

Operational Support to National Humanitarian WASH Coordination Platforms

Thematic Areas and Modalities of Support

1 Introduction

In 2008, the Global WASH Cluster (GWC) was the first global cluster to create a Rapid Response Team of 3 members in 2008 with the aim to support National Humanitarian WASH Coordination Platforms (NHWC) to deliver the cluster coordination function at national or sub-national level.

Over time, and with the changes induced by the Transformative Agenda, the support from for GWC has evolved and progressively incorporated key areas to coordination such as information management, assessment, preparedness, transition. The Rapid Response Team has been renamed as the GWC Field Support Team (FST), extended and enriched with experts from a wide range of GWC member organizations: as of July 2017, the FST is made of WASH Coordination experts from ACF, Impact-Initiative, NCA, Oxfam, Solidarites International, UNICEF, and World Vision International, with the financial support of ECHO, OFDA, SDC, and the Government of Norway and DfID.

The FST is designed to work in parallel with the support provided by the GWC Secretariat, the Cluster Advocacy and Support Team (CAST) hosted by UNICEF as Cluster Lead Agency. CAST consists of the Global Cluster Coordinator and the Deputy Cluster Coordinator whose mandate is to provide high-level advocacy and operational support to national WASH Clusters and other WASH humanitarian coordination platforms.

What is the Operational Support Framework?

Outlined in the GWC Strategic Plan 2016-2020, the GWC partners working through the FST, aim to offer operational support and capacity building to the NHWC Platforms from the Global level, through an efficient, predictable and sustainable support system. This document outlines the nature of support offered by the GWC, and provides guidance on the modalities under which NHWC platforms can request this support. This document will be periodically reviewed based on the feedbacks provided by the FST and identified lessons learnt.

Who is this document for?

- This document is firstly for National (or Sub-National) Humanitarian WASH Coordination Platforms, whether they operate under a formally activated cluster system or not, so that they know the type of support that is available from the GWC;
- This document is secondly for the GWC partners, GWC FST members, and FST Consortium partners, so that they are aware how the GWC is supporting coordination and response in countries.

What information is contained in this document?

The document provides information on:

- **Thematic areas of support** from the GWC to countries at national or subnational levels;

- **Modalities of the support**, describing the way in which the GWC will provide direct support to countries;
- **Available trainings packages** that can be organized by the GWC for NHWC platforms; and
- **Monitoring of NHWC platforms** by the GWC in order to prioritize and tailor support.

2 Areas of support

Area	Range of support to National Humanitarian WASH Coordination Platforms
Coordination architecture and Governance	Appraisal and set up of coordination structure, architecture. Appraisal and reinforcement of cluster / sector coordination capacity. Appraisal and strengthening of coordination arrangements and modalities – both inter- and intra-cluster/sector. Support cluster coordination performance exercises.
Information Management	Appraisal of requirements and development of information management strategies, workplans, and systems. Appraisal and reinforcement of cluster/ sector information management capacity. Strengthening and improving existing information management systems, tools and products.
Emergency Preparedness	Appraisal and development of emergency preparedness plans.
Assessment	Design and implementation of assessment methodologies (secondary data review, primary data collection, core indicators). Appraisal and reinforcement of cluster/ sector assessment capacity. Preparing and implementing Humanitarian Needs Overviews (HNOs) or Joint assessment exercises (eg. MIRA).
Cluster/sector response strategy	Appraisal and development of WASH cluster/sector response and monitoring plans. Appraisal and development of strategic operational frameworks. Guidance on Humanitarian Program Cycle (HPC).
Advocacy	Support on the Development of advocacy strategies. Scaling up of NHWC platforms’ concerns to global audiences. Support to resource mobilization strategy development.
Response Monitoring	Support on the development of monitoring systems for the quality of response.
Transition	Appraisal and development of transition plans from cluster to sector coordination.
Technical WASH Support	Identify area which need to be strength and provide guidance/connecting to organisations and experts who have the capacity to support.

3 Modalities of support

Operational Support

Support can be provided to national or sub-national humanitarian WASH coordination platforms following four modalities.

Modality of support	Description
<u>In-Country Support</u>	Deployment of FST member (coordinator, information manager or assessment specialist) in the country for a period of 1 week up to 2 months – dependent on

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Deployed support by a dedicated FST member	support requirements. In certain circumstances, an extension for one additional month may be granted. Requests procedures can be found in annex 1 (Requesting Procedure for FST Deployments).
Post-Deployment Support Remote support to country following in-country deployment	The FST member who has been deployed in a given country shall continue to provide a post-deployment remote support to this country for an additional guaranteed two-week period. Additional remote support beyond this period will depend on the availability of the FST member and CAST approval.
GWC Helpdesk On demand remote support on specific issues	NHWC platforms can ask any question related to any area of Operational Support to the GWC Helpdesk and a response will be provided within 24 hours. Request should be sent to globalwashcluster@gmail.com The Help Desk also provides regular webinar format meeting for coordinators and information managers on selected topics (more information can be found on annex 2).
CAST Advocacy and Operational Support Secretariat support on high level issues	CAST (WASH Cluster Coordinator and Deputy WASH Cluster Coordinator) can provide direct support to national platforms. Specialized support can be provided in the form of advocacy (country or global level), advisory support, CLA engagement and donor engagement. Communication can be through email and/or phone. In-country visits are possible to arrange based on criticality and availability.

Capacity building

The GWC has developed a series of trainings that can be delivered in-country to reinforce the capacity of the national and sub-national humanitarian WASH coordination platforms and the partners. They are summarized in the table below.

To inquire about trainings, National Humanitarian WASH coordination platforms can contact the GWC at the following address: globalwashcluster@gmail.com

#	Training Title and Content	Modalities for training delivery
1	<u>WASH Cluster Induction Training</u> <i>Induction training for coordinators and information management officers</i> This training is for those deploying for the first time to an emergency or those deploying for the first time to a particular type/phase of emergency. The GWC Induction Training aims to be a flexible, modular and individually tailored package.	The Induction training can be given by CAST or other senior members of the FST in a number of formats e.g. by phone/skype or in person, depending on the needs/location of the inductee.
2	<u>Operational Coordination Training for WASH Humanitarian Platforms</u> <i>Course on operational coordination for national and sub-national humanitarian WASH coordination platforms</i> The course aims at providing Humanitarian WASH Coordination practitioners with operational tools and	A 5-days face-to-face course including a 4-days training followed by a 1-day modular and practical workshop during which knowledge acquired and tools presented during the 4-days training are used to develop concrete outputs for the

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	competencies to perform all tasks related to humanitarian WASH coordination, building on an in-depth understanding of the relationship between Information Management and Cluster Coordination.	coordination platforms based on their most urgent needs. The course is organized for a maximum of 25 participants at the cost of the country/region where the training is delivered.
3	<p><u>Leadership in WASH Humanitarian Coordination</u> <i>Training on leadership and coordination</i></p> <p>The aim of the course is to strengthen the skills for leading humanitarian WASH coordination platforms. As a result of the training, participants should have greater self-awareness, feel more confident, and be willing to apply the skills in their coordination platform roles. The training provides also an opportunity to share experiences and best practises in WASH coordination between different actors in the sector.</p>	A 5-days face-to-face training structured around the UNICEF competency framework for coordination, and focuses on four key competency domains, specific to effectively leading coordination: (1) maintaining a service oriented approach, (2) personal commitment to achieving team results, (3) communicating effectively, and (4) effective coordination of teams.
4	<p><u>Planning, implementation and analysis of WASH assessments</u></p> <p>The aim of this course is to train WASH partners and/or Coordinators and IMs on the skills and tools needed to plan, implement and analyse WASH assessments with a harmonized sectoral approach that will contribute to defining the overall needs, vulnerabilities and service provision within the WASH sector.</p>	Face to face 3 days training on planning, implementation and analysis of WASH assessments.
5	<p><u>Technical Information Management Skills</u></p> <p>The aim of this course is to train WASH Cluster or partner IMOs on the skills and tools needed to implement an IM diagnostic and planning exercise, improve needs and response monitoring systems and tools, and engage in WASH-specific operational analyses.</p>	Face to face 3 day training on WASH IM diagnostic, implementation and analysis. Self-study material on essential excel, database, GIS and visualisation skills – prerequisite for both IM & Assessments?
6	<p><u>WASH EPI</u></p> <p>The aim of this course is to provide a basic understanding of epidemiology and data collection for partners working in WASH activities in acute and protracted emergencies.</p>	Face to face 5 day training for WASH implementing partners and coordination practitioners

Annexes

- Annex 1: GWC – Field Support Team Flyer (How to request support)
- Annex 2: GWC Helpdesk Modalities