



Purpose, Scope and Principles

1. Purpose

The Inter-Sector Working Group (ISWG) is the main bridge between the Sector Working Groups (SWGs) – Health, Food Security, Protection, WASH, Shelter, Basic Needs, Livelihood and Education, and related Sub-Sectors Working Groups (S-SWs) –Child Protection, Gender-Based Violence, Sexual and Reproductive Health, Nutrition, and Mental Health and Psychosocial Support. These SWGs and S-SWs form the backbone of the coordination of the refugee response in Jordan, primarily in relation to the Syrian refugee crisis.

The ISWG reports to the UNHCR Representative of the UNHCR Jordan Country Office (See Annex 3). UNHCR Representative ensures effective consultation and communication with the Humanitarian Partners Forum (HPF) and the UN Country Team (UNCT) and meets on a regular basis with the Ministry of Planning and International Cooperation and the Syrian Refugee Affairs Directorate of the Ministry of Interior. In addition, the ISWG and the SWGs will work to ensure proper liaison with the Task Forces under the Jordan Response Plan and other government-led entities.

The main purposes of the ISWG are to:

- Coordinate, identify, process, and elevate relevant topics/issues to the UNHCR Representative for policy decisions and guidance at the heads of agency level, HPF and UNCT.
- Facilitate the operational processes and flow of information between SWGs and other fora.
- Optimize complementarity between SWG activities by building on a series of common processes.
- Promote consistency in coordination standards and capacity between SWGs.
- Ensure cross-cutting issues are properly reflected in all SWGs activities, for example, by implementing Gender Equality, Age, Gender and Diversity and Gender with Age Marker to achieve gender responsive programmes.

2. Scope

In line with overall direction of the refugee response in Jordan, the scope of the ISWG will follow the following broad lines of the strategic objectives:

1. Ensure the effective protection, reception of and assistance to Syrian refugees in camps, with an emphasis on maintaining humanitarian standards across all sectors while moving towards more efficient, participatory, and sustainable methods of delivering assistance.
2. Provide protection and humanitarian assistance to vulnerable refugees in urban areas in a targeted and equitable manner across all sectors.
3. Reinforce the resilience of host communities, through support to basic services benefiting both host populations and refugees in urban and rural areas in the immediate term, increasing awareness of equitable access to, and the quality of such services.
4. Strengthen the protection of girls, boys, women, and men¹ affected by the Syrian crisis in Jordan, including through advocating for international burden-sharing, ensuring access to territory and registration of Syrian refugees, preventing refoulement, and by preventing and responding to violations of protection norms, with a particular emphasis on child protection and GBV.
5. Strengthen linkages between refugee response activities and medium- and longer-term development initiatives being undertaken by the Government of Jordan and international development actors, including through the collection, analysis and sharing of information on refugee and host communities, available to the humanitarian community.

6. The ISWG will also consider other refugee-related issues, including for non-Syrian refugee population groups such as Iraqis and other nationalities and building linkages between Syrian refugees and the Jordanian host communities, when required.
7. Should other humanitarian emergencies occur in Jordan beyond the scope of the refugee response, such as a natural disaster affecting primarily Jordanians, the scope of the ISWG and sectors could be adapted based on agreement in the UNHCR Representative.

3. Principles

- The ISWG should bring ‘added-value’ to the SWGs. It will focus on activities or processes that affect all or several sectors. It will also be careful not to duplicate the work of SWGs nor of location-based coordination fora.
- The ISWG will promote ‘Sector-based’ approaches in planning, implementation, and reporting. The ISWG will ensure that common processes do not ‘subsume’ the identity or independence of participating organizations.
- The ISWG will encourage consistency in terms of style of SWGs products (e.g., minutes, 4Ws, Sector monthly reports, use of the operational data portal, etc.).
- In all cases where decisions must be taken by the ISWG, consensus will be sought. Where there is disagreement on the way forward, an issue can be referred up to the UNHCR Representative for a decision, or a simple vote could be taken.
- The ISWG will promote the coordination of sectoral activities based on evidence and collective analysis, seeking feedback from the affected population, and reviewing strategies accordingly. This reflective practice will improve the ability of sectors to adjust to the changing demands within the humanitarian crisis.
- The ISWG will promote strengthened coordination between refugee-related activities and development interventions. The ISWG will promote and engage in initiatives enabling a transition from humanitarian to development interventions.

Membership, Attendance and Secretariat

- Core membership of the ISWG includes:
 - Chairs of the eight Sector Working Groups (SWGs) and five Sub-Sector Working Groups (sub-SWGs) of the refugee response structure [See Annex 3 for the organogram].
 - The Representative from the INGO Forum [JIF].
 - UNHCR Inter-Sector Coordinator, who chairs the ISWG.
- Most SWG and sub-sector WG have two chairs from different organizations. At a minimum, one chair from each SWG (representing both SWG and sub-SWGs) will attend the ISWG.
- The UNHCR Inter-Agency Coordination Unit Team provides Secretariat and Information Management support to the ISWG, including in relation to the operational data portal (data.unhcr.org) and other common platforms, with an Inter-Agency branding/identity.
- Other persons may be invited to the ISWG, including technical experts and donor representatives, when appropriate to the agenda of the meeting.

Core Activities

1. Facilitating Information Flow (internal sector coordination)

- The ISWG will be a key conduit for sharing information between sectors and to and from the Humanitarian Partners Forum.
- The ISWG provides a forum where sector & sub-sectors chairs can discuss common themes and best practices that could be applied across all sectors.
- Information flow will be supported by:
 - The ISWG Update produced monthly by the UNHCR Inter-Agency Coordination Unit Team.
- The ISWG Update:
 - Lists key points from the minutes from each SWG and sub-Sectors WG. The points are focused on ‘processes’, rather than facts and figures that are otherwise covered in the regular Inter-Agency monthly update. This depends on prompt sharing of accurate minutes by the Sector Chairs and uploading to the portal.

- Summarizes common processes at the ISWG or location-based coordination meetings (e.g., cross- sectoral meetings in Irbid, Mafraq, Azraq and Zaatari)².
- Highlight's policy questions or 'asks' from the ISWG to the HPF for feedback.
- The UNHCR Inter-Agency Coordination Unit Team attends as many SWG/S-SWG meetings as possible to ensure dissemination of information and build coherent and coordinated approaches, etc.
- Sharing of minutes from the HPF with the ISWG for follow-up.
- Sharing of stock reports and existing 4Ws, for contingency planning purposes.
- Presentations by Sector / Sub-Sector chairs of new findings/assessments with cross-sectoral implications.
- Common data platforms: The Refugee Response Portal, including Sector pages; the Syrianrefugeeresponse.org for 4Ws, gaps analysis, budgeting, and planning.
- Other mechanisms as agreed by ISWG members.

2. Facilitating information flow (external to sector coordination)

- The ISWG will develop key products reflecting the work and achievements of the sectors on a regular basis, accessible to the Government of Jordan, foreign governments, donors, and other elements of the aid coordination architecture, including the HC/RC's offices and broader development processes.
- Key products and responses will include:
 - Monthly Sector Achievement Reports, facilitated by sector members updating activities in the Syrianrefugeeresponse.org, generating 4W reports and maps.
 - Summaries on total funding received by agency under the Inter-Agency appeal and communicating financial gaps by sector to external parties.
 - Responses to ad hoc requests from external actors, which would otherwise create additional work for sector chairs.
 - Organizing opportunities for sector chairs to interact with external actors – where this is not being dealt with at the sector level or by other fora -including discussions with the Ministry of Planning and International Cooperation, inclusive donor briefings, and briefings with visiting researchers.

3. Facilitating Common Processes

- Examples of common processes that are or could be addressed or validated through the ISWG, sometimes with the lead of one or several SWGs, include:
 - Strategy and Inter-Agency appeal process.
 - Contingency Planning.
 - Development of multi-sectoral referral systems.
 - Development of common Vulnerability Assessment Framework.
 - Multi-sector Needs Assessments, both in terms of review of existing data and development of new assessments.
 - Common monitoring and evaluation processes.
 - Multi-sector gender analysis and monitoring mechanism.

4. Promote Consistency of Sector Capacity and Standards

- Building on lessons learnt from the previous years, the ISWG will discuss and endorse minimum standards of coordination at the sector level. While exact application may vary from sector to sector, these may include:
 - Ensure Sector Chairs have a Terms of Reference.
 - Encourage nomination of International or national NGO co-chairs, where appropriate to the sector or where other co-chairs do not already exist, with defined Terms of Reference based on equal status.
 - Set a minimum timeframe for production of agendas in an inclusive manner, for minutes, and uploading on to the portal.
 - Ensure the portal pages by sector are properly up to date, with latest minutes, assessments, and other documents, and that the meeting calendars are accurate.

² For instance, Zaatari and Azraq camp coordination, and urban-based fora in Amman, Mafraq and Irbid.

Reporting Lines

- The ISWG reports to the UNHCR Representative of the UNHCR Jordan Country Office, who in turn reports to the Regional Refugee Coordinator and associated regional coordination fora. The UNHCR Representative sits as a co-chair in the HPF and will keep the HPF informed of developments in the refugee response.
- SWG chairs will keep their sector members and their own organizations informed of ISWG activities in a transparent manner, especially where ISWG activities imply resource or time commitments from these organizations.

Annexes

- Annex 1: Terms of Reference of Inter-Sector Coordinator
- Annex 2: Job Description of Inter-Agency Coordination Associates
- Annex 3: Organogram

ANNEX 1: TERMS OF REFERENCE INTER-SECTOR COORDINATOR

Established and approved by ISWG and IATF in July 2013

Under the supervision of the Deputy Representative and Representative of UNHCR, the incumbent will perform the following duties:

1. Chair the Inter-Sector Working Group [ISWG], within the coordination of the refugee response in Jordan.
 - The Inter-Sector Working Group is the main bridge between the sector working groups (Health, Food Security, Protection, WASH, Shelter, Education and Basic Needs), at both country and field (e.g., camp) levels. The Inter-Sector working group will aim to:
 - promote consistency in coordination standards between.
 - sectors optimize complementarity between sector activities.
 - ensure cross-cutting issues are reflected in sector work.
2. Ensure secretariat support to the Inter-Sector Working Group, including preparation of agenda – in consultation with the sector chairs – and minutes.
3. Evaluate and promote good coordination practices.
4. Regularly participate in sector working groups, in particular where there are cross-cutting issues.
5. Support the UNHCR Deputy Representative and sector chairs in the Regional Refugee and Resilience Plan [3RP] process, including prioritization, compilation of budgets, outputs and achievements and impact.
6. Support the UNHCR Deputy Representative in the formulation and dissemination of standards for 3RP updates/revisions.
7. Promote concerns of the sectors at the main Refugee Coordination body (Inter-Agency Task Force) and at the Humanitarian Country Team, raising queries from the sectors for policy decisions and guidance at the heads of agency level.
8. Participate along with sector chairs in other Inter-Agency fora, including where linkages can be made with development actors and the UN Country Team's development initiatives.
9. In support of the UNHCR Representative and Deputy Representative, and in collaboration with sector chairs, maintain a close dialogue with the government and provide accurate information to donors by organizing regular briefings, bilateral meetings, and donor missions. Prepare reports as appropriate.
10. Provide and facilitate information management support linking different sectoral working groups, e.g., 4W and updating of the refugee response portal coordination pages.

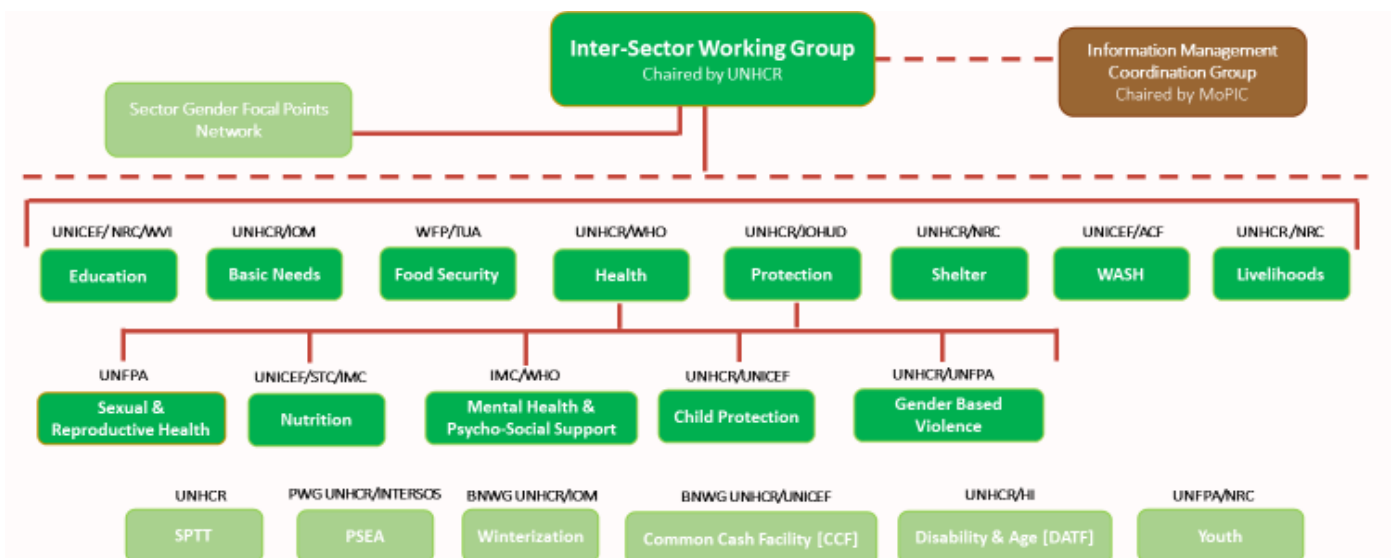
ANNEX 2: TERMS OF REFERENCE INTER-AGENCY COORDINATION ASSOCIATES

Inter-Agency Coordination Associates are UNHCR staffs reporting directly to the UNHCR Senior Inter-Agency Coordination Officer [Head of Unit] and to their functional supervisor [Associate Inter-Agency Coordination Officer]. Their responsibilities are as stated in their job description as part of UNHCR Inter-Agency Coordination Unit team.

1. Provide support to the Senior Inter-Agency Coordination Officer (Inter-Sector Coordinator and Sector Gender Focal Points Network Chair) and bridge between the Inter-Sector and the Sectors/Sub-sectors as well as the Jordan Response Plan (JRP) Task Forces.
2. Contribute to the implementation at the Sector/Sub-sectors level of the comprehensive coordination strategies and empowerment of coordination mechanisms in line with the Inter-Sector Coordinator vision, strategy, and guidance.
3. Provide support to the inter-Sector and Sectors/Sub-sectors Coordinators in the preparation of Inter-Sector and Sector/Sub-sectors strategies, work plans, budgets and other planning documents which will feed into the main Regional Refugee and Resilience Response plan for the Syrian refugee situation.
4. Support to optimize complementarity between the Inter-Sector and Sectors/Sub-sectors activities by supporting building on a series of common processes.
5. Support promoting consistency in coordination standards and capacity between/among Sectors/Sub-sectors.
6. Ensure cross-cutting issues, including gender equality programming, are properly reflected in Sectors/Sub-sectors activities.
7. Coordinate, identify, process, and elevate relevant topics/issues to Senior Inter-Agency Coordination Officer, referring to UNHCR policy decisions and guidance, when needed.
8. Coordinate quality, timely and effective support to the Inter-Sector and Sectors/Sub-sectors ensuring at the same time that gender equality and gender with age marker are part of the working/sub-working group's agendas and work plans.
9. Act as the information management focal point for the Sectors/Sub-sectors under responsibility, with duty to collect and compile data on activities, analyse and present information on the sector activities in a concise manner, and support the Inter-Sector and Sector/Sub-Sectors Coordinators in writing of sector specific reports as narratives and infographics.
10. Facilitate the flow of information between the Inter-Sector and Sectors/Sub-sectors, update and maintain the relevant pages at the UNHCR information sharing portal and other support coordination tools of Inter-Sector and Sectors/Sub-Sectors, including the calendar of meetings, uploading of documents, updating sector relevant information and member information.
11. Support the Inter-Sector and Sectors/Sub-sectors coordinators in organizing presentations, events, workshops, trainings in line with Inter-Sector and Sector//Sub-sectors work-plans and strategies.
12. Encourage consistency on Inter-Sector and Sectors/Sub-sectors coordination standards, minimize duplication and develop synergies between Inter-Sector and Sectors/Sub-sectors.
13. Perform other duties within the Inter-Agency Coordination Unit as required.

ANNEX 3: JORDAN REFUGEE RESPONSE

o INTER-AGENCY COORDINATION SECTOR'S STRUCTURE



o INTER-AGENCY COORDINATION CAMP'S STRUCTURE

