

Camp Coordination & Camp Management (CCCM) Officer Profile

Various Locations

Grade: Mid (P3) and Senior (P4) Level Positions

The United Nations High Commissioner for Refugees (UNHCR) is mandated to lead and coordinate international action to protect and assist refugees and other persons of concern. It is constantly seeking talented, compassionate candidates with high-integrity to strengthen its capacity to respond urgently to crises with the right skills. Given the nature of UNHCR's work, it is essential that its workforce has the right mix of skills and qualities to fulfil its mandate.

The Camp Coordination and Camp Management Officer ensures a multi-sectoral response to assist and protect displaced populations in communal settings (collective centres, camps, transit/reception centres, spontaneous and informal sites, etc.), where such are created or envisaged. However, as camps and communal settlements are temporary solutions established only as a last resort whilst all efforts are made to find more durable solutions, the CCCM Officer does not advocate for the creation of camps, but improves the management of any relevant communal setting. Additionally, displaced populations often settle outside of communal settings with host families or in rented premises in rural or urban areas and some aspects of the management and coordination of their access to protection and assistance might fall under the purview of the CCCM Officer.

While the population of concern to UNHCR is more varied, internally displaced persons (IDPs) and refugees form the largest groups of displaced populations that usually reside in communal settings. UNHCR is accountable for ensuring the international protection of refugees and for seeking durable solutions under the Refugee Coordination Model, which at the operational level includes management of camps and camp-like structures, while it shares the leadership for the Global CCCM Cluster with IOM, translating into leading country-based CCCM Clusters in conflict settings (IOM leading the cluster in situations of natural disaster).

For refugee situations, camp management sectorial expertise is usually embedded within the job description of a Field Officer, who maintains oversight of the camp management implemented through partners. Nevertheless, in specific contexts, technical support in camp and site management and coordination might require a dedicated and specialized staff. On the IDP side, a CCCM Cluster Coordinator is accountable for the CCCM response to the humanitarian crisis, maintaining overall coordination, accountability and predictability of the response within communal displacement situations. The CCCM cluster coordinator must ensure the inclusion of key humanitarian partners within the sector, respecting their mandates

and programme priorities. Working together and with other clusters and stakeholders, the CCCM cluster members will identify the overall requirements in responding to camp and communal displacement situations and augment their capacity to meet this threshold. The cluster will identify (and establish when necessary) standards and guidelines that facilitate interoperability to ensure that activities are carried out quickly and effectively.

Responsibilities include:

Planning and Strategy Development

- Coordinate / develop / update agreed response strategies and action plans for the cluster/sector and ensure that these are adequately reflected in overall country strategies
- Involve all relevant partners in site needs assessment and analysis
- Identify gaps and duplications – assess, verify, and map emerging assistance needs and protection issues
- Map and track “who is doing what, where, when”
- Develop exit/transition strategy for communal settings
- Support selection, planning and development of communal settings in collaboration with site planners and with national actors
- Ensure the site design supports protection and assistance of men, women, boys and girls
- Support registration of displaced populations in communal settings, paying particular attention to gender, age and diversity dimensions; and update the population registry/enrolment for assistance
- Ensure strategies are developed to support and strengthen residents’ livelihood initiatives
- Conduct contingency planning based on most likely scenarios of population movements
- Enact environment protection and mitigation of negative impacts on ecological habitats
- Where possible, support the national government/authorities in implementing their activities and upholding them to their obligations that meet the identified priority needs
- Ensure integration of agreed priority cross-cutting issues in needs assessment, analysis, planning, monitoring and response.
- Ensure gender sensitive programming.
- Ensure the CCCM Cluster/sector maps out the operational requirements for a CCCM response; and identify and establish standards and guidelines that facilitate interoperability.

Application of standards

- Adapt relevant policies and guidelines and technical standards to context of crisis
- Ensure that cluster/sector members are aware of policy guidelines and technical standards
- Ensure that responses are in line with existing policy guidance and technical standards and relevant government, human rights, and legal obligations

Monitoring and Reporting

- Ensure adequate monitoring mechanisms are in place to review impact of the cluster/sector and progress against implementation plans
- Ensure adequate reporting and effective information sharing amongst all partners including camp managers, sector leads and OCHA, disaggregating data by age & gender

National/local authorities, State institutions, local civil society and other relevant actors

- Ensure that CCCM responses build on local capacities, context specific strengths and national response capabilities
- Ensure appropriate links with national and local authorities, State institutions, local civil society and other relevant actors and ensure coordination and information exchange
- Promote the capacity building of relevant authorities, where deemed necessary.

Protection Capacity

- Organize affected population's participation in communal setting governance and community mobilization, with particular emphasis on women's decision-making role and on persons with specific needs (such as the elderly and disabled)
- Ensure transparent governance of communal settings and effective access to justice for residents that conforms to relevant human rights standards.

Advocacy & Resource Mobilization

- With assistance from the Humanitarian Coordinator (HC) and/or UNHCR Representative advocate for the mobilization of resources
- In close coordination with the cluster lead agency/UNHCR at the global level, assist the HC in the establishment of a resource mobilization strategy vis-à-vis donors present in the country
- Promote strategies to build up and strengthen confidence within communal settings and between displaced populations, surrounding and host communities
- Identify core advocacy concerns at the national level and contribute key messages to broader, multi-sectoral advocacy initiatives
- Advocate with authorities to ensure that humanitarian agencies/organisations providing assistance and protection to residents in communal settings have the access to work there
- Represent the interests of the cluster/sector in discussions with the Humanitarian Coordinator on prioritization, resource mobilization and advocacy
- Advocate for donors to fund cluster/sector member priority activities in the sector concerned, and encourage cluster/sector members to mobilize resources through their usual channels

Preparedness and Training Capacity

- Promote and support relevant CCCM training for NGOs, UN agencies, local government officials, camp managers and members of displaced and host communities
- Support efforts to strengthen the capacity of the national authorities and civil society;

Phase-out and Rehabilitation Capacity

- Consolidate and down-size communal settings as needed
- Implement site closure strategies and ensure rehabilitation of areas formerly occupied by camps or collective centres.
- Ensure integration of CCCM elements into transition and early recovery Frameworks

Coordination

- Ensure appropriate coordination with all humanitarian partners as well as with national authorities and local structures.
- Ensure the establishment/maintenance of appropriate sectoral coordination mechanisms, including working groups at the national and, if necessary, local level
- Define the nature and extent of overlap and coordination between CCCM and other clusters/sectors particularly Shelter, Protection and WASH.

Minimum Qualifications and Professional Experience Required:

For positions at the P3 level

- Education: Degree in a field of study that offers a comprehensive view of community organization, planning and design (e.g. Architecture, Landscape Architecture, Urban Planning or a related field) and/or Social Sciences (e.g. Humanitarian Affairs, Development Studies, Political Science, or a related field), or an equivalent combination of camp management and humanitarian experience in a related area.
- Job experience: Minimum 5 years of relevant (international) job experience with graduate degree (equivalent of a Master's), 6 years with undergraduate degree (equivalent of a BA/BAS), of which a minimum of 2 years of field experience, including in coordination role.
- Languages: Proficiency in English is required.

For positions at the P4 level

- Education: Degree in a field of study that offers a comprehensive view of community organization, planning and design (e.g. Architecture, Landscape Architecture, Urban Planning or a related field) and/or Social Sciences (e.g. Humanitarian Affairs, Development Studies, Political Science, or a related field), or the equivalent combination of camp management and humanitarian experience in a related area.
- Job experience: Minimum 8 years of relevant (international) job experience with graduate degree (equivalent of a Master's), 9 years with undergraduate degree (equivalent of a BA/BS) of which a minimum of 4 years of field experience, including in coordination role.
- Languages: Proficiency in English and knowledge of a second UN language (Arabic/ Chinese/French/Russian/Spanish) at B2¹ is required.

Minimum Competencies Expected:

- Demonstrated field experience working in camps or other communal settings;
- Practical knowledge of the cluster approach;
- Strong interest and motivation in inter-agency coordination
- Experience with strategic planning, funding mobilisation and advocacy
- Demonstrated understanding of emergency programming, needs assessment and programme monitoring;
- Solid analytical and drafting skills;
- Flexibility, diplomacy, leadership, cultural sensitivity and team-spirit are important personal features.

¹ See <http://europass.cedefop.europa.eu/resources/european-language-levels-cefr>, the Common European Framework of Reference for Languages (CEFR).

To apply and read a detailed Job Description, please visit: [Current vacancies](#).

The UNHCR workforce consists of many diverse nationalities, cultures, languages and opinions. UNHCR seeks to sustain and strengthen this diversity to ensure equal opportunities as well as an inclusive working environment for its entire workforce. Applications are encouraged from all qualified candidates without distinction on grounds of race, colour, sex, national origin, age, religion, disability, sexual orientation and gender identity.