

CARE INTERNATIONAL ROSTER FOR EMERGENCY DEPLOYMENT (CI RED)

TERMS OF REFERENCE – INFORMATION MANAGER

Purpose / Role

The primary role of the Information Manager is to facilitate communication flows to ensure that CARE decision-makers and key external stakeholders (including CARE implementing partners and disaster-affected communities) receive the information they need during an emergency response in a timely way in a format that is adapted to the target audience. This will require strengthening and streamlining existing information management systems to respond to vastly increased time-critical information demands from internal and external stakeholders. A key responsibility of the Information Manager is to ensure that CARE staff decision-makers and their key partners can make decisions based on sound analysis thanks to the ready availability of timely and credible information.

Responsibilities and Tasks

1. Information Management Systems

- Conduct periodic assessments (including field visits) to determine:
 - Current and anticipated priority information needs of key target groups (CARE decision-makers, media/communications, fundraising, implementing partners, disaster-affected communities, donors, government and UN coordinators, etc.);
 - Effectiveness and functioning of existing information management systems; and
 - Information resource availability.
- Lead the development and implementation of a communications/information management (IM) strategy for CARE's emergency response which:
 - Clarifies IM approaches;
 - Defines resource requirements (funding, equipment, personnel);
 - Describes communication products for key target audiences (e.g. design of Operations Rooms, frequency and content of internal and external Sitreps and other documents, internal/external meetings, databases, e-mail protocols, etc.);
 - Describes how knowledge management occurs, including use of lessons-learned;
 - Provides streamlined protocols for collection and validation of information collected; and
 - Describes how information and management commitments in CARE's Humanitarian Accountability Framework will be met.
- Based on the above strategy, strengthen and streamline IM systems, including establishing or – if already existing - reinforcing and oversee the maintenance of Emergency Operations Rooms in the CARE CO and Field Offices which are designed so as to provide:
 - Meeting space equipped with audio-visual aids and conference call/video conference facilities to accommodate regular and ad hoc operational meetings;
 - A clear display of updated status of CARE's activities and priority follow-up actions to, for example, facilitate decision-making during meetings, proposal development, preparation of Sitreps and emergency strategies, presentations to donors, etc.;
 - Easy-to-find information in document archives and computer databases; and
 - User-friendly procedures for accessing information.

2. Information and Data Collection and Coordination

- Attend internal briefings, external meetings (e.g. cluster meetings), collect and (where appropriate) synthesize relevant documents, meet with CARE staff and undertake field visits as appropriate to remain up to date on the unfolding emergency situation and CARE's response.

- Assist Country Office to produce necessary materials to disseminate information throughout CARE International and externally. Such materials may include situation reports, programme strategy, fact sheets, briefing notes and any others requested by CARE International members.
- Act as a reference/contact point for CARE International Members on general information requests related to the emergency situation and CARE's response.
- Attend external briefings and meetings with Team Leader or delegate to collect information for CARE.

3. Capacity Building

- Training/coaching to CO counterpart information manager(s) with the aim to handing over responsibilities at the end of the RED deployment.
- Provide relevant training to staff and partners in using information management systems, report drafting, etc.

Key Internal Contacts

CO Emergency Coordinator/Adviser, Country Director

Indirect: other CO staff

Key lines of contact for information sharing: as per relevant protocol in the CET

Key External Contacts

Information managers/focal points in clusters and other humanitarian agencies (UN and NGO). Appropriate government sectoral departments.

Reporting lines

Reports to the CARE CO Emergency Coordinator

Skills & Experience Profile

Core Competencies

- **People Skills:** Ability to work independently and as a member of a team player who is able to support and train local and international staff and able to deal sensitively with local partners and disaster affected communities to understand information needs of.
- **Communication Skills:** Well developed written and oral communication skills. Able to communicate clearly and sensitively with internal and external stakeholders as a representative of CARE. This includes effective negotiation and representation skills.
- **Integrity:** Works with trustworthiness and integrity and has a clear commitment to CARE's core values and humanitarian principles.
- **Resilience/Adaptability and flexibility:** Ability to operate effectively under extreme circumstances including stress, high security risks and harsh living conditions. Works and lives with a flexible, adaptable and resilient manner.
- **Awareness and sensitivity of self and others:** Demonstrates awareness and sensitivity to gender and diversity. Have experience and the ability to live and work in diverse cultural contexts in a culturally appropriate manner. Has a capacity to make accurate self-assessment particularly in high stress and high security contexts.
- **Work style:** Is well planned and organized even within a fluid working environment and has a capacity for initiative and decision making with competent analytical and problem solving skills.
- **Knowledge and skills:** knowledge of CARE policies and procedures (CET, HAF, etc.), Sphere and HAP Standards, Red Cross/ NGO Code of Conduct. Requires general finance, administration, information management and telecommunication skills and proficiency in information technology/ computer skills.
- 3 – 5 years humanitarian aid experience.
- Language skills appropriate to the country context.

Technical Competencies required for this position

- Prior experience of setting up streamlined information management systems for a humanitarian agency during an emergency response.
- Ability to undertake research under potentially difficult and sensitive conditions.
- Awareness of potential sensitivity of information in the context of CARE's emergency response and ability to differentiate between information for internal versus external audiences.