of various actors operating ***within a single camp***. It is essential that the Camp Management Agency’s role in this regard is acknowledged by the CCCM Sector Lead, as well as by other the clusters and humanitarian partners working in the same environment. Moreover, this role must also be understood and accepted by authorities and the camp population. Thus, agreeing on Terms of References for a Camp Management Agency means recognizing its role and responsibilities ***at*** ***camp level and within the cluster.***

Key Responsibilities Within the Camp

* Establish, strengthen and monitor an effective, transparent and representative camp governance system including coordination of service provision and other defined camp activities.
* Ensure the mobilization and participation of the camp and host populations in the camp governance system with particular emphasis on meaningful inclusion of women, children, elderly and persons with specific needs into decision-making processes.
* Promote and facilitate accountability towards camp population through setting including set up of a complaints and feedback mechanism which promotes accountability
* Ensure clarification of roles and responsibilities amongst stakeholders in the camp, for maintenance of camp infrastructure with a focus on sustainability and community/local government ownership.
* Set up and maintain a camp information management system in line with global CCCM Cluster guidelines including sex- and age-disaggregated data collection and transparent, yet appropriate, information sharing with all relevant stakeholders in manner that upholds the principle of confidentiality.
* Ensure that the displaced are aware of the assistance and services available in the camp and how to access them; distribution points should be accessible and distribution mechanism should take into consideration groups with specific needs to minimize chances of violence, abuse and exploitation.
* Monitor service provision including cross-cutting services such as prevention and response to sexual and gender-based violence (SGBV), health, psychosocial support and HIV among others in all sectors of the camp according to agreed upon guidelines, standards and indicators.
* Support the development of effective referral mechanisms in close collaboration with relevant stakeholders.
* Apply a participatory approach to identify, analyse and prioritise camp needs in order to avoid service duplication and gaps in assistance and protection.
* Act as the central focal point for all activities and issues taking place at the camp level

General Responsibilities Within the Camp

* Establish and maintain effective intra-camp coordination mechanisms and facilitate participation in inter-camp coordination activities.
* Ensure equal participation and access for women, girls, men and boys of all ages and backgrounds including the elderly and others with specific needs in the governance structures of the camp .
* Monitor and ensure that camp committees act and behave according to agreed upon Codes of Conduct.
* Promote accountability of humanitarian actors towards camp population
* Promote the camp population’s self-reliance and ownership of decision-making processes in camp governance.
* In coordination and collaboration with Camp Administrator and Camp Coordinator, conduct or monitor registration of the camp population, if possible. Alternatively, update camp population ([sex- and age-disaggregated)] data on a regular basis.
* In coordination and collaboration with Camp Administrator mediate and encourage dialogue between different communities/groups inhabiting the camp and the surroundings (host communities), establish camp population self-help and social support networks and promoting peaceful coexistence.
* Advocate for the legitimate needs and rights of the camp population through liaison with Camp Administrator, humanitarian service providers and other actors.
* Liaise between the camp population and humanitarian service providers and other actors.
* Ensure appropriate links with national/local authorities, state institutions, civil society and other relevant stakeholders, including effective coordination and information exchange with them.
* Provide defined services particularly in cases where multi-sector response is called for and establish clear referral pathways in technical sectors, if needed and where possible.
* Assist in the development of a camp closure and phase-out strategy in the first phase of the camp response, with the CCCM Cluster and the relevant partners and ensure it is adapted to specific camp context.

Responsibilities in Relation to the CCCM Cluster/Sector

In addition to the general and key responsibilities, a Camp Management Agency takes on specific tasks *within the CCCM Cluster*, particularly in relation to the CCCM Cluster Lead Agency. The Camp Management Agency needs to commit and acknowledge these responsibilities in the interest of an efficient joint camp response.

Planning and Strategy Development

* Assist and participate in the development of camp response strategy and action plan in accordance with CCCM Cluster strategy and guidelines.
* Participate in joint assessments, needs analysis, identification of gaps and monitoring and evaluation activities.
* Participate in joint selection, planning and development of camp sites in accordance with international standards and guidelines.
* Contribute to joint contingency planning.
* Ensure that the Camp Management Agency’s implemented program at camp level is in line with the CCCM Cluster strategy.
* Promote and facilitate a participatory approach in all stages (needs assessment, planning, implementation, monitoring and evaluation)

Application of Standards

* Participate in the development and adoption of contextualised guidelines, policies and standards to apply in camps.
* Monitor the application of cluster guidelines, policies and standards at camp level.

Monitoring and Reporting

* Establish adequate monitoring mechanisms in all sectors at camp level to evaluate the impact of cluster camp response and strategy.
* Ensure regular, timely and comprehensive reporting to the CCCM Cluster.

Information Management

* In collaboration with the Camp Coordinator, ensure transparent and timely information sharing with the CCCM Cluster.
* Provide the cluster with all relevant information and data regarding gaps, needs, camp sector activities, service provision, mapping, tracking (‘’who is doing what, where and when’’), and camp population.

Protection Capacity

Supervise and monitor a protection monitoring mechanism at camp level, and ensure confidential handling and referring of protection information or incident to appropriate bodies such as the Camp Coordinator and/or Protection Cluster.

Preparedness and Training Capacity

* Support the CCCM Cluster in capacity building initiatives and training programs.
* Participate in joint capacity building and training needs assessments.

Phase-out and Rehabilitation Capacity

* Participate and assist in the development of down-sizing or exit/transition strategies for the camp.
* At camp level, organise and implement, and/or supervise and monitor agreed upon action taken on camp down-sizing, transition and closure.

Coordination

* Ensure active mutli-sectoral support and participation in the CCCM Cluster coordination system.
* Commit to respect decisions commonly taken by the cluster.

Advocacy & Resource Mobilization

* Participate in the drawing of CCCM Cluster budgets for camp response.
* Support the Cluster Lead Agency in advocating for the mobilisation of resources.
* Make efforts to raise proper funding to complement and support cluster’s camp response.