

CARE INTERNATIONAL ROSTER FOR EMERGENCY DEPLOYMENT (CI RED)

TERMS OF REFERENCE –QUALITY & ACCOUNTABILITY

Purpose / Role

This position supports the CO staff in their efforts to strengthen the quality and accountability of CARE's emergency response. By the end of the deployment, functioning accountability systems will be in place that are 'good enough' and that can be improved over time. The advisor will help identify and facilitate opportunities for joint activities and inter-agency collaboration, and will help the Country Office liaison with HAP and Sphere teams that are planning to deploy.

Responsibilities and Tasks

1. Strengthen CARE and staff capacity

- Staff have an shared vision of the importance of quality, accountability and impact assessment.
- Staff understand CARE's humanitarian accountability framework
 - CARE's benchmarks for accountability
 - How this helps us fit CARE's principles and the different inter-agency standards together (HAP, Sphere, Good Enough Guide)
 - How the framework can be implemented, including understanding risks and challenges
- One (or more) appropriately specified CARE national staff member has worked closely with the advisor and has the skills, confidence and support to take forward the work in the longer term.
- CARE staff have identified opportunities to work collaboratively across agencies where appropriate, to share ideas, experiences, successes and challenges.

2. Accountability systems are strengthened

- A strategy for implementing quality and accountability within CARE's response is in place (with appropriate work plan and roles and responsibilities)
- Strengthened systems are established, including information dissemination and community feedback mechanisms
- A mechanism to review the systems, and to improve them over time is established

3. Identify and deliver any appropriate immediate support activities

- Conducting awareness raising and training for CARE HQ and field staff (based on capacity building needs) including reflecting with groups of staff on their ongoing work.
- Further developing CARE's quality and accountability strategy and work plan, including identifying a baseline, risks associated with options for accountability mechanisms, the capacity and resources required, structure, roles and responsibilities, and monitoring for its effectiveness)
- Setting up or strengthening accountability systems, including information dissemination, and complaint and community feedback mechanisms
- Providing on the job training / coaching (such as reviewing proposals, supporting community visits)

4. Identify and facilitate opportunities for CARE to work collaboratively *with*

- Sphere, HAP and other quality and accountability initiatives (including NGO Liaison officer).
- National and international agencies responding the cyclone (primarily key partners).
- Possible activities include:
- Facilitating, with CO counterpart, an interagency workshop on quality and accountability with key agencies and partners.

5. Document and share outputs and lessons learned

- **A trip report** within 10 days of the end of the deployment – the primary target audience being Country Office staff as an aid memoire and to facilitate any follow up. This will include a report of activities undertaken:
 - Strategy, work plan, protocols, formats, tools that have been developed, diagram of what accountability system looks like.
 - Any good practice examples of how accountability is being put into practice in the context, and how challenges are being addressed.

- Feedback on putting into practice CI's Humanitarian Accountability Framework.
 - Any appropriate feedback to HAP, Sphere and ECB on use of inter-agency standards, tools and guidance.
 - A trip report outputs, lessons learned and recommendations. Outputs could include: Lessons learned from the experience of undertaking this type of deployment, including working collaboratively with others.
- **A case study** of the CO's experience of putting accountability into practice, to be developed by the advisor in collaboration with the CO national counterpart (what we did and lessons learned). The primary target audience will be staff involved in humanitarian operations both inside and outside of CARE for learning purposes. A proposed timeframe for its completion is 1 month after the After Action Review which will provide an opportunity to generate lessons learned from developing the accountability systems and to incorporate any evidence of the difference it may, or may not have made.

6. Capacity and role of advisor

The advisor is expected to work with specific staff member(s) of CARE. This person has a key quality and accountability role within CARE's response. The advisor will ensure that this person is integral to working with CARE staff to build capacity and develop systems that are appropriate to the context.

Key Internal Contacts

CD, Q&A CO Counterpart

Key External Contacts

Other NGOs, HAP, Sphere ...

Reporting lines

Reports to CI RED Team Leader or designate.

Selection Criteria

Core Competencies

- People Skills: Ability to work independently and as a team player who demonstrates leadership and is able to support and train local and international staff and also able to work with disaster affected communities in a sensitive and participatory manner.
- 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, Sphere and the 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.
- Multiple language skills desirable.

Technical Competencies required for this position are

- Be experienced in project design, planning, proposal writing and project reporting.
- Have excellent team work skills and the ability build good relations both internally and externally.
- Have experience of staff management, training and briefing.
- Have excellent verbal and written communications skills.

- Experience working as part of a team.
- Evidence of strong analytic skills.
- Computer literacy, including facility with Word, Excel, and other Microsoft Office applications.
- High level of analytical and interpretative problem solving.
- Have practical field experience in the application of SPHERE standards.
- Be familiar with and abide by the NGO/Red Cross Code of Conduct, People in Aid, and other regulatory Codes