

Gender Based Violence (GBV) Sub Sector  
GBV Case Management Working Group  
Rohingya Refugee Response, Bangladesh

## **TERMS OF REFERENCE**

### **Introduction**

Under the coordination of the GBV Sub-Sector (GBVSS), the GBV Case Management Working Group (hereinafter GBV CMWG ) composed of case management service providers to provide strategic direction, leadership, and technical support for ethical and quality case management care and support. The CMWG has been made to improve and standardize the quality and delivery of case management services in GBV in humanitarian response. The working group will share information on case management, be a learning forum, & facilitate harmonization of standards and practices.

The WG shall be responsible for contextualization of tools relevant to case management administration and service provision, develop and adapt guidelines and standard protocols, 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 Working Group is guided by the following guidelines and frameworks:

- Inter-agency GBV Case Management Guidelines (2017)
- Caring for Child-Survivors of Sexual Abuse (2012)
- The Inter-Agency Minimum Standards for Gender-Based Violence in Emergencies Programming (2019)
- WHO Ethical and Safety Recommendations for Researching, Documenting, and Monitoring Sexual Violence in Emergencies (2007)
- IASC Guidelines for Integrating Gender-Based Violence Interventions in Humanitarian Action (2015)
- Guidelines for Gender-based Violence Interventions in Humanitarian Settings (2005)

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

### **Goal**

The GBV Case Management working group aims to engage peer-learning, apply good practices, establish, and promote adherence to common standards for quality care, and strengthen the capacity of service providers to support survivors of all forms of GBV.

### **Objectives**

#### **1. Technical Guidance and Standard setting**

- Harmonize training, and/or capacity building tools and materials on GBV case management for all case management working group members .
- Lead GBV case management capacity building initiatives for GBV CMWG members to strengthen 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.
- Provide direction, leadership, and respond to requests from members of GBV CMWG for ethical and safe GBV case management programming.

#### **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.
- Conduct advocacy with relevant stakeholders 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. Strengthening 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 a month.
- Support compliance of individual organizations to achieve service and referral standards set by the working group .
- 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 referral pathways based on service audit outcomes on regular basis.
- Coordinate with the Child Protection Case Management working group to ensure comprehensive services to child survivors.

## **Structure**

The GBV case management working group 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 updates 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). Under the umbrella of GBV sub-sector, IRC will act as chair of the GBV CMWG. 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 members to co-chair the working group with IRC. The chair and co-chair will be responsible for convening case management WG meetings and coordinating with various relevant coordination entities and stakeholders. The co-chair elected seats that change on an annual rotational basis through a transparent election process. Other core responsibilities include:

- Maintaining the secretariat function of the Case Management WG
- Review, monitor, and advance progress against a CMWG workplan
- Represent the GBV CMWG in coordination bodies and other relevant actors

## **Membership of the WG**

The membership of the GBV CMWG includes organizations providing case management care. GBV CMWG is made up 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.

## **Roles and Responsibilities of Members:**

- Respond to all communications, attend meetings, and conference calls, provide input, and feedback on agreed-upon deadlines.
- Lead the process to harmonize GBV Case Management tools, training materials, and resources.
- Conduct technical reviews of assessment and evaluation tools, training materials, and guidance materials for case management.
- Promote best practices 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 liaisons with other sectors, ensuring key messages and relevant tools are shared.
- Regularly attend meetings and share information about activities and trends in GBV case management. Meeting notes will be shared by the chair among working group members within one week of the meeting.
- Hold twice-monthly coordination and planning meetings to exchange information and develop work plans that address GBV case management concerns.
- Circulate a draft agenda to members of the WG at least two days before the regular meetings, giving members the opportunity to suggest additional items for discussion.
- Organize ad hoc meetings upon the request of at least three members of the working group when necessary to address urgent matters.
- The WG 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 chair of the working group will participate in the monthly GBV SS meeting to provide updates and share the WG's plan.
- Meetings shall, in general, take place on the second Monday of every month, unless decided differently.

### **Voting**

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

### **A list of current standing members of the working group 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)
- DanChurchAid (DCA)
- Mukti Cox's Bazar
- BRAC
- Plan International

- Care Bangladesh

### **Revision of the ToR**

The ToR will be reviewed once a year; however, it can also be reviewed in the event of a significant change in the context or the need for GBV, or it can be updated to meet the needs of all members by the agreement of the majority of the members. All members have an equal right to request an amendment whenever the need arises. Any amendments to the ToR should be approved by the voting members of the GBV Sub-sector.

### **Signature**

Name: \_\_\_\_\_

Position/Title: \_\_\_\_\_

Organisation: \_\_\_\_\_

Sign: \_\_\_\_\_