



GIHA WG



ROHINGYA RESPONSE CAMP LEVEL COORDINATION – GUIDANCE NOTE

This document formalizes the camp-level Sector-Focal Point (SFP) camp coordination approach and establishes harmonized minimum expectations across camps.

Objective: The objective of the SFP camp coordination system is to improve communication and information sharing to meet affected populations' needs in each camp by identifying gaps, challenges, duplications and solutions together with CiCs, Site Management, and relevant partners. SFPs also ensure a harmonized system for improving communication between camps and Cox's Bazar. Moreover, a strong SFP system will facilitate the CiCs' work as camp administrators.

Note: It may be necessary to modify parts of this guidance note based on each Sector's current human resources capacity and the number of partners in each camp. However, Sectors and their partners should strive to secure adequate resources and support to realize the system outlined in this document.

Camp-Level Sector Focal Points

- (1) **Role:** SFPs should serve as the Sector representative to CiCs and Site Management Support agencies (SMS) in camps and engage with these actors as frequently as necessary (likely daily). They should participate in regular camp coordination meetings, as well as emergency coordination meetings through the Disaster Management Committee (DMC), and support coordination between all sector partners in each camp.
- (2) **Selection:** The Sector in Cox's Bazar will encourage organizations and agencies to appoint SFPs through a transparent process, coordinated by organizations in each camp. To date, operational field staff at the camp level have been assigned to the role, with a percentage time dedication to the FP role. The camp-level Sector Focal Points should be a full-time position. Where this is not possible, the time and capacity allocated must be sufficient to fully deliver the Focal Point functions outlined in this document.

Suggested selection criteria:

- a. Demonstrated commitment to humanitarian principles and norms, especially Do No Harm, and the importance of age, gender, and disability inclusion.
- b. Capacity to contribute meaningfully to camp coordination and to communicate with partners, the camp level humanitarian community, and CiC team.
- c. Respect for confidentiality, data protection norms, and sensitive information.
- d. Capacity to coordinate and advocate for rapid scale-up in case of emergency.
- e. Ability to engage in inter-sector operations and interventions.
- f. Technical experience in the Sector and delivery of Sector services in a camp setting.
- g. Mid / long-term commitment to the context with a minimum of six months in the camp.
- h. Ability to dedicate the appropriate time to the role.
- i. An understanding of the principles of coordination, including that the Focal Point organization may need to serve as the actor of last resort in a camp.



Camp-Level Coordination Systems & Sector Focal Point Responsibilities

(1) Sector coordination, camp-Level: For effective communication and coordination, SFPs will:

- a. Conduct bi-weekly or monthly sector coordination meetings: SFPs will host regular meetings with all Sector actors to discuss challenges, achievements, cross-sector issues, contextual changes, distribution of activities, and referrals/feedback. The SFP will send invitations, record minutes, note action points, and file minutes with Site Management in the camp. Relevant Sector Documents (e.g. guidance notes, new projects, new strategies) should also be shared with Site Management at the camp level. A representative of the Site Management team will attend Sector coordination meetings.
- b. Establish appropriate communication channels for camp sector partners (i.e WhatsApp groups, etc.).
- c. Maintain Sector contact lists for each camp and ensure that communication channels respect data confidentiality norms for humanitarians and refugees.
- d. Maintain and regularly update camp-level 4Ws and monitor gaps and duplications in service provision and report them to the Sector Coordinator in Cox's Bazar.
- e. Monitor Sector facilities (physical infrastructure): facilities are in-use, well-maintained, and rationalized. Challenges should be reported to the Sector Coordinator in Cox's Bazar.
- f. Address complaints and feedback received in Community Feedback and Referral Mechanisms at camp-level related to the Sector they represent.
- g. Attend relevant community meetings on behalf of the Sector and participate in or appoint a representative to represent the Sector in relevant committee meetings,
- h. Provide reasonable inputs to Site Management's Information Management systems (service mapping, service monitoring, facility mapping, facility rationalization, facility monitoring).

(2) Camp Coordination:

- a. Attend monthly camp coordination meetings: The SFP will prepare priority talking points (achievements/challenges) for presentation to the CiC and Site Management in the camp coordination meeting. These points should be discussed and agreed by Sector partners prior to the meeting. It is important to note that SFPs should represent the entire Sector (not specific agencies within the Sector). Site Management and the CiC team will minute the meetings and note action points. SFPs are responsible for following up on action points within their respective sector.

(3) Emergency coordination: Responsibilities in Emergency Preparedness and Response must be clarified in relevant Sector ToRs. Including, at a minimum:

- a. Attend and actively participate in the Disaster Management Committee (DMC): Each camp DMC is led by the CiC and co-led by SMS. The DMC coordinates partners during cyclone and monsoon seasons. DMCs update camp level emergency preparedness and response plans, follow up on referrals made by SMS following damage assessments, and conduct or participate in camp drills. If the SFP cannot participate in the DMC, they should designate an alternate.
- b. Work with the CiC, SMS agency and sector partners to develop camp level emergency preparedness and response plans according to the broader Sector response framework.
- c. Participate needs assessments and follow-up, if required with the CiC and SMS.



- d. Provide appropriate data and information to the Sector Coordinator in Cox's Bazar.

(4) Protection mainstreaming and capacity building:

- a. Engage with Protection Focal Points (including GBV and Child Protection) and Gender Officers (where applicable) and contribute to protection and gender mainstreaming across the camp.
- b. Participate in Capacity Sharing Initiative (CSI) opportunities for SFPs.

Cox's Bazar Sector Coordinator responsibilities to camp-level Focal Points:

Sector Coordinators will:

- a. Ensure that SFPs are appointed and present in each camp and organize induction/orientation sessions for new SFPs and for all SFPs every six months. These sessions should include a PSEA refresher and protection mainstreaming basics.
- b. Maintain a contact list of SFPs and share with the ISCG and the RRRC's office.
- c. Build Focal Points' capacities and share technical standards, tools, and guidelines for Sector initiatives and gender/protection mainstreaming across activities.
- d. Advocate for funding to cover full-time SFPs (or part-time, as determined by the Sector).
- e. Address SFP challenges.
- f. Monitor SFP performance and report challenges to the host organization.
- g. Establish a communication forum between the Sector in Cox's and the SFPs (for example, whatsapp groups), communicate regularly with SFPs, and ensure that these forums respect data protection norms for humanitarian staff, volunteers, and refugees.
- h. Organize monthly or bi-monthly meetings for SFPs.

Camp-Level Focal point responsibilities to the Sector in CXB:

To ensure strong camp-level and camp-Cox's level coordination, Sector Focal Points will:

- a. Implement the camp-level coordination system outlined in this document.
- b. Complete Sector and camp-level information management tools.
- c. Share challenges and achievements with Sector Coordinators in Cox's Bazar.
- d. Coordinate new interventions with SMS, the CiC, and the Sector in Cox's Bazar.
- e. Discuss all requests for individual staff or volunteer information with Sector Coordinator.

Remote Coordination:

To ensure continued coordination in a remote management or reduced access scenario SFPs should:

- a. Establish and manage systems for remote coordination with Sector partners (bi-weekly remote meetings, whatsapp groups, etc.)
- b. Actively participate in camp-wide coordination systems (remote meetings, whatsapp groups).
- c. With guidance from the Sector Coordinator in Cox's Bazar, implement and oversee remote service mapping/monitoring to ensure continuity of quality assistance to refugees.