**Terms of Reference for WASH Information Manager**

**JOB TITLE**: Emergency WASH Information Manager

**JOB LEVEL**: P3

**REPORTS TO**: WASH sub‐national Cluster Coordinator

**SUPPORTS:** WASH Cluster partners with information needs

**DUTY STATION:** Sub‐national Hub

**DURATION**: Three Months to One year

**Background** Country‐wide torrential rains and flash floods, have caused unprecedented floods throughout Pakistan. Over 17 million people have been directly affected. The WASH Cluster estimates that over 6.0 million people are in need of WASH response. To support the coordination of this response, UNICEF, as WASH Cluster Lead Agency, must support the rolling out of the WASH Cluster at the federal level, in five locations in four provinces (Punjab –Multan, Khyber Pakhtunkhwa‐Peshawar, Sindh‐Sukkur and Hyderabad, Balochistan‐Quetta) and the regions of Gilgit‐Baltistan and Pakistan‐Administered Kashmir‐Muzaffarabad.

The Cluster approach is well established with the Government of Pakistan and humanitarian actors in Pakistan. In the context of this emergency, effective and efficient response of the WASH sector is closely linked with the successful functioning of the WASH Cluster. The Cluster mission is to:

* support emergency response and early recovery activities;
* work in partnership to reduce WASH‐related morbidity and mortality;
* ensure evidence‐based actions, gap‐filling and prioritization of the WASH response; and
* enhance accountable, predictable and effective emergency WASH solutions

Since the onset of the flood, in July 2010, UNICEF has supported the coordination of the WASH Cluster acting as the WASH Cluster Chair at the federal level and provincial levels, leading the coordination of the WASH response on‐ground. To date this support has included the provision of information management, WASH Cluster assessments and monitoring of WASH interventions on ground.

In August 2010, as the extent of the flood emergency expanded significantly both geographically and in populations affected, a corresponding increased need for improved and expanded coordination arose. This includes increased presence in more provinces and select districts, expansion of WASH monitoring and evaluation mechanisms and increased information management support.

UNICEF, as WASH Cluster lead agency, is responsible for ensuring that the cluster approach is effectively carried out. This includes the responsibility for information management, as detailed on page 2 of this ToRs.

**This ToRs is specific to the emergency information management of the WASH Cluster at sub‐national level.**

**Responsibility for WASH Cluster Information Management (IM)**

The *IASC Generic Terms of Reference for Cluster/Sector Leads at the Country Level* includes a requirement for ensuring appropriate IM for an effective and coordinated intra‐cluster response.

The *IASC Guidance on Responsibilities of Cluster/Sector Leads and OCHA for Information Management[[1]](#footnote-1)* details, as part of these cluster/sector lead responsibilities, that as cluster lead agency needs to appoint an Information Management focal point(s) who should have sufficient expertise and an ability to work with different partners and clusters, and allocate the necessary human and financial resources for Information Management to ensure this.

**Rational/Importance**

IM in a coordinated emergency response as it improves the capacity of stakeholders in analysis and decision‐making through strengthened collection, processing, interpretation and dissemination of information at the intra and inter‐cluster level. Information and information management is, in this sense, the foundation on which decision‐making for a coordinated and effective response is based.

Strong IM, carried out in support of coordination processes will support relevant actors to work with the same or complementary information and baseline data when making decisions. Properly collected and managed data during emergencies can furthermore support in early recovery, recovery and disaster preparedness activities. Information Management is therefore both a time critical intervention to support timely evidence based decision making in the WASH cluster, but is also a responsibility and an accountability by its agreement to the *IASC Guidance on Responsibilities of Cluster/Sector Leads and OCHA for Information Management*

**Purpose and Role**

The Information Manager is one of the core WASH sub‐national Cluster Coordination team members and plays a vital role in collecting, analysing, and sharing information that is important for the cluster stakeholders to make informed (evidence based) strategic decisions on:

1. the needs of affected populations
2. the prioritization of these areas according to WASH indicators
3. where there is a need for WASH actors and to what degree
4. what are the key gaps in activity and need
5. what capacity (human, material, financial) exists to be used in support of the identified, prioritised response needs

The Information Manager therefore supports the WASH Cluster Coordinator by supporting the cluster with the data and information it requires to make programmatic decisions.

As such, the Information Manager needs to be able to liaise and communicate with many different types of people and agencies and act as a ‘bridge’ between WASH decision makers and technical IM staff.

Fundamental to the job is the ability to present information in a way that is easily understood by the

cluster members. Sometimes this is through graphic means such a mapping but also through tables, charts, and narrative writing. Other times it involves discussing the information directly with the decision makers to make important interpretations on the findings.

**Key Responsibilities and Tasks**

**General**

* Report to the provincial WASH Cluster Coordinator and respond to the Cluster Membership’s needs for information; work under the guidance of the national level Information Manager.
* Provide IM services to cluster for key decision making. These services will include data collection, collation, analysis, dissemination processes relevant to the needs of the cluster. This may require building additional and appropriate capacity through the training of additional staff and managing, organizing, and conducting these activities.

**Data Gathering, Tools and Process**

* Proactively gathering of information from other clusters/organizations/military which may be of use to the WASH Cluster for informing decisions, including movement of population, potential camp locations, road networks.
* Identify barriers for information collection, collation, analysis and sharing and work with the national level Information Management Specialist to develop appropriate supportive strategies which includes convincing agencies of the purpose and importance of collecting and sharing data/information by providing a timely, added value service to all stakeholders.

**Needs Assessment**

* Liaise with the national Information Manager in organizing and managing the data input and initial analysis and presentation of data for the WASH cluster.

**Monitoring**

* Maintain contact directories of WASH humanitarian partners using format agreed with national Information Management Specialist.
* Maintain database of ‘Who does What Where When (4W)’and derivative products, such as maps
* Inventory of relevant common Cluster/Sector data sets, including population data disaggregated by age and sex.
* Data on the humanitarian requirements and contributions ( financial, material, human – as appropriate).

**Dissemination and Access to Information for WASH Stakeholders**

* Inventory of relevant documents on the humanitarian situation, i.e. mission reports, assessments, evaluations, etc;
* Share information in an appropriate way (i.e. not all stakeholders have access to the same type of information systems) using internet, e‐mail groups, hard copies, verbal feedback at WASH coordination meetings and dissemination to affected communities as part of accountability to affected populations; consider translation into local languages as appropriate. Existing resources include www.humanitarianreform.org/WASH, oneresponse.info or country based websites.

**Mapping**

* Produce maps of WASH 4W per location, water and sanitation infrastructure.
* Map out WASH resources, needs and gaps as requested (support may be available from OCHA)

**Information Management Intra and Inter‐Cluster Liaison**

* Liaise with local and national authorities on data – particularly to assess and access existing information.
* Ensure that information management (IM) activities support national information systems, standards, build local capacities and maintain appropriate links with relevant Government, provincial and local authorities, thus seek to strengthen, not replace or diminish, national efforts including those of institutions not part of the Cluster or Government.
* Liaise with UNICEF Monitoring and Evaluation experts to gather and share information – especially for background data and sources of information in‐country.

**Information Management Standards and Policy**

* Ensure that IM standards and policies, as advised by the IM (Systems Development) are followed, and feedback is given on appropriateness, with suggestions for possible improvements.

**Ensuring sufficient IM capacity for continuity**

* Bring any shortcoming in IM capacity to the attention of the WASH sub‐cluster coordinator and the IM (Systems Development).

**Training and capacity building of provincial authorities and civil society**

* Train a provincial information manager in the use of Global WASH Cluster tools and procedures.
* Support the local authority to organize information management as requested.
* Promote and support training of other UNICEF, provincial government and humanitarian personnel on the use of the tools and procedures.

**Post‐Disaster and Preparation for End of Assignment**

* Hand over information management services to appropriate agency, including the provision of brief guidance notes.
* Preparation of a short summary report at the conclusion of the assignment on lessons learned to be shared with WASH at the country, regional and global levels.

**Other**

* Any other tasks that may be required (within reason) to achieve the objective of this assignment

**Candidate Profile:**

**Common Minimum Requirements**

* Degree‐level qualification in a relevant field or discipline such as WASH, geographic sciences, humanitarian affairs, political science, Information Technology, Information Systems, engineering, communications.
* Minimum of 5 years of relevant experience.
* Willingness and ability to work in difficult environments, in often stressful time‐critical situations.
* Ability to work in English required.
* Cultural and gender awareness and sensitivity.

**Technical Skill sets**

Essential technical skills:

* Strong knowledge of Excel and preferably MS Access or other databases.
* Ability to collect and organize data and use GIS/cartographic outputs.
* Ability to present information in understandable tables, charts and graphs.

Other Technical Skills that are considered desirable:

* Data storage and file management expertise.
* Assessment, survey, and monitoring and evaluation expertise.
* Communications and technical writing using both graphic and narrative presentations.
* Knowledge of ArcGIS or other mapping software an advantage.

**Managerial/Communications Skill sets**

Essential managerial skills:

* Good communication and interpersonal skills.
* Able to manage and work in or with a multidisciplinary team of IM practitioners.
* Good written and oral presentation skills

1. <http://www.oneresponse.info/publicdocuments/Operational_Guidance_IM.pdf> [↑](#footnote-ref-1)