# In-country PSEA Coordinator for [Context]
## Generic Terms of Reference[1]

[*Insert relevant background information about the context and PSEA developments to date*]

Under the overall supervision of [*(D)SRSG/HC/RC*], the PSEA Coordinator is responsible for overseeing and supporting the collective PSEA activities of organizations in [*Context*]. The PSEA Coordinator will be contracted by [*organization*] and will report directly to the [*(D)SRSG/HC/RC*]. Working closely with the PSEA Network co-chairs [*co-chair organization* and *co-chair organization*] the PSEA Coordinator will undertake the following:

## Responsibilities:

### Establish the PSEA in-country program

- Support senior leadership in developing and implementing an in-country PSEA strategy
- Support senior leadership to establish an inter-agency PSEA Network for technical coordination on PSEA, consisting of membership from [*UN agencies; international, national, and local organizations; UN mission; and/or government bodies*] operating in [*Context*]
- Support the Network to carry out a joint PSEA risk assessment in [*Context*] to inform senior leadership on strategic decision-making
- Support senior leadership in developing and implementing PSEA Network TORs and a Work Plan, based upon the risk assessment

### Oversee the PSEA Network

- Oversee and support the inter-agency PSEA Network in coordination with the Network co-chairs [*co-chair organization* and *co-chair organization*] in the fulfillment of its responsibilities under its PSEA Network TORs and Work Plan
- Represent the PSEA Network in [*relevant coordination bodies and leadership forums in Context*]
- When the PSEA Coordinator is unavailable the Network will be overseen, supported, and represented by [*co-chair organization* and *co-chair organization*]

### Strengthen PSEA within organizations

*The presence of the PSEA Coordinator does not lessen the responsibility of individual organizations to develop and/or strengthen their own PSEA programs. The PSEA Coordinator supports organizations to follow good practices in PSEA implementation toward collective achievements, while final responsibility for institutional and collective PSEA lies in Heads of Organizations and the (D)SRSG/HC/RC respectively.*

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[1] These Generic PSEA Coordinator TORs are based on good practice and agreements in the IASC 2016 PSEA Toolkit, and have been developed with the contributions of in-country and global practitioners. Before recruiting under these TORs, the content must be contextualized based on leadership structure, practical needs and realities on the ground, and in-country PSEA developments already in place.

Support Network members and other relevant entities operating in the context to strengthen their internal PSEA programs (where requested) to:

- Establish a **Code of Conduct** and **Whistleblowing Policy** that clearly prohibits SEA, obliges reporting of such acts, enforces these clauses when breached, provides meaningful protection to whistleblowers, and encourages safe reporting
- **Implement SEA prevention, risk mitigation, and response measures** during planning, policy and project development, and programming in each department and in each technical sector
- **Train staff** on PSEA and the Code of Conduct, including appropriate conduct for aid workers and how to submit and receive complaints under internal and inter-agency reporting systems
- Ensure that internal **HR practices** are in place in human resource departments that guard against hiring persons who have a (pending) allegation of misconduct against them, and include PSEA content in staff induction, contracts and subcontracting, and job evaluation criteria
- Insert and enforce **PSEA clauses in partnership contracts** that clarify reporting and investigation responsibilities
- Establish and/or strengthen internal **investigation protocols**, including clear case handling responsibilities in-country, capacitated investigations staff, and ability to enact disciplinary measures where SEA is substantiated. Where Network members have a dedicated investigation body in Headquarters, strengthen referrals to the dedicated investigation unit.
- Establish and/or strengthen **safe SEA-specific procedures** for internal complaint and feedback mechanisms (CFMs) and referrals to survivor assistance, informed by good practice and community consultations

## Engage Stakeholders

### Community engagement
*All activities to engage with the affected population should be planned and implemented in close coordination with Accountability to Affected Populations (AAP) and/or Communicating with Communities (CwC) groups/actors in [*Context*]*

- As part of broader community engagement activities, support the Network to learn of community perspectives on behavior of aid workers, and preferences in dispute resolution, discussing sexual matters, and receiving and sharing sensitive information to inform the Network's outreach and activities
- Support the Network to develop a collective communication strategy to raise awareness on key PSEA messages, including the rights of affected populations, the fact that assistance and services are never conditioned on sexual favors, and how to submit sensitive complaints
- Ensure that the implementation of the PSEA Network Work Plan is informed by community participation, contextually and culturally appropriate, and based on the community's needs

### [*Cluster/Sector*] Coordination
- Engage and coordinate with [*Clusters/Sectors*] in [*Context*] to ensure PSEA mainstreaming during planning, policy development and programming
- Represent the PSEA Network and update on relevant PSEA activities during [*Cluster/Sector*] and inter-[*Cluster/Sector*] meetings

- Report back to the PSEA Network on [*Cluster/Sector*] developments and updates that may impact the PSEA Work Plan implementation

### GBV sub-[*Cluster/Sector*]
- Collaborate with the GBV sub-[*Cluster/Sector*] Coordinator to ensure a harmonized approach to prevention activities and support of survivors, and that PSEA Network activities take a survivor-centered approach supporting the rights of survivors
- [*Where there is a Field Victim Rights Advocate (FVRA) or Senior Victim Rights Officer (SVRO) in the context supporting the UN-wide system: Coordinate with the FVRA/SVRO and GBV Coordinator to ensure consistency of the UN-wide approach to SEA prevention and survivor support*]

### Government Actors
- Support senior leadership to develop an engagement strategy with the host government, including identified entry points in relevant ministries and stakeholders for outreach

### [*UN Mission*
- *Where there is a UN Mission in the context, and the Mission is not represented in the PSEA Network: Collaborate at the strategic and technical level to ensure harmonization of messages, avoid duplication of activities, and sharing of trends and developments*]

## Establish/Strengthen an Inter-agency Complaints Mechanism
*The PSEA Coordinator supports the PSEA Network members to establish and maintain an inter-agency community-based complaints mechanism (CBCM) by **linking** the CFMs of Network members through agreed referral pathways, **establishing** new complaint channels where reporting gaps are identified, and **capacity-building** all persons that operate complaint channels on the inter-agency referral protocols. The Coordinator will **advocate** for the above understanding of a joint CBCM within the Network membership and beyond so that participation in the CBCM has the broadest scope possible.*

### Ensure Stakeholder Engagement in the Design of the CBCM
- Assist Network members to consult and engage with all relevant stakeholders during the design of the CBCM in order to ensure support, high-level commitment, sustainability, and community trust and ownership in the CBCM

### SOPs on Complaint Referral
- Support the Network to draft Standard Operating Procedures (SOPs) on inter-agency complaint referral following the *Global Standard Operating Procedures on Inter-Agency Cooperation in CBCMs*, and appropriate for the local context
- Support and advocate with senior leadership to finalize and endorse the [*Context*] SOPs
- Coordinate with Heads of Organizations and [*Cluster/Sector*] leads to ensure the referral pathways are incorporated in PSEA trainings and understood by all actors in [*Context*]

### Assistance Referral Pathways
*In coordination with the GBV and Child Protection sub-[*Clusters/Sectors*] [*and FVRA/SVRO*]:*
- Mobilize the PSEA Network to assist in a mapping exercise of available services and gaps for

health, legal, psychosocial, and material support
- Ensure that the [*Context*] SOPs incorporate assistance referral pathways to provide immediate aid for complainants and survivors
- Assist the Network to train service providers on PSEA-specific components in services

### Entry Points for Reporting
- Work with the PSEA Network, the AAP/CwC Networks, and other relevant actors to understand community preferences in reporting sensitive allegations
- Support the PSEA and AAP Networks to map existing complaint and feedback mechanisms (CFMs) in [*Context*] to identify where there are gaps in community access for reporting sensitive complaints
- Based on CFM mapping and community preferences, support Network members to strengthen existing and/or establish new entry points to fill the gaps in reporting access so that there are safe, accessible, and contextually appropriate channels for any member of the community to report complaints of SEA
- Where major gaps exist, in coordination with the PSEA/AAP Networks and on the endorsement of senior leadership, establish a collective channel for complaints (e.g. a hotline or call center) with clear protocols on complaint intake and referral in line with the [*Context*] SOPs. [*Where email is an appropriate channel, the Coordinator will oversee a neutral email account to receive and refer complaints*]

### Train Staff at Entry Points
- Support the PSEA Network to hold inter-agency trainings on good practices in SEA complaint intake and referral for PSEA Focal Points, GBV and Child Protection actors, and all actors staffing CFM channels, so that all actors who may receive SEA complaints know how to recognize SEA and where to send allegations in the joint CBCM
- Support the Network to disseminate contact information of PSEA Focal Points amongst staff and the affected population, so that the entire aid community is aware of and can reach out to the formal reporting mechanism for each Network member

### Complaint Review and Referral
- Carry out independent complaint review and referral to the concerned organization and provide appropriate follow-up after referral, in accordance with the SOPs

### Monitoring and Evaluation
- Keep anonymized records of allegations received directly by Network members and other actors in-country in order to capture SEA trends and support stakeholders to adjust programs

## Promote Information sharing:

### Proactive Outreach to External Partners
- Proactively reach out to relevant entities that are not participating in the PSEA Network or the joint CBCM to ensure that they are aware of PSEA activities, and to foster linkages and information-sharing

**Recommendations to Senior Leadership and Support Bodies**

- Regularly report to senior leadership on developments and challenges in PSEA in-country to ensure continued engagement and address gaps in PSEA implementation
- Collect and analyze inputs of PSEA Focal Points and other relevant colleagues, identify recurring issues and trends, and share recommendations with senior leadership with the aim of enhancing strategic and operational decision-making related to PSEA
- Regularly update regional and global bodies to ensure up-to-date understanding of PSEA activities in [*Context*]

# Required Qualifications and Experience:

## Background

Technical expertise in at least one of the following areas:
- Protection from Sexual Exploitation and Abuse (PSEA)
- Accountability to Affected Populations (AAP)
- Protection
- Human rights
- Child Protection
- Gender-based violence/Victim assistance
- Staff misconduct and discipline
- Monitoring, Evaluation, Accountability, and Learning (MEAL)

## Professional experience:

- Minimum P3 Level (or equivalent of minimum of 5 years of work experience) and advanced University Degree; strong preference for P4 Level (or equivalent of minimum of 7 years of work experience) and advanced University Degree
- Field experience in humanitarian or development settings
- Understanding of the international development and humanitarian architecture
- Familiarity with the UN system and global coordination structures (e.g. IASC)
- Proven ability to implement an Action Plan
- Experience in developing and facilitating training and capacity-building activities is an advantage
- Familiarity with data protection and confidentiality measures is an advantage

## Skills:

- Coordination (experience in an inter-agency coordination role is an advantage)
- Professionalism (proven integrity, objectivity, and professional competence)
- Communication, facilitation, and inter-personal skills
- Ability to work with different stakeholders and build consensus
- Advocacy across a wide variety of actors
- Leadership (ability to lead a technical network)

- Leveraging (ability to engage at senior leadership level and secure buy-in)
- Problem-solving (ability to know what needs to be done and identify the resources to do it)

**Languages**:

- English required
- [*local language(s)*] a strong benefit

**Behavioral requirements**:

- Sensitivity to cultural diversity, discrimination, and gender issues
- Ability to interact in a sensitive manner with survivors
- Ability to work in a stressful environment
- Ability to delegate