

Terms of Reference for WASH Consultant – Review of WASH Cluster SOP

Overview

The Department of Water Resources (DoWR) is the lead government agency for the WASH Cluster in Vanuatu and has the mandate to manage and regulate WASH Cluster emergency response coordination. This function is grounded in the Disaster Risk Management Act [CAP 267] No of 2019.

The Department of Water Resources policy 2018- 2030 provides a holistic approach to ensure every communities in Vanuatu have access to safe and adequate water supply to promote and safeguard health and wellbeing of the people. The water policy has made positive impact on how the Department of Water Resources operates, on the procedures used and on the roles and responsibilities of all officers working within various governance structure (National, Provincial/Area Council level). While some changes have been made to some specific programmes and tools, there hasn't been no concrete attempt to review overall disaster response procedures and roles and responsibilities to reflect the decentralized approach.

In light of recent disasters namely TC Harold and COVID-19 in which WASH Cluster have undertook one of its major disaster response operations have highlighted lack of clarity on the roles and responsibilities of different players involved at both national and provincial offices. This forms the basis to review and develop WASH Cluster SOP that consolidate, streamline, update existing procedures and practices and fill current gaps.

The review of WASH Cluster SOP will not only outline specific provisions for emergency response but also set the linkage to existing DoWR programs such as NIP/CAP to ensure there is continuity of WASH activities on the concept of "Build Back Better".

Aim and scope:

The aim of the consultancy is to review existing WASH Cluster Standard Operating Procedures for disaster response within the Department of Water Resources.

For the purposes of this consultancy, disaster response refers to actions carried out in preparedness for imminent crisis, relief action to meet immediate needs, and early recovery actions to support people to start getting back on their feet. Although disaster response focuses on relief activities, the development of WASH Cluster SOP must expand the concept of disaster response to include early recovery activities as well as those within the scope of immediate relief support.

The review of the SOP will draw from existing best practices taking into consideration current coordination structure, tools and disaster risk management arena in Vanuatu.

Key tasks:

- Mapping: To identify and collate all existing disaster response best practices within WASH Cluster/Sector, linkages with other sectoral SOPs.
- Review and gap analysis: To examine existing SOP with a view to identify areas which needs more improvement, inconsistencies, risks, bottlenecks and gaps
- Definition of disaster categories and triggers: to clearly spell out who WASH Cluster/Sector should respond to different categories of disasters based on magnitude taking into consideration the capacity of both national and provincial DoWR offices.
- Consolidation and drafting: to merge and update existing disaster response related SOP and write up specific procedures as required into a consolidated version of the Vanuatu WASH Cluster disaster response.

Outputs:

- Inception report: it will include the proposed methodologies, data collection and reporting plans with draft data and analysis tools, such as interview guides, a timeframe with firm dates for deliverables, and refinement of scope of the consultancy.
- Report or documentation which includes result of mapping, review and gap analysis.
- Presentation to wash partners for consultation purposes
- Final WASH Cluster SOP for endorsement by Director as National cluster lead.

All products arising from this consultancy will be owned by the DoWR. The consultant will not be allowed, without prior authorisation, to present any of the analytical results of his or her work or to make use of the consultancy results for private publication purposes.

Methodology and process

The consultant is welcome to adopt any strategy to which he or she is more comfortable with. However, the following are the recommended methods to undertake this task:

1. Desktop review of existing documents and SOP
2. Key informant interview
3. Sectoral consultation (focus group discussions)

The consultant must carry out the key tasks making sure all stakeholders are consulted and meaningfully involved in the process.

Timeframe

The consultancy will start in July and be carried out in 35 days during a two months' period according to the timeline below:

Inception report: 5 days

Mapping, review and mapping analysis: 5 days

Draft SOP: 15 days

Final SOP: 10 days

Selection criteria

Selection of the consultant will be based on the following qualifications:

1. Knowledge of global wash cluster mandate, strategies, policies, practices and procedures
2. Experience in the development of guidelines and/or procedures for business process management, with specific experience in SOPs for disaster response in a humanitarian context.
3. Experience in operational management of humanitarian operations, preferably with pacific region
4. Strong analytical skills and ability to clearly synthesize and present findings, draw practical conclusions, make recommendations and to prepare well-written reports in a timely manner
5. Demonstrated capacity to work independently
6. Minimum qualification of a Master's degree in relevant field of study or equivalent combination of education and relevant work experience
7. Immediate availability for the period indicated.

Language:

English, French and Bislama