

Terms of Reference for Camp Managers Nigeria

I. Background

The Camp Manager's key responsibility is to coordinate the joint response of various actors operating within a single camp. The Camp Manager should play a central role in ensuring the provision of assistance and protection to the displaced population in accordance with CCCM/NFI/Shelter Sector Working Group agreed standards and guidelines. The Camp Manager is responsible for ensuring that all activities are coordinated and managed in the camp of deployment.

II. Hierarchical and functional relationships

Hierarchical relationship: Agency operational line manager / NEMA/ SEMA

Functional relationship:

- CCCM Sector Working Group, OCHA, other NGOs/service providers, community representatives, Nigerian security forces and Community Based Police groups.

III. Objective

Camp Management encompasses those activities in one single camp-like setting, that focus on :-

- i) Coordination and monitoring of services (provided by NGOs and other actors) in accordance with agreed standards,
- ii) Establishing governance and community participation/mobilization mechanisms,
- iii) Maintenance and care of site infrastructures,
- iv) Managing information and
- v) Communicating with the displaced and host (where applicable) population.

The overall aim is to raise the living standards for the displaced population and to enable IDPs to enjoy access to their basic rights.

The camp manager should coordinate with the CCCM Sector Working Group, in order to ensure equitable provision of services amongst different camp-like settings in the same area.

IV. Responsibilities/ Scope of Work

In line with the CCCM/Shelter Sector Working Group objective of creating consistent standards and activities among all camps, a camp manager bears the following responsibilities at camp level :-

Main responsibilities :

- Coordinate with the site authorities and liaise with them on behalf of all humanitarian actors and service providers working on the displacement site;
- Establish and maintain effective intra-site coordination mechanisms and facilitate participation in inter-site coordination activities;
- Work to establish humanitarian space and access is respected and adhered to through coordination with OCHA;

- Establish and ensure a transparent system of management including the coordination and monitoring of services (delivered by NGOs and others) and other activities in accordance with agreed standards
- Establish site governance and community participation/mobilization mechanisms within sites, with particular emphasis on women's decision-making role, on persons with specific needs (such as the elderly and the physically-challenged), youth and minority groups
- Participate in site design and site infrastructure development in coordination with partner actors;
- Ensure clarification of roles and responsibilities amongst stakeholders in the site, for maintenance of site infrastructure with a focus on sustainability and community/local government ownership
- Ensure that services are provided to support and strengthen the site residents' livelihoods; if long term settlement is appropriate.
- Encouraging sustainable activities which reduce the dependency on aid delivery where appropriate.
- Promote accountability of humanitarian actors towards site population through the utilization of multiple communication channels and methods (Site Committees, Notice Boards, Broadcasts, complaint desks etc.)
- Set up an information management system in the site/area, including the collection and the supply of data and the transparent sharing of the information.

Specific responsibilities:

- Participate in the development and adoption of contextualised guidelines, policies and standards to apply in sites.
- Ensure clarification of roles and responsibilities amongst stakeholders in the site, for maintenance of site infrastructure with a focus on sustainability and community/local government ownership
- Set up or improve (where existing) site committees in all relevant sectors, and make sure that proportional representation is made for men/women, boys/girls, minority groups, and persons with specific needs.
- Promote and facilitate accountability towards displaced population including through setting up of a complaints and feedback mechanism which promotes accountability
- Promote and facilitate a participatory approach in all stages (needs assessment, planning, implementation, monitoring and evaluation)
- Support the development of effective referral mechanisms in close collaboration with relevant stakeholders.
- Follow-up and contribute to ensuring that the site committees act and behave according to the agreed Code of conduct.
- Encourage the self-sufficiency of the population of the site and the empowerment in decision-making in the site management in line with host populations if appropriate.
- Ensure that the displaced are aware of the assistance and services available in the site 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.
- Promote strategies to build and strengthen confidence within communities and the groups living in the site and between site residents and surrounding communities and favour a peaceful coexistence
- Support the registration of site populations, paying particular attention to gender, age and diversity dimensions.

- Protect the interests of the population of the site towards the site authorities, service providers and other stakeholders, and ensure there is a link amongst them
- Oversee the identification of information gaps, and the design of a complementary/consistent assessment, monitoring and evaluation of activities at site level to avoid the duplication of services and gaps in the assistance provided and the protection of the displaced population, and refer to partners with capabilities to take action; document their commitment to respond.
- Participate in joint selection, planning and development of sites in accordance with international standards and guidelines.
- Contribute to joint contingency planning.
- Provide, where possible, specific assistance to fill the gaps in the supply services needed.

Other responsibilities:

- Make sure that the site population and where relevant the host communities are regularly informed of relevant information and that they are involved in needs assessment, delivery of protection/assistance and development/implementation of durable solutions
- Assist in the development of a site closure and phase-out strategy, with the CCCM sector working group and the relevant partners and ensure it is adapted to specific context.
- Evaluate the environmental impact of the site and the nearby hosting community: assess the negative impacts on environment as well as activities which could prevent or reduce such impacts.
- Provide basic site management training to community leaders including women, minority groups, and persons with specific needs, embedded in leadership structures and participating in decision-making.
- Ensure transparent site governance and effective access to justice for site residents that conforms to relevant human rights standards;
- Ensure environment protection and mitigation of negative impacts on the ecological habitat.
- Ensure that that services provided build on local capacities;
- Ensure that assessments are done in a coordinated manner in the site;

CCCM sector working group related specific responsibilities

In addition to the general and key responsibilities, a camp Manager takes on specific tasks within the CCCM sector working group, particularly in relation to the CCCM Sector working Group Leads. The camp manager needs to commit and acknowledge these responsibilities in the interest of an efficient joint response.

Represent the priorities of the CCCM sector working group in discussions and management meetings at site level;

- Map and track “who is doing what, where, when” within the site;
- Referring issues that cannot be resolved at the site level to the CCCM lead agencies
- Assisting the CCCM Sector Lead in defining the standards and indicators that are to be applied in this particular response.
- Communicate 4Ws information to the CCCM sector working group coordinator;
- Disseminate relevant policy guidelines and technical standards developed by the CCCM sector working group lead agencies;
- Support the CCCM sector working group in capacity building initiatives and training programs.
- Participate in joint capacity building and training needs assessments.
- At site level, organise and implement, and/or supervise and monitor agreed upon action taken on the site down-sizing, transition and closure.

V. Frequency of Meetings

The camp managers should organize CM meetings as regularly as necessary, and at least once a month. They can call for an emergency meeting as necessary. They should also organize regular meetings with the community committees, other committees that might be created.

VII. Reporting

Regular reporting to the CCCM Sector Working Group:

- Site report tracker and CCCM meetings attendance sheets
- 4Ws (Who is doing What, Where and When)
- Monitoring reports and field visit reports
- Others as relevant.