



*Final* TERMS OF REFERENCE

**SITE MANAGEMENT SUPPORT (SMS) AGENCY**

March 2018 (edit 10 May 2018)

**OBJECTIVE**

The overall objective of the Site Management Support agency is to assist designated local authorities to improve the living conditions for the refugees in sites & collective settlements (registered refugee camps, makeshift settlements, extension areas, spontaneous sites and other areas requiring site management services) and ensure access to adequate assistance and protection.

**RESPONSIBILITIES**

The RRRC's Camp in Charge appointed officers (CiCs) have been tasked by the Bangladeshi authorities to perform site management and site administration duties in the Rohingya refugee sites. The main responsibility of the Site Management Support (SMS) agency is to support the designated officials from national authorities in the conduct of site management activities at site level. The SMS agency reports to local authorities at camp level, to the Site Management Area Coordination Focal Point at operational level, and is a member of the Site Management Sector.

Under the framework of the Rohingya Crisis Joint Response Plan and the Site Management Sector strategy, the SMS agency will support the CiC and designated officials in the sites under their responsibility through:

1. Supporting the designated CiC/local authority in coordination of services at site level, including through mapping of site-level service provision and standards, identification of priority gaps and needs according to relevant Sector standards and referring to concerns to the Area Coordination Focal Point and Site Management Sector, coordination of day to day activities including co-chairing of and providing administrative support for appropriate camps/site-level partner coordination meetings, where meetings are chaired by CiC/local authorities (SMS agencies should chair meetings where not), highlighting priority needs and gap within the designated locations.
2. Collating and managing core information in the site, including but not limited to service provision and standards, site layout, population figures, governance structures, community leaders, contacts of service providers and sharing them with the CiC/local authorities as well as the Area Coordination focal point and the Site Management Sector as needed.
3. Monitoring of service provision and humanitarian standards in the site, and regularly providing this information to CiCs/local authorities and to the Area Coordination focal point, Site Management Sector, and other Sectors as relevant
4. In coordination with the CiC and local authorities, setting up or reinforcing governance and community participation structures, ensuring meaningful representation and voice for men/women, boys/girls, minority groups, and persons with specific needs.
5. Working with relevant partners and in coordination with CiC and local authorities to ensure that the refugees are informed on the assistance and services available in the camps/site and how to access them, including through establishment of information desks and through community outreach, and are aware of mechanisms to make complaints and receive feedback
6. Promoting and facilitating accountability towards target population including through the establishment of complaints and feedback mechanisms, and the promotion of two-way communication, in partnership with the CiC and local authorities.

7. If site improvement works are planned as part of the SMS agency activities, working in collaboration with CiC and local authorities and with the targeted community to identify site improvement and mitigation needs (such as levelling of pathways, slope protection, drainage, installation of communal facilities, and lighting), and implementing works in line with the Area Coordination focal point site plans and in line with the Shelter and Site Improvement Technical Working Group guidelines, including the consideration of GBV mitigation measures, coordinated with other infrastructure works as needed.
8. Supporting the development of effective referral mechanisms in close collaboration with relevant stakeholders including CiCs and Protection actors.
9. Developing and updating contingency and emergency response plans at site-level in collaboration with the CiC/relevant authorities and humanitarian partners, following overall contingency and emergency response plans and guidance developed by the Site Management Sector/ISCG with the local authorities.
10. Supporting the allocation of land for shelters and set up of service infrastructure. In line with the SOP on land allocation for shelters and services infrastructure, work with the CiC and local authorities to ensure land allocation follows site plans and relevant Sector strategies for service coverage, and to ensure non-duplication of services.
11. Supporting internal relocation of population and provide accompaniment to new arrivals, at request of Area Coordination focal points and in coordination with CiC and local authorities.
12. Promoting Protection and GBV mainstreaming, Accountability to Affected Populations, and Prevention of Sexual Exploitation and Abuse (PSEA) at site level.
13. In collaboration with CiC and local authorities, engage with host communities around sites and settlements to promote peaceful coexistence.
14. Participate in, identify needs for and promote capacity building activities for site managers, service providers, local authorities and community leaders.
15. Administratively and materially support CiC within the limits of agreed package of assistance to the CiC with RRRC.
16. Adopting a participatory approach in all stages of the response (needs assessment, planning, implementation, monitoring and evaluation).

## **CRITERIA**

Area Coordination agencies for site management – IOM and UNHCR, agreed with RRRC – are currently established to ensure appropriate levels of resources exist within their respective designated geographic areas, including the designation of SMS agencies. Any autonomous SMS functions must meet the above and below criteria, with selection of areas and agencies carried out by the Site Management sector in coordination with RRRC.

Standing criteria for SMS:

1. Having in-country capacity to implement camp management activities; global institutional background in CCCM activities, notably camp management, is an added value;
2. Being active at designated camp or site level with other sector activities such as (Shelter, WASH, Food & Nutrition) is an added value;
3. Having already established capacity in community mobilization / engagement and basic information management;
4. There being a need for more SMS organizations if camps or sites do not have them already.

*This Terms of Reference is subject to review by the Site Management Sector Strategic Advisory Group as needed.*