Terms of Reference: PSEA Coordinator in Moldova
Adapted from Generic Terms of Reference[1]

PSEA is a core commitment of the UN Secretary-General and the Inter-Agency Standing Committee (IASC). To deliver on this commitment, the IASC has prioritized the acceleration of PSEA from the outset of humanitarian response, with a focus on key priority areas including safe and accessible reporting, victims/survivor-centered response, and enhanced accountability.[2]

The RC and UNHCR's Refugee Coordination Forum (RCF) PSEA Network are accountable for the implementation of collective PSEA. In Moldova, two PSEA coordination structures co-exist: the RCF PSEA Network, under the leadership of UNHCR considering its leading role on PSEA in refugee response, and the UNCT PSEA Task Force, formed by PSEA Focal Points from UN entities in Moldova. To promote coherence, avoid duplication of efforts and ensure maximization of resources, the institutions have agreed to maintain both structures due to different roles and accountabilities of the Resident Coordinator (RC) and UNHCR Representative regarding the UN Development Support and the Refugee Response in Moldova, while committing to work in close collaboration with a clear division of responsibilities and maintaining regular joint meetings. Both coordination structures have agreed to following the joint Standard Operating Procedure for Recording and Processing Sexual Exploitation and Abuse Complaints in Moldova developed by RCF's PSEA Network under UNHCR. Considering the RCF PSEA Network in inclusive of UNCT PSEA Task Force members, and includes the wider humanitarian community in Moldova, implementation of this SOP will be mainly overseen by the RCF PSEA Taskforce, in close coordination with the UNCT PSEA Task Force.

Under the supervision of the UNHCR Representative, the PSEA Network Coordinator is responsible for overseeing and supporting the collective PSEA activities of all affiliated organizations in Moldova integrating the refugee response and coordinating with the UNCT PSEA Task Force to support activities regarding UN activities in the framework of the UNSCDF The PSEA Coordinator will report directly to UNHCR's Representative. Working closely with the PSEA Network co-chair, the PSEA Coordinator will undertake the following:

Responsibilities:

Support the PSEA in-country program
- Support senior leadership in developing and implementing an in-country PSEA strategy
- Support senior leadership to establish an inter-agency PSEA Network for technical coordination on PSEA, consisting of membership from UN agencies; international, national, and local organizations; and/or government bodies operating in Moldova
- Support the Network to carry out a joint PSEA risk assessment in Moldova to inform senior leadership on strategic decision-making
- Support senior leadership in developing and implementing PSEA Network TORs and an Action Plan, based upon the risk assessment

Coordinate the PSEA Network
- Coordinate and support the inter-agency PSEA Network in coordination with the Network co-chair in the fulfillment of its responsibilities under its PSEA Network TORs and Action Plan

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[1] These Generic PSEA Coordinator TORs are based on good practice and agreements in the IASC 2016 PSEA Toolkit, and have been developed with the contributions of in-country and global practitioners.

[2] *IASC Strategy on Protection from Sexual Exploitation and abuse and Sexual Harassment* (2021), available here; *IASC Plan for Accelerating PSEA in Humanitarian Response at Country-Level* (2018), available here; *UN Secretary-General's Strategy on PSEA* (2017), available here.

- Represent the PSEA Network in relevant coordination bodies and leadership forums in Moldova
- When the PSEA Coordinator is unavailable the Network will be overseen, supported, and represented by network Co-Chair

Strengthen PSEA within organizations

- On request, provide expert guidance and technical support to Network members and other relevant entities operating in the context to strengthen their internal PSEA programs in line with good practice and standards.[4]

Engage Stakeholders

Community engagement

All activities to engage with the affected population should be planned and implemented in close coordination with Accountability to Affected Populations (AAP) and/or Communicating with Communities (CwC) groups/actors in Moldova

- As part of broader community engagement activities, support the Network to learn of community perspectives on behavior of aid workers and others working in service delivery, and preferences in discussing sexual matters and receiving and sharing sensitive information to inform the Network's outreach and activities
- Support the Network to develop a collective communication strategy to raise awareness on key PSEA messages, including the rights of affected populations, the fact that assistance and services are never conditioned on sexual favors, and how to submit sensitive complaints
- Ensure that the implementation of the PSEA Network Action Plan is informed by community participation, contextually and culturally appropriate, and based on the community's needs

Working Group Coordination

- Engage and coordinate with Working Groups (WG) and Sub-Working Groups (SWG) in Moldova to ensure PSEA mainstreaming during planning, policy development, and programming
- Represent the PSEA Network and update on relevant PSEA activities during WG and inter-WG meetings
- Report back to the PSEA Network on WG developments and updates that may impact the PSEA Action Plan implementation

Protection, GBV and Child Protection sub-WG

- Collaborate with the Protection WG, GBV sub-WG Coordinator, and Child Protection sub WG Coordinator to ensure a harmonized approach to prevention activities and support of victims/survivors, and that PSEA Network activities take a victims/survivor-centered approach supporting the rights of victims/survivors

Government Actors

- Support senior leadership to develop a localized engagement strategy with the host government, including identified entry points in relevant ministries and stakeholders for outreach

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[4] Standards include, but are not limited to, the Minimum Operating Standards on PSEA and the CHS PSEAH Index.

Establish/Strengthen an Inter-agency Complaints Mechanism

The PSEA Coordinator supports the PSEA Network members to establish and maintain an inter-agency community-based complaints mechanism (CBCM) by linking the Complaint and Feedback Mechanisms (CFMs) of Network members through agreed referral pathways, engaging in community consultations to establish new complaint channels where reporting gaps are identified, and capacity-building all persons that operate complaint channels on the inter-agency referral protocols. The Coordinator will advocate for the above understanding of a joint CBCM within the Network and beyond so that participation in the CBCM has the broadest scope possible.

Ensure Stakeholder Engagement in the Design of the CBCM
- Assist Network members to consult and engage with all relevant stakeholders during the design of the CBCM in order to ensure support, high-level commitment, sustainability, and community trust and ownership in the CBCM

SOPs on Complaint Referral
- Support the Network to draft Standard Operating Procedures (SOPs) on inter-agency complaint referral following the [Global Standard Operating Procedures on Inter-Agency Cooperation in CBCMs](), and appropriate for the local context
- Support and advocate with senior leadership to finalize and endorse the Moldovan SOPs
- Coordinate with Heads of Organizations and WG and SWG leads to ensure the referral pathways are incorporated in PSEA trainings and understood by all actors in Moldova

Entry Points for Reporting
- Work with the PSEA Network, the AAP/CwC Networks, GBV/CP service providers, Protection, and other relevant actors to understand community preferences in reporting sensitive allegations
- Support the PSEA and AAP Networks to map existing CFMs in Moldova to identify where there are gaps in community access for reporting sensitive complaints
- Based on CFM mapping and community preferences, support Network members to strengthen existing and/or establish new entry points to fill the gaps in reporting access so that there are safe, accessible, and contextually appropriate channels for any member of the community to report complaints of SEA
- Where major gaps exist, in coordination with the PSEA/AAP Networks and on the endorsement of senior leadership, support establishment of a collective channel for complaints (e.g. a call center) with clear protocols on complaint intake and referral in line with the Moldovan SOPs. Where email is an appropriate channel, the Coordinator will oversee a neutral email account to receive and refer complaints

Train Staff at Entry Points
- Support the PSEA Network to hold inter-agency trainings on good practices in SEA complaint intake and referral for PSEA Focal Points, Protection, GBV and Child Protection actors, and all actors staffing CFM channels, so that all actors who may receive SEA complaints know how to recognize SEA and where to send allegations in the joint CBCM
- Support the Network to disseminate contact information of PSEA Focal Points amongst staff and the affected population, so that the entire aid community is aware of and can reach out to the formal reporting mechanism for each Network member

Complaint and Assistance Referral
- If the Coordinator receives an allegation directly, refer the allegation to the concerned

organization, the survivor to available services based on survivor's informed consent, and provide appropriate follow-up after referral, in accordance with the SOPs and best practice.

Monitoring and Evaluation
- Keep aggregate, anonymized trends data as submitted by members and other actors in-country to capture SEA trends in Moldova and support stakeholders to adjust programs
- Coordinate in-country mapping of partners, and agreement on lead agency for PSEA assessment, implementation plan, and capacity development of shared partners

Victims'/Survivor-Centered Assistance
In coordination with the Protection WG], GBV SWG and Child Protection SWG
- Mobilize the PSEA Network to assist in a mapping exercise of available services and gaps for health, legal, psychosocial, and material support
- Ensure that the Moldova SOPs on complaint referral incorporate Protection, GBV, and CP assistance referral pathways to provide immediate aid for complainants and victims/survivors
- Assist the Network to train assistance service providers on PSEA-specific components in services

Accountability, including investigations
- Disseminate and share good practice standards on victim/survivor-centered investigations with PSEA Network members and external partners
- Provide technical support and coordination to deliver training on PSEA guidelines and protocols for victim/survivor-centered investigations
- Include good practice standards into the PSEA Network practices on ensuring that SEA victims/survivors are informed and/or supported in relation to investigations and accountability processes
- Provide technical support, as needed, for child and gender-sensitive approaches to investigations and the integration of such standards within the PSEA Network membership

Promote Information sharing:

Proactive Outreach to External Partners
- Proactively reach out to relevant entities that are not participating in the PSEA Network or the joint CBCM to ensure that they are aware of PSEA activities, and to foster linkages and information-sharing on PSEA

Recommendations to Senior Leadership and Support Bodies
- Regularly report to senior leadership on developments and challenges in PSEA in-country to ensure continued engagement and address gaps in PSEA implementation
- Collect and analyze inputs of PSEA Focal Points and other relevant colleagues, identify recurring issues and trends, and share recommendations with senior leadership with the aim of enhancing strategic and operational decision-making related to PSEA
- Regularly update regional and global bodies to ensure up-to-date understanding of PSEA activities in Moldova

**Regional Refugee Response
for the Ukraine Situation**

Required Qualifications and Experience:

Professional experience:
- P4 Level (or equivalent of minimum of 7 years of work experience) and advanced University Degree [*P3 Level (or equivalent of minimum of 5 years of work experience) and advanced University Degree may be appropriate in some contexts*]
- Field experience in humanitarian or development settings, ideally in PSEA
- Understanding of the international development and humanitarian architecture
- Familiarity with the UN system and global coordination structures (e.g. IASC)
- Proven ability to develop and/or implement an Action Plan/Strategy
- Experience in developing and facilitating training and capacity-building activities is an advantage
- Familiarity with data protection and confidentiality measures is an advantage

Skills:
- Coordination (experience in an inter-agency coordination role is an advantage)
- Professionalism (proven integrity, objectivity, and professional competence)
- Communication, facilitation, and inter-personal skills
- Ability to work with different stakeholders and build consensus
- Advocacy across a wide variety of actors
- Leadership (ability to lead a technical network)
- Leveraging (ability to engage at senior leadership level and secure buy-in)
- Problem-solving (ability to know what needs to be done and identify the resources to do it)

Languages:
- English required

Behavioral requirements:
- Sensitivity to cultural diversity, discrimination, and gender issues
- Ability to interact in a safe and sensitive manner with victims/survivors
- Ability to work in a stressful environment
- Ability to delegate