

## Terms of Reference

### PSEA<sup>1</sup> Focal Points Cameroon

At the annual retreat in May 2019 the Humanitarian Country Team (HCT) approved the establishment of a PSEA Advisory Task Force appointed to provide strategic and operational advice to the network of PSEA focal points. PSEA Focal points in Cameroon are set up in 3 inter-agency networks in Adamawa/East/North, Northwest/Southwest and the Far North region, as well as in Yaoundé and Douala.

#### **Role**

PSEA Focal Points are appointed from agencies and organizations with an operational deployment in areas affected by crises and represent their agency in PSEA activities at field level. Individually they report back to their agencies on PSEA progress and knowledge gained from PSEA prevention and response activities. As a group and through the Chair, they report to the PSEA Advisory Task Force on PSEA activities and consultations with communities.

Each agency participating in PSEA shall nominate one Focal Point and one alternate in each geographic operational area, where possible, to work on PSEA; ideally, one woman and one man.

#### **Meetings**

PSEA Focal Points meet once a month in each geographical operational area in order to share PSEA updates and experiences (including on community-based complaint mechanisms (CBCM)), report to the PSEA Advisory Task Force, and address issues with trainings and awareness raising activities when necessary. Regular meetings facilitate information-sharing on each agency's measures in place to prevent and address sexual exploitation and abuse (SEA), documented incidents (maintaining confidentiality), and incident follow-up.

#### **Responsibilities**

##### Prevention and Awareness raising activities

- Support trainings for humanitarian personnel within their organizations on PSEA, the agency's code of conduct, and the CBCM. Inter-agency joint efforts on trainings are privileged.
- Plan and organize awareness campaigns for local communities on PSEA and the CBCM, which emphasize beneficiary rights and how to use the mechanism Complaints
- Act as an in-person channel for SEA complainants
- Record all information in the appropriate Incident Report Form (either their organization's reporting form or the one shared by the Taskforce)
- During in-person complaints, convey anticipated next steps which include timeframes, the role of the CBCM, and the procedures of the potential investigating agency so that expectations are managed
- Retrieve complaints from other entry points for feedback and complaint such as suggestion box when appropriate (following SOP instructions)
- In collaboration with gender-based violence (GBV) programming and/or PSEA Taskforce Chair ensure that survivors are referred to appropriate assistance services
- PSEA Focal Points who are trained and experienced in child protection will be engaged in child-survivor cases

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<sup>1</sup> PSEA refers to protection from sexual exploitation and abuse committed by humanitarian workers and other actors engaged in assisting the most vulnerable populations.

- Make appropriate recommendations to the management of their organization to improve prevention strategies. These recommendations could focus on the collection and analysis of information on actual/potential risk factors for sexual exploitation and abuse, and the development of measures to address them.

### Coordination

- Serve as the main channel for sharing PSEA information between agencies at relevant coordination meetings at field level.
- Respond to requests for information on PSEA activities

### CBCM engagement regarding PSEA

PSEA focal points:

- Contribute to the exchange of experiences and best practices during programme implementation, monitoring, and evaluation
- Produce proper handover notes when exiting the site
- Ensure programming includes community sensitization on PSEA and existing reporting mechanisms.

PSEA focal points who are involved in programme implementation:

- Conduct regular community consultations from the design phase and throughout the life of the CBCM, leading to effective programme adjustment, as appropriate.

*A PSEA Focal Point should never investigate a complaint; The Focal Point should not engage in counselling complainants (unless they are formally trained to do so and the responsibility is in their TORs).*

### **Profile**

- The PSEA Focal Point must be a staff person of an agency invested in PSEA. S/he must be able to easily access the management team and be accessible to complainants.
- At field level, the focal points profile should be diversified to increase options for complainants to access.
- The Focal Point must have the following skills and experience:
  - Proven integrity, objectivity, and professional competence
  - Demonstrated sensitivity to cultural diversity and gender issues
  - Ability to maintain confidentiality (i.e. trained in data protection)
  - Fluency in relevant languages
  - Preferably demonstrated experience working directly with local communities

### **Training**

In addition to regular PSEA staff trainings, PSEA Focal Points must receive trainings to assist them in successfully fulfilling their duties. These include:

- As the PSEA representatives of their agencies to the affected community, Focal Points must be trained in the guiding principles of PSEA, including the standards of confidentiality, safety, and health/psychosocial needs of survivors.

- As the primary persons receiving in-person complaints, Focal Points should be thoroughly familiar with the entire CBCM complaint handling process.
- Focal Points should be trained on other forms of misconduct in addition to SEA, in order to enhance their ability recognize SEA when it is mixed with other issues.
- Focal Points should be familiar with the policies and procedures of all agencies in PSEA, to ensure that accurate information is provided and so as to manage complainant expectations during intake.
- Focal Points should also be familiar with general reporting procedures and referral mechanisms for all participating PSEA agencies, as well as international standards on evidence gathering, so that the intake process does not jeopardize subsequent agency investigation.
- With support of the PSEA Taskforce, the PSEA focal points are regularly informed about mandatory national reporting laws related to SEA incidents and to incorporate them into PSEA procedures and information packages for survivors/complainants, as appropriate.

These Terms of Reference shall be reviewed on an annual basis and revised as appropriate.

Yaounde, August 2019