



### Activities / Recommendations

The ISWG comprises of Sector Coordinators from UN agencies, NGOs, and the INGO Forum Representative, and is chaired by the UNHCR Inter-Sector Coordinator<sup>1</sup>. The ISWG reports to the UNHCR Representative. The Plan exercises caution and respects the identity and independence of organizations in their implementation roles. Building on the lessons learned from the onset of the ISWG (2012-2021) and the practices of the Jordan Response Plan [JRP] and Regional Refugee and Resilience Plan [3RP], the following Work Plan activities sets out key areas of work based on the Terms of Reference for the Inter-Agency Refugee Coordination Structure in 2022, and as outlined in the Inter-Sector Working Group (ISWG) ToR<sup>2</sup>. The Work Plan focuses on priorities at the inter-sector level, aiming to support the refugee sectors and sub-sectors (and respective working groups) coordinating and avoiding duplication. It focuses on the sector-based approaches in planning, implementation and reporting sector activities.

The ISWG following activities are:

- Ensure effective NGO co-chairing arrangements, meaningful participation across sectors and sub-sectors, by including them in the full program cycle.
- Consistency in quality reporting of the sectors and sub-sectors as per ISWG reporting requirements calendar (Sector Matrices, ActivityInfo, Jordan Financial Tracking, 3RP, ISWG, Contingency Planning, Minimum Expenditure Basket, etc.).
- The ISWG ensure evidence-based program activities, joint analysis, Inter-Agency gender analysis or by applying gender lenses on planned assessments, to respond to the current needs and changes in the operation; to feed into the JRP, 3RP, stakeholders' strategies (refugee sectors, UN agencies, INGOs and NNGOs and the government) and ensure the findings of these assessments into the implementation and action plans by all stakeholders involved.
- As per its ToR, the ISWG promotes, strengthen and coordinates activities and planning between humanitarian and development interventions.
- The Work Plan reflects the complementary and supportive relationship between the Refugee Coordination and the JRP, in cooperation with the Ministry of Planning and International Cooperation (MoPIC), other line ministries and local authorities.
- Ensure information management and information sharing by engaging with sectors, sub-sectors, task teams, networks, heads of the GoJ, UN agencies and partners (INGOs and NNGOs) involved in the Refugee Response in Jordan, as well as donors' members of other fora such as the Humanitarian Partners Forum [HPF].
- In line with increasing demands to streamline cash assistance in a coordinated manner across different sectors, the ISWG will support the establishment of a technical multi-sectorial Cash Working Group by ensuring coordination, strategic planning, sector's response, and program activities, in addition to ensure the mainstreaming of cross-cutting areas (gender, protection, AAP, SEA, and resource mobilization) in the full program cycle.
- Support the sector coordinators mainstreaming gender in the sectors and sub-sub-sectors (e.g., assessments, strategic planning, implementation, monitoring, evaluation, reporting and resource mobilization) in addition to applying gender lens into the operation such as SOPs, Partnership Agreements, work plans, reporting templates, indicators, and proposals).

<sup>1</sup> For more information, please contact the Senior Inter-Agency Coordinator, Susana Boudon, [boudon@unhcr.org](mailto:boudon@unhcr.org)

<sup>2</sup> Search for the ISWG ToR at the Operational Data Portal here: <https://data2.unhcr.org/en/documents/details/90387>

- Ensure gender is integrated into ongoing and planned capacity building activities by the sectors (instead of delivering stand-alone gender capacity building activities and one-off trainings) to ensure mainstreaming and capacity-building synergies at all levels.
- Advocate for gender budgeting by ensuring gender mainstreaming and gender programming activities are included in joint activities proposals and sector budgets.
- The Inter-Agency Standing Committee Gender with Age Marker [IASC GAM] is not a checklist for donors but rather an Inter-Agency tool for sectors to apply gender elements and ensure gender mainstreaming into the program design, implementation, and monitoring. It is expected that the sectors of the Syrian refugee operation use the tool for designing projects including the use of the IASC GAM for monitoring projects.
- All sectors involved in the Syrian refugee response to support mainstreaming PSEA and Sexual Harassment and Code of Conduct at the Workplace, by including in sectors' work plans related mandatory trainings and refreshing sessions to all staff and affiliated workforces within all areas of scope (all staff, volunteers, partners, security, suppliers, etc.) nevertheless, ensure proper measurements and mechanisms are in place to report, respond and prevent SEA and Sexual Harassment.
- Advocate for mainstreaming of AAP in the Inter-Sector Coordination work, to ensure that representatives of refugees from diverse backgrounds and community volunteers are trained, consulted, and can engage meaningfully in any decision-making forums that may affect their lives (e.g., protection, assistance, and solutions). Information is communicated in languages, formats and media that are culturally appropriate, and accessible (multi-channel) to all groups of the community (consider literacy, radio/TV culture). Information shared on available feedback or complaints systems and relevant contact details.
- The Inter-Sector Coordination support to strengthen linkages for GBV services and referral mechanisms between the Health Sector, Cash for Protection Task Force, and Livelihoods Sector in collaboration with PSEA Network, GBV Sub-Sector and Age and Disability Task Force to extend possible to avoid any duplications of efforts in the response.
- The Inter-Sector Coordination to support Protection Sector / GBV Sub-Sector in mainstreaming GBV mandatory trainings in the sectors' work plans.
- Continue to focus on key analysis processes [i.e., Minimum-Expenditure Basket (MEB) and Vulnerability Assessment Framework (VAF)] with its challenges, gaps, and key priorities;
- Confirm and pursue adherence to agreed standards in assessments and delivery, including winterization packages, compliance with information management systems, the Needs Assessment Coordination and Registry and any emergency plan implemented at the country level;
- Maintain transparent data collection, information analysis and sharing, as well as system's management;
- Support strengthening the refugee Sector Gender Focal Points Network (SGFPN) and linkages with the respective sectors at the field level, ensuring gender mainstreaming within the refugee sectors and their engagement and commitment to address and respond to the gender activities as per the network and focal points work plans and terms of reference to avoid ad-hoc gender activities and gaps;
- Continue proactive attempts to link refugee coordination to the JRP structures, and to resilience and development processes;
- Continue close engagement with the JRP line ministries and tactical articulation with the 3RP.

## Common Processes

- Engagement at the sector level, programme, and project levels, as well at the specific area-based coordination fora.
- NGO co-chairing arrangements of sectors and at urban coordination, including rotation cycles.
- Prevention of Sexual Exploitation and Abuse [PSEA] <http://data2.unhcr.org/en/situations/syria/location/36>
- Jordan Response Plan [JRP] under leadership of the Ministry of Planning and International Cooperation [MoPIC] <http://www.jrp.gov.jo/>
- Project Approval Process and Jordan Response Information System for the Syria crisis platform [JORISS] under the responsibility of MoPIC <http://www.joriss.org.jo/>
- Contribute to the Regional Refugee and Resilience Plan [3RP] <https://www.3rpsyriacrisis.org/>
- Inter-Agency Financial Tracking System [JFT] for the Inter-Agency Appeal
- Minimum Expenditure Basket (MEB) <http://data2.unhcr.org/en/situations/syria/location/36>
- Vulnerability Assessment Framework [VAF] <http://data2.unhcr.org/en/situations/syria/location/36>
- Joint Comprehensive Vulnerability Assessment [JCVA].
- Coordinated Needs Assessment Implementation and Registry <http://data2.unhcr.org/en/situations/syria/location/36>
- Data Analysis <http://data2.unhcr.org/en/situations/syria/location/36>
- Contingency Planning <http://data2.unhcr.org/en/situations/syria/location/36>
- Services Advisor: online mapping of services <https://jordan.servicesadvisor.org/#/>
- ActivityInfo: Planning, Monitoring and Reporting.
- Advocacy and Information sharing with donors and the Government of Jordan.
- Identify new joint areas of collaboration / interventions and information-sharing linking refugee coordination with development interventions by also engaging the relevant stakeholders.
- Advocate for the integration of the refugee response in different sectors with the National Plans.
- Advocate for the inclusion of non-Syrian refugees within the National Plans.

***N.B. Ensure that gender lens is applied all above processes, tools, templates, assessments, questionnaires, SOPs, MoUs, trainings, analysis, and information management.***

<b>ISC</b> [Inter-Sector Coordinator]	<b>ISWG</b> [Inter-Sector Working Group: composed by Sectors chairs/co-chairs, JIF, ABC]	<b>ABC</b> [Area-Based Coordination]	<b>IACU</b> [Inter-Agency Coordination Unit UNHCR]	
<b>REFUGEE COORDINATION STRUCTURE ACTIVITY</b>		<b>Timeframe</b>	<b>Expected Outputs</b>	<b>Responsible</b>
Provide advisory and information sharing support to ISWG at country and field level (camps and urban).		Continually	Follow up on the sectors' implementation, share sectors' updates, advise as appropriate.	ISC, ISWG, IACU
Organize ISWG meetings.		Monthly and ad-hoc [as needed]	Monitor key processes, maintain transparent data collection, ensure space for regular inter-sector discussions.	ISC

Review progress of the ISWG Work Plan.	Bi-annually	Analyze dynamics and results of the Work Plan implementation, suggest measures to improve.	ISC, ISWG
Support the Government of Jordan in the preparation of JRP.	Aligned with JRP calendar	Participate in taskforces, contribute to the drafting of JRP documents.	ISC, ISWG, IACU
With 3RP Regional and other country teams, lead and implement 3RP.	Aligned with 3RP calendar	Contribute to the 3RP planning, monitoring, and reporting.	ISC, ISWG, IACU
Conduct the annual sector performance survey.	September	Participate in the survey, analyze results, review sector activities if needed.	ISWG, IACU
Strengthen the capacity of sector coordinators and identify training opportunities for sector, urban and camp coordinators.	As appropriate	Identify training needs of the sector coordinators, seek, and offer opportunities to enhance coordinators' capacities in the areas benefitting the inter-sector coordination.	IACU
Review sector, camp, and urban coordination mechanisms (including revision of TORs, SOPs) to ensure their effectiveness.	As appropriate	Establish coordination mechanisms, provide guiding documents, and review and update as needed.	ISC, Sectors chairs/co-chairs, IACU
Information sharing through Inter-Sector/Inter-Agency Coordination platforms.	Continually	Operational Data Portal [UNHCR] is updated regularly, depending on issuance of new documents, reports, assessments, etc.	IACU
Review, maintain and re-establish co-chairing arrangements for the sectors and area-based coordination bodies.	Continually	Establish effective co-chairing arrangements.	ISC, Sectors chairs/co-chairs, IACU
Develop sector/sub-sectors specific annual plans.	Q1	Develop sector specific annual work plans, linked to the respective SDGs, areas in need of support under the Global Compact on Refugees, and the cross-cutting themes.	Sectors chairs/co-chairs, IACU
<b>INTER-SECTOR / INTER-AGENCY REPORTING REQUIREMENTS</b>	<b>Timeframe</b>	<b>Expected Outputs</b>	<b>Responsible</b>
Report regularly in ActivityInfo.	Monthly	Reporting that reflects field operations accurately.	Sectors chairs/co-chairs
Report regularly in Jordan Financial Tracking (JFT).	Quarterly	Reporting that reflects field operations accurately.	Sectors chairs/co-chairs
Report regularly in Regional Indicators.	Quarterly	Reporting that reflects field operations accurately.	ISC / IACU
Report regularly in Refugee Response Coordination & Corona Updates.	Monthly	Reporting that reflects field operations accurately.	Sectors chairs/co-chairs
Use collected data for planning, analytical reporting, gap analysis, programming, advocacy, etc.	Continually	Quality of the processes and products enhanced.	ISWG / IACU
Report on 3RP progress.	Aligned with 3RP calendar	Mid-year and annual reporting reflect operations accurately.	ISC / Sectors chairs/co-chairs
<b>INFORMATION MANAGEMENT</b>	<b>Timeframe</b>	<b>Expected Outputs</b>	<b>Responsible</b>

Maintain partner data at ActivityInfo [AI] and Jordan Financial Tracking [JFT] information management platforms.	Continually	Partners' data is timely updated, properly maintained, and available when needed.	IACU
Manage the UNHCR Operational Data Management Portal on Syria Refugee Response	Continually	Partners' data is timely updated, properly maintained, and available when needed.	IACU
Develop taxonomy and roll out of Services Advisor.	Aligned with 3RP calendar	Contribute to the development of the taxonomy of Services Advisor, participate in its roll-out through all sectors, in camp and urban settings.	Sectors chairs/co-chairs / ABC / IACU
Enhance usage of ActivityInfo, JFT and Services Advisor.	Continually	ActivityInfo, JFT and Services Advisor are regularly updated, data is used for monitoring, reporting, planning and advocacy.	Sectors chairs/co-chairs / ABC / IACU
<b>JOINT ASSESSMENTS</b>	<b>Timeframe</b>	<b>Expected Outputs</b>	<b>Responsible</b>
Set relevant sector contributions in relation to vulnerability assessments as well as the Joint Comprehensive Vulnerability Assessment, if needed.	Continually	Joint Comprehensive Vulnerability Assessment finalized and agreed among UN Agencies and NGOs.	Sectors chairs/co-chairs
Ensure assessments are well coordinated, meaningful and address the actual needs of the operation, refugees, and host communities.	Continually	SOPs of the Coordinated Needs Assessment is updated and implemented.	ISC / ISWG, Sectors chairs/co-chairs / IACU
Ensure assessments, are coordinated with the ISWG/IACU, and once completed, are made publicly available at the Needs Assessment Registry (UNHCR assessment depository) to allow the best usage of information and to avoid assessment fatigue.	Continually	Needs Assessments Registry is updated as soon as new assessments are completed and reports are available.	ISC / ISWG, Sectors chairs/co-chairs / IACU
<b>CROSS-CUTTING</b>	<b>Timeframe</b>	<b>Expected Outputs</b>	<b>Responsible</b>
Establish sector Minimum Expenditure Basket [MEB].	April-June	The MEB templates are established by IACU; costing exercises are completed; the sector MEBs are completed by the sectors with the support of IACU and endorsed by sectors.	Sectors chairs/co-chairs / IACU
Contribute to finalization of Vulnerability Assessment Framework [VAF].	February-April	The collected data is verified to support finalization of VAF.	Sectors chairs/co-chairs / IACU / UNHCR VAF Coord.
Inter-Sector mainstreaming gender into assessments and analyses; application of the GAM for program design and monitoring by the sectors; strategic planning of the sectors; gender indicators; monitor, reporting and resource management.	Continually	<ul style="list-style-type: none"> <li>▪ Ensure gender lens is applied on all processes of the sectors and sub-sectors of the Syrian Refugee Response.</li> <li>▪ Ensure gender equality measures are considered by sectors during all phases of sector's interventions (assessment, design, implementation, monitoring and reporting).</li> <li>▪ Advocate for gender budgeting to ensure the mainstream of gender in the full humanitarian program cycle.</li> </ul>	Sectors chairs/co-chairs / SGFPs

		<ul style="list-style-type: none"> <li>In close collaboration with ISC and Sector/Sub-Sector coordinators nominate technical Sector Gender Focal Points to the sector/sub-sector and to compose the refugee cross-cutting Sector Gender Focal Points Network [SGFPN] to ensure technical gender expertise within and supporting the sectors.</li> </ul>	
The Inter-Sector Coordination support to strengthen linkages for GBV services and referral mechanisms between the Health Sector, Cash for Protection Task Force, and Livelihoods Sector in collaboration with PSEA Network, GBV Sub-Sector and Age and Disability Task Force to extend possible to avoid any duplications of efforts in the response.	Continually	<ul style="list-style-type: none"> <li>Avoid any duplications of efforts in the response.</li> <li>GBV risk mitigation plans, and response mechanisms are in place.</li> </ul>	ISWG, Sectors chairs/co-chairs
All sectors involved in the Syrian refugee response to support mainstreaming PSEA [Protection Against Sexual Exploitation and Abuse] and Sexual Harassment and Code of Conduct at the workplace, and in all phases of the refugee response operation.	Continually	<ul style="list-style-type: none"> <li>Including in sectors' work plans related mandatory trainings and refreshing sessions to all staff and affiliated workforces within all areas of scope (all staff, volunteers, partners, security, suppliers, etc.).</li> <li>Ensure proper measurements and mechanisms are in place to report, respond and prevent PSEA and Sexual Harassment.</li> </ul>	ISWG, Sectors chairs/co-chairs / IACU
Advocate for mainstreaming of AAP [Accountability to Affected People] in the Inter-Sector Coordination work.	Continually	Ensure that representatives of refugees from diverse backgrounds and community volunteers are trained, consulted, and can engage meaningfully in any decision-making forums that may affect their lives (e.g., protection, assistance, and solutions).	ISWG, Sectors chairs/co-chairs / IACU
Covid-19 Contingency Planning.	As appropriate	All sectors contribute to review the 'Coronavirus Contingency and Response Plan'.	ISC / ISWG, Sectors chairs/co-chairs / IACU
<b>INFORMATION SHARING AND ADVOCACY WITH DONORS &amp; GoJ</b>	<b>Timeframe</b>	<b>Expected Outputs</b>	<b>Responsible</b>
Inform and advise HPF [Humanitarian Partners Forum] of operational priorities and response gaps, including regular updates on critical strategic issues that require attention and appropriate action.	Aligned with HPF calendar	Updates are provided to the HPF meetings.	ISC / ISWG
Share common messages and advocacy products with ISWG members, donors, and government counterparts.	As appropriate	Advocacy products are developed, shared, and actions are followed up.	ISC / ISWG
Prepare sector priorities documents to be used for resource mobilization, such as Jordan Humanitarian Fund [JHF], Consequences of Underfunding [CoU], etc.	Aligned with ISWG calendar	All funding calls are based on the sector priorities prepared and agreed by ISWG.	ISC / ISWG
Inform, advise, advocate, and coordinate with MoPIC on areas needing attention, as well as sharing regular updates and organize meetings.	As appropriate	Regular meetings for joint planning and follow-up, and advocacy products are developed, shared, and actions are followed up.	ISC / ISWG / UNHCR Snr. Management