

**Gender Based Violence Sub Sector
Interagency GBV Case Management Task Force
Rohingya Refugee Response, Bangladesh
TERMS OF REFERENCE**

INTRODUCTION

Progress has been made to improve and standardize the quality and delivery of case management services in Gender Based Violence (GBV) in humanitarian response. Under the coordination of the GBV Sub-Sector (GBV SS), a GBV Case Management taskforce (GBV CMTF) composed of case management service providers shall convene to present tools and guidance for service delivery.

The task force shall be responsible for adapting tools relevant to case management administration and service provision, develop and adapt guidelines and standard protocols, and harmonize practices in line with internationally-recognized standards and frameworks for GBV intervention in emergencies to promote safe and quality service provision to child and adult survivors of gender-based violence.

The GBV Case Management Task force shall be informed by the following guidelines and frameworks:

- Inter-agency GBV Case Management Guidelines (2017)
- Caring for Child-Survivors of Sexual Abuse (2012)
- Minimum Standards for Prevention and Respond to GBV in Emergencies (2015)
- WHO Ethical and Safety Recommendations for Researching, Documenting, and Monitoring Sexual Violence in Emergencies (2007)
- Guidelines for Integrating GBV Interventions into Humanitarian Action (2015)
- Guidelines for Gender-based Violence Interventions in Humanitarian Settings (2005)

The task force shall foster peer-learning and sharing of good practices that may be applied and adapted to service provision for the Rohingya humanitarian response. The task force shall contribute to improved coordination by standard setting and promotion of good practices in service provision.

GOAL

The GBV Case Management Task Forces aims to engage peer-learning, apply good practices, promote high standard of care, and strengthen the capacity of service providers to support survivors of all forms of GBV.

OBJECTIVES AND FUNCTIONS

1. Technical Guidance and Standard-setting

- Respond to interagency requests for support on GBV case management programming
- Harmonize training, administration, and/or capacity building tools and materials as relevant and requested by GBV case management service providing organizations

- Support roll-out of sub-sector capacity building initiatives pertinent to strengthening GBV referral and/or case management.
- Improve coordination and collaboration to promote standards for case management service delivery across the GBV Sub-sector, with the engagement of other relevant stakeholders and coordination entities
- Document innovative and promising practices for supporting safe, confidential, and timely case management service work, in line with international standards and frameworks

4. Advocacy

- Under the overall direction of the GBV Sub Sector, promote the effective application of the Guidelines for Integrating GBV Interventions in Humanitarian Action and Interagency GBV Case Management Guidelines
- Issue recommendations to the GBV Sub-sector on improving GBV case management service quality, camp-level functioning of referral pathways, data protection, and communication with other sector actors to encourage safe, timely access to care
- Provide contextualized guidance on policy and procedures related to the reporting and communication of case management activities, in line with the guiding principles and approaches for working with GBV survivors (human rights, community-based, systems, and survivor-centered approaches)

5. Strengthened GBV Referral

- Develop and standardize information and communication tools for sharing GBV referral pathways to service providers and communities
- Develop and promote wide dissemination of key messages on GBV response services at least once monthly
- Support compliance of individual organizations to achieve service and referral standards set by task force
- Harmonize orientation and learning tools for frontline and specialized service providers to receive disclosures of GBV and conduct safe and appropriate referrals
- Develop and monitor compliance with quality assurance standards and criteria for service inclusion in GBV referral pathways, in line with minimum international standards
- Issue recommendations on inclusion of service providers in pathways based on service audit outcomes on regular basis
- Coordinate with the Child Protection Case Management Task Force to ensure comprehensive services to child survivors

DELIVERABLES

- Harmonized administrative, monitoring, and evaluation tools for case management
- GBV Case Management guidance materials and tools for core skills development of service providers and supervisors
- Establish a measurement framework for case workers and supervisor competencies
- GBV Standard Operating Procedures (SOPs)
- Tools to measure minimum standard of service delivery for GBV referral across sectors

- A task force annual Workplan, to be reviewed and revised quarterly
- Develop inter-agency GBV referral tools

STRUCTURE

The task force will appropriately update and liaise with the GBV Sub-sector member organizations. This is to be determined within the GBV Sub-sector and may range from providing update in regular coordination meetings, to advancing initiatives and recommendations for action as relevant to humanitarian service delivery

Task Force Chair

The GBV Sub-sector in Cox's Bazar is led by United Nations Population Fund (UNFPA). The GBV Sub-sector Sector lead agency will act as chair of the task force. The chair will represent and advocate for the interests of the sector as a whole, not the lead agency interests.

Co-Chair

One member organization shall be identified by the GBV Sub-sector to co-chair the task force. The chair and co-chair will be responsible convening case management taskforce meetings, and coordinating with various relevant coordination entities and stakeholders. Other core responsibilities include:

- Maintaining the secretariat function of the Case Management task force
- Review, monitor, and advance progress against a CM task force workplan
- Represent the GBV CMTF to coordination bodies and other relevant actors

Membership

Membership in the GBV Sector is by organization and not individuals. The GBV CMTF Sector shall be made up in particular of:

- Standing member organizations of the GBV Sub-sector
- Organizations providing GBV case management services
- Bi-lateral agencies and other stakeholders who have direct/indirect involvement to address GBV in development and humanitarian settings, particularly through referral to GBV case management actors

A list of current standing members of the task force include:

International Rescue Committee (IRC)
 Danish Refugee Council (DRC)
 Relief International (RI)
 International Organization for Migration (IOM)
 United Nations Population Fund (UNFPA)
 Office of the United Nations High Commissioner for Refugees (UNHCR)
 United Nations Children's Fund (UNICEF)
 Norwegian Church Aid (NCA)

Member Responsibilities and Commitments

- Respond to all communications, attend meetings and conference calls, provide inputs and feedback on agreed deadlines
- Provide and promote GBV Case Management tools, training material and resources to lead agencies as they are developed and agreed upon by the taskforce in order to contribute to the development of inter-agency technical guidance
- Technical review of the assessment and evaluation tools, training materials and guidance materials for case management
- Promote best practice and standards for GBV case management as outlined in the interagency guidelines, as well as other identified good practice resources agreed upon by the group
- Act as a liaison with other sectors, ensuring key messages and relevant tools are shared

Meetings

- Twice monthly coordination and planning meetings will be held to exchange information and develop work plans that address GBV case management concerns
- A draft agenda will be circulated to members of the task force at least two days before the regular meetings, giving the members the opportunity to suggest additional items for discussion.
- Need based meetings may be called by the lead at the request of at least three other members of the task force, when this is considered necessary to address an issue of urgent matter.
- The task force will report to the GBV Sub-sector on the relevant issues raised in all received reports, as well as on any decisions and actions taken.
- The co-lead of the task force will participate in the meetings called by the GBV Sub-sector to provide update and recommendation based task force actions
- Meetings shall in general take place on the second Monday every month, unless decided differently.

Voting

- All task force members must elect one focal point to represent the organization for all official task force business including voting on decisions, attendance of meetings, etc.
- Decisions related to official task force business shall be approved by simple majority, or more than half of all present voting member organizations
- The absolute majority of task force members must be present in assembly in order to conduct official business
- The task force chair shall have no vote, unless the GBV sector members are equally divided
- Decisions, products, and other materials produced by the task force must be endorsed and/or approved by the GBV Sub-sector

TERMS OF REFERENCE (ToR)

Members of the GBV CMTF shall revisit the taskforce ToR and update annually. All the members have the right to propose amendment to the ToR whenever the need to arises. Amendment of the TOR should be approved by the GBV SS voting members.

