Inter-Sector
Working Group
Jordan

Inter-Sector Working Group (ISWG)

Meeting in Zaatari

June 11, 2024.

1. Summary

- The Inter-Sector Working Group (ISWG), in collaboration with the Head of Zaatari Office, organized a visit to the Zaatari field office and project sites on June 11, 2024. The main objective of the visit was to enhance engagement and communication, foster a cohesive connection between Amman and the field, and conduct visits to various activities implemented by partners in Zaatari. This effort aimed to align and mirror coordination structures across the country and promote synergy between the national and field levels. IACU team and the head of the field office have presented the current coordination structure in Amman and Zaatari and reflected the need for advanced strategic discussions with key stakeholders, including the governorate.

- The discussions focused on identifying dynamic and innovative strategies to enhance coordination across various sectors. The visit aimed to strengthen communication channels, bridge geographical gaps, and ensure seamless collaboration. This involved facilitating knowledge-sharing and exchanges on addressing operational gaps while maintaining service quality within a harmonized cooperation framework between Amman-based teams and their counterparts in the field.

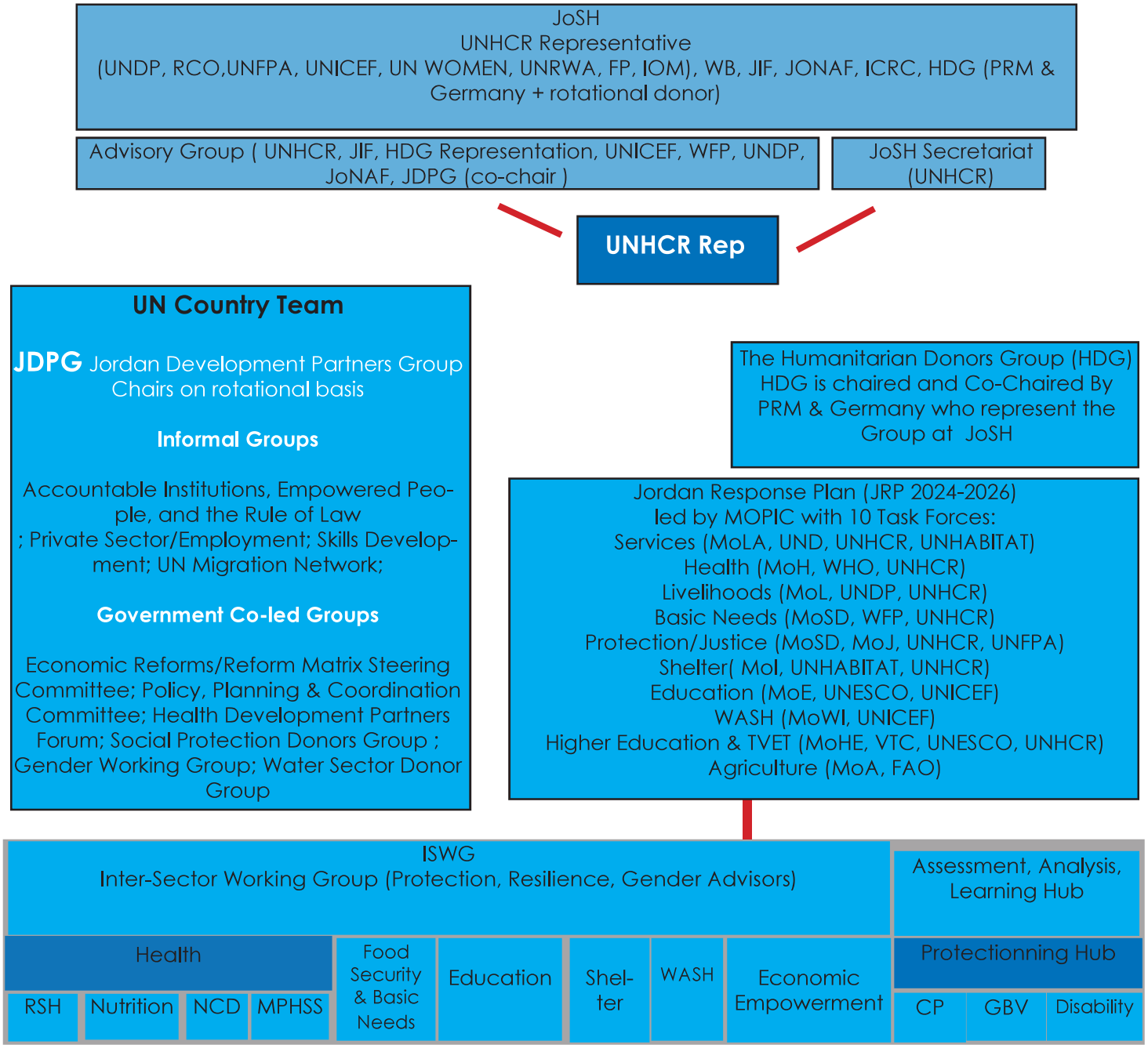
- By fostering a culture of cooperation, the ISWG aimed to create a cohesive network that allows for more efficient resource allocation and timely responses to emerging needs and gaps. This is particularly crucial given the rapid decline in funding. The goal is to ensure that all teams are well-equipped to handle challenges and continue providing high-quality services despite financial constraints.

- Participants included ISWG sector chairs and co-chairs, Zaatari Head office and representatives of sectors at field level in addition to key actors from Zaatari and Mafraq. Organizations that attended the meeting include: UNHCR, UN Women, NRC, IRC, SRAD, UNICEF, IMC, ARDD, IOCC, JIF and JONAF.

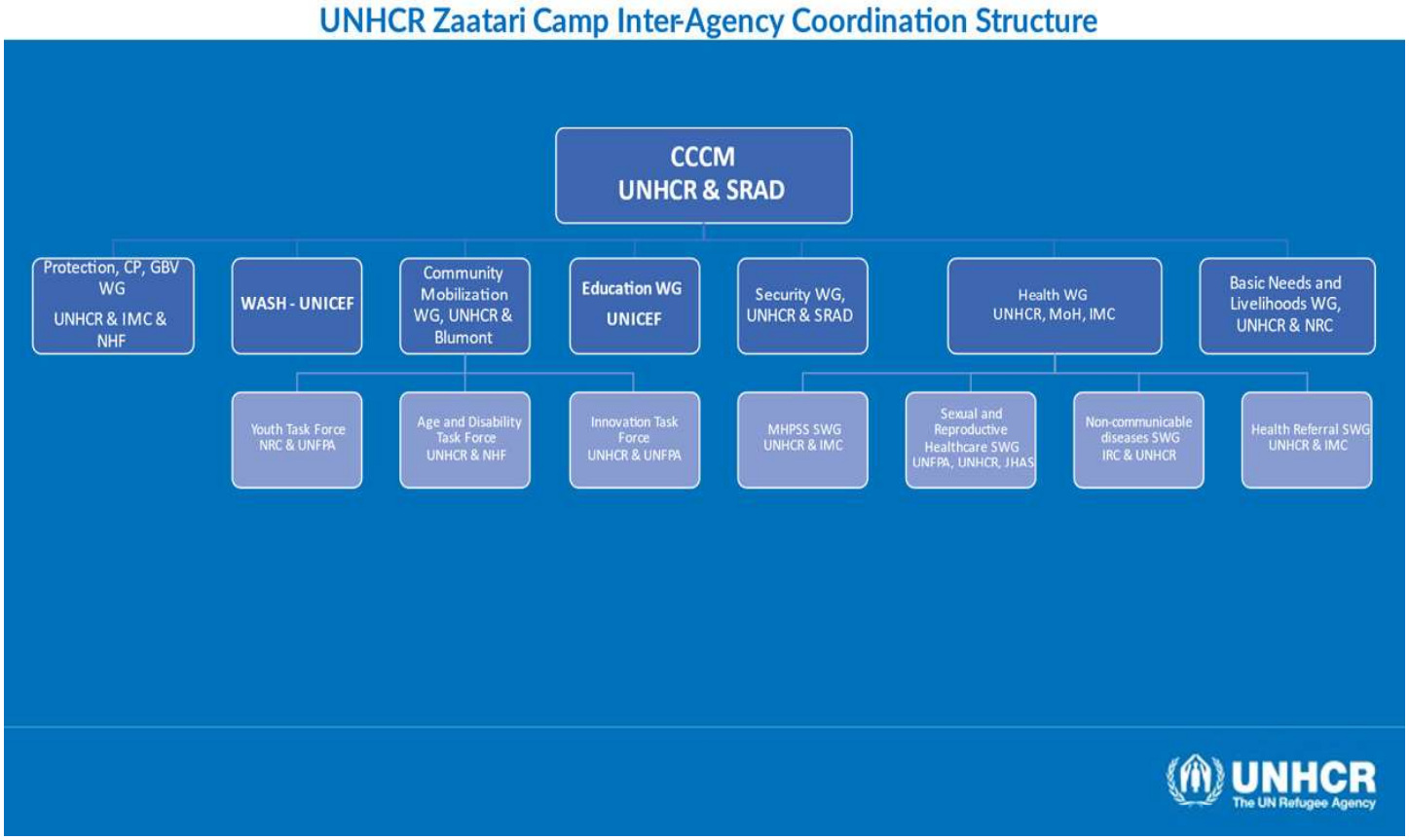
2. Refugees Response Coordination Structure and discussion

- IACU presented the below Jordan Refugees Response Coordination Structure, followed by an in-depth discussion on how to enhance coordination between the field and the national coordination forums. The presentation highlighted the current challenges and proposed strategies to improve information flow, resource allocation, and collaborative efforts among various stakeholders to cover operational gaps and needs.

Coordination architecture



Zaatari Head of Field Office provided a briefing on the below coordination structure in Zaatari camp



- At the field level, the government actively participates in the coordination structure. In Amman, some working groups (WGs) are co-chaired by government representatives.
- There is no coordination structure for shelter. Zaatari Camp used to have a shelter committee, but it is currently inactive.
- The Head of the Inter-Agency Coordination Unit (IACU) provided a summary of two prioritization exercises conducted in Amman. These exercises were not solely focused on funding aspects but also incorporated political considerations. This holistic approach was designed to ensure a comprehensive understanding of the challenges and opportunities at hand.
- In addition, certain areas were identified for collective actions. One key area is addressing parallel systems to streamline processes and improve operational efficiency. This includes enhancing localization efforts by strategically engaging with the government and ensure coherence between humanitarian and development initiatives.
- On the health front, efforts are underway to harmonize coordination between Amman and the field. This involves aligning the existing field coordination structure with the national coordination framework. This initiative is expected to improve coordination and collaboration, ultimately leading to more effective health interventions. The Head of IACU emphasized the importance of sharing

challenges and trends with JoSH. Seeking JOSH's support in addressing these issues can help sectors enhance their overall effectiveness.

- The WASH chair emphasized that coordination between the national and camp levels, particularly in sectors where the lead agency is the same, should be more organic. Colleagues responsible for coordination at the camp or field level should regularly communicate with their national-level counterparts. Additionally, field-level coordinators should participate in national-level meetings as much as possible. This is already the case for WASH, where some partners working at the field level also engage at the national level, ensuring a regular flow of information.

3. Integrating PSEA

- The audience commented that PSEA is being considered through the Code of Conduct (COC) training sessions and other awareness activities conducted by the camp working groups.
- The Head of IACU reflected on the series of Gender and Protection Mainstreaming Workshops during April–June 2024 and targeted participants from all ISWG working groups and field colleagues.
- The audience stated that since there is no agreement in place with implemented partners to ensure PSEA is integrated, the community volunteers are taking the responsibility through the awareness sessions they delivered to the sectors.

4. information management and mapping exercise

- Data and Information Management: The IACU team consistently uploads approved documents, including the VAF, to the UNHCR portal. This dissemination ensures that partners and stakeholders have access to valuable information and lessons learned.
- Analysis, Assessment, and Learning Hub (AAL-Hub): Managed by UNHCR, the AAL-Hub serves as a crucial platform for partners to exchange knowledge and documents. It includes updated VAF reports and assessments conducted by various partners.
- Support for Camp Colleagues: Camp colleagues can seek assistance from the IACU team to upload their documents and data to the UNHCR portal.
- Collaboration with Partners: Partners are encouraged to share their data with the IACU team for portal upload.
- Organization Mapping Exercise: Conducting an organization mapping exercise will optimize resource utilization and prevent duplication.

5. Summary of Projects Visited

Visit NRC Activities

The following is the **briefing by NRC** provided during the visit on the different types of training (sewing, carpentry, kindergarten, etc.)

- Through the NRC's youth education and training program, since 2013, more than 21,000 Syrian youth, ages 16–32, in Azraq and Zaatari camps have received support to become active and engaged members of their community with the aim of improving their personal wellbeing and the wellbeing of their communities. Through multiple accredited learning pathways, including enhanced access to livelihoods, social engagement, and further learning, NRC Jordan also provides complementary life skills to support youth and their wellbeing throughout their pathway, whether that includes remaining in Jordan, returning to Syria, or re-settling in a third country. By ensuring By ensuring youth are actively engaged and meaningfully participate in all parts of the project cycle, NRC is able to deliver relevant learning opportunities to build foundational and transferrable skills. Mainstreaming soft skills and access to a youth-friendly space across both camps ensure that youth can gain the personal, social, and emotional skills that are essential to their development and complementary to their technical skills.
- By emphasizing a holistic approach and merging skills acquisition with on-going social engagement initiatives, community development projects, and a compulsory life skills framework, youth are supported and connected with the community around them, with the aim of developing a sense of belonging and healthy relationships through positive role models and healthy peer relationships. NRC Jordan's programming is provided across three levels of skill development: skill acquisition, transition, and independence. Aligned with the Jordan Ministry of Labor (MoL) standards, NRC Jordan's levels one and two equate to Level 1, or "Skills Locator," level of the TVSDC. NRC's 4 vocational training centers, with 2 in Azraq and 2 in Zaatari, have curriculum and facilitators that each meet accre-ditation requirements and hold dual certification from both national and inter-national accreditation bodies to ensure the highest standards of education and training."

Visit UNHCR Community Center Tour at district 2

The following is a brief on the Community Center activities: It performs as pla-tform for different activities for all age groups from both genders based on the AGD approach, the Center is operated by UNHCR's partner Blumont, it contains different activities such as:

- Connected learning hub, where it can support the education process by providing support classes in different subject such as: English, Arabic, Math, and

science, it also supports Tawjihi students to access different education platforms that provides extra classes to Jordanian students in the urban area, it also can support university student to do their theses. Job seekers as well can access the CLH to apply for jobs individually or online opportunities.

- TIGER: this activity stands for "Those inspired Girls/Boys Enjoys Reading", it's an activity designed to facilitate the initiatives for young children to enhance their life skills, team building, community initiatives and it's designed to prevent the protection concerns such as early marriage and child labor.
- ART gallery: it's a platform where all artists can present their art (Crafts, Paints, drawings, and sculptures) as well as provides classes to children interested in arts. Artist participates in any exhibitions, celebrations, and UN days to find opportunity to sell their products.
- Women Empowerment Network: (WEN) is pure volunteering network considered as a tool of community-based protection networks consist of women who has skills in sewing, hand crafts, soup, perfumes, tote bags, and gifts. WEN represent a safe place for women to gather and design initiatives to support the community. They also join in in any exhibitions, celebrations, and UN days to find opportunity to sell their products.
- Meeting Room: The center contains big meeting room to conduct monthly meetings with the community and all service providers to discuss the concerns and find solutions based on the available resources.
- Play Area and open space: The Center has a play area and open space for all age groups to participate in outdoor activities.
- Library: Small library available in the Center for interested individuals with reading activities.
- Safe place: The Center can perform as safe place during harsh weather conditions especially in winter where families can use as safe shelter in case their caravans were affected by rain and in need to move to safe area.
- The activities above are coached by Syrian IBVs with the support of Blumont and UNHCR in monitoring and logistics.

Visit to MOH Primary Health Care Centre

The health center is providing primary and secondary care and dental services. It was under maintenance at the time of the visit.

6. KEY RECOMANDATIONS AND NEXT STEPS

1. Revisit and Harmonize Coordination Structures
- Align Zaatari's coordination framework with national structures to enhance efficiency and effectiveness.

2. Strengthen Sector Working Groups Alignment
- Improve coordination and communication between ISWG sector working groups and those in the camp.
- Ensure field updates are included in sector meetings and discussions (e.g., Protection and Health sectors).

3. Enhance Evidence-Based Practices and Information Management
- Strengthen analysis, learning, and information management.
- Address and mainstream cross-cutting issues such as gender, protection and resiliance.

4. Foster Localization and Government Engagement
- Collaborate with development actors to ensure sustainability amidst declining funding. This includes forming strategic partnerships and leveraging local resources to maintain service delivery.
- Advance recommendations proposed during the visioning workshop to gradually transition from humanitarian to durable solutions.
  This involves implementing long-term strategies that focus on integration, resilience and self-sufficiency.
- Engage with local government and community leaders to align efforts and ensure that initiatives are locally owned.
- Promote capacity-building activities to empower local stakeholders.
- Regularly review and adapt strategies based on feedback from local and government partners to ensure continuous improvement and relevance.

5. Improve Strategic Communication with JOSH
- Elevate strategic updates and key trends to JOSH to garner support and address current challenges.
- Regularly share insights and data on emerging issues and opportunities to keep JOSH informed and engaged.
- Foster a two-way communication channel to ensure feedback from JOSH is integrated into strategic planning and decision-making processes.
- Organize periodic briefings and meetings with JOSH to discuss progress, challenges, and collaborative solution.

6. Optimize Shelter Coordination
- Create a dedicated shelter coordination structure at the field level.
- Consider reactivating the previous coordination mechanism.
- Ensure shelter partners in Zaatari attend coordination meetings in Amman.

7. Plan and Communicate Exit Strategies
- Partners planning to face out from camps to Inform relevant coordination

mechanisms and stakeholders of exit plans at least six months in advance to ensure operational gaps are filled and basic service delivery maintained.

8. Mainstream PSEA (Protection from Sexual Exploitation and Abuse)

- Conduct comprehensive PSEA mainstreaming workshops.
- Share PSEA network resources with field sectors.

Ensure organizations comply with and enforce PSEA standards.

PART OF THE ISWG MEETING REGARDING THE ZAATARI COORDINATION WORKING GROUP

NRC SEWING TRAINING CENTER

VISIT TO THE UNHCR COMMUNITY CENTER

VISIT TO MOH PRIMARY HEALTH CARE CENTRE