CARE International Roster for Emergency Deployment

(CI-RED) Terms of Reference – *Information Management*

**Purpose / Role**

The primary role of the Information Manager is to facilitate communication flows to ensure that CARE decision-makers and key external stakeholders (including CARE implementing partners and disaster-affected communities) receive the information they need during an emergency response in a timely way in a format that is adapted to the target audience.

This will require strengthening and streamlining existing information management systems to respond to vastly increased time-critical information demands from internal and external stakeholders. A key responsibility of the Information Manager is to ensure that CARE staff decision-makers and their key partners can make decisions based on sound analysis thanks to the ready availability of timely, relevant, and reliable information.

**Responsibilities**

**Strengthening and Streamlining the Information Management (IM) Systems**

* Conduct periodic assessments (including field visits) to determine current and anticipated priority information needs of key target groups (CARE decision-makers, media/communications, fundraising, implementing partners, disaster-affected communities, donors, government and UN coordination mechanisms, etc.);
* Ensure appropriate IM systems and processes are in place at country level and that key documents, information and data are stored in a safe space and are easily accessible to internal stakeholders
* Lead the development and implementation of an internal communications/information management (IM) strategy for CARE’s emergency response which:
  + Clarifies IM approaches;
  + Defines communication products for key target audiences (.);
  + Defines or adapts the information sharing systems, reporting formats and frequency between the area where actions are taking place and the central office (e.g. internal and external Sitreps and other documents, internal/external meetings reports, databases, e-mail protocols, etc)
  + Ensures the accessibility of humanitarian data and information to all in-country staff
  + Ensures accessibility and proper document management of final documents (sitreps, proposals, IPIAs, fund tracking, donor reports, contracts and their amendments, and any other key response documents)
  + Describes how knowledge management occurs, including use of lessons-learned;
  + Provides streamlined protocols for the collection and validation of data and information related to emergency and humanitarian response operations
* Based on the above strategy, strengthen and streamline IM systems, including establishing or

if already existing - reinforcing and overseeing daily (in the first days of an emergency) information exchange and activity planning meetings among key players through the maintenance of Emergency Operations Rooms in the CARE central and Field Offices (i.e. conference facilities to accommodate regular and ad hoc operational meetings)

* Support the display of updated status of CARE’s activities and priority follow-up actions; this includes progress monitoring (target against achievements as per the response strategy)
* Identify challenges and propose solutions for a timely decision-making

**Information and Data Collection, Reporting and Coordination**

(To be clarify for each hire if role is responsible for donor reporting)

* Identify with M&E and other stakeholders in-country (response coordinators, sector leads, communication, finance, grant management, HR, S&S etc.) the type of response data and information to be collected and reporting frequency
* Ensure that the collected data (SAAD) and information respect the required quality standards (relevance, reliability and timeliness) and are aligned with CARE’s commitments to the Humanitarian Accountability Framework.
* Process the information for reporting to external and internal audiences (UN Clusters, Government). Such materials may include, Rapid Gender Analysis (RGA) situation reports, programme strategy, funding matrix, fact sheets, briefing notes and any other requests
* Attend internal briefings, external meetings (e.g. cluster and coordination meetings), collect and (where appropriate) synthesize relevant documents, meet with CARE staff and undertake field visits as appropriate to remain up to date on the unfolding emergency situation and CARE’s response.
* Coordinate and work closely with all staff involved in the emergency response to obtain and process and disseminate on timely manner key operational data and information
* Act as a reference/contact point for CEG/CARE International Members on general information requests related to the emergency and CARE’s response.

**Capacity Building**

* Training/coaching to CARE office counterpart information manager(s) with the aim to handing over responsibilities at the end of the deployment.
* Provide relevant training to staff and partners in using information management systems, report drafting, etc.

**Key Internal Contacts**

At country level:

* The country Emergency Coordinator/Adviser, Assistant Country Director, Country Director
* All staff involved in the emergency/humanitarian response (especially M&E, KM, Communication/Media, Advocacy, Fundraising, Grant Manager, Finance, HR, Safety and Security, Sector leads, TL, field staffs etc.)

Media and Communication staff and existing MEAL teams.

* IT and Knowledge Manager to define jointly the most appropriate information storing and dissemination systems

At CI Level:

* The CEG Information Coordinator

Indirect: other CO staff

Key lines of contact for information sharing: as per relevant protocol in the CET

**Key External Contacts**

Information managers/focal points in clusters and other humanitarian agencies (UN and NGO). Appropriate government sectoral departments.

**Reporting Lines**

Reports to the CARE –in country Emergency Coordinator

**Selection Criteria**

**Core Competencies**

* People Skills: Ability to work independently and as a member of a team player who is able to support and train local and international staff and able to deal sensitively with local partners and disaster affected communities to understand information needs of.
* Communication Skills: Well developed written and oral communication skills. Able to communicate clearly and sensitively with internal and external stakeholders as a representative of CARE. This includes effective negotiation and representation skills.
* Integrity: Works with trustworthiness and integrity and has a clear commitment to CARE's core values and humanitarian principles.
* Resilience/Adaptability and flexibility: Ability to operate effectively under extreme circumstances including stress, high security risks and harsh living conditions. Works and lives with a flexible, adaptable and resilient manner.
* Awareness and sensitivity of self and others: Demonstrates awareness and sensitivity to gender and diversity. Have experience and the ability to live and work in diverse cultural contexts in a culturally appropriate manner. Has a capacity to make accurate self-assessment particularly in high stress and high security contexts.
* Work style: Is well planned and organized even within a fluid working environment and has a capacity for initiative and decision making with competent analytical and problem- solving skills.
* Knowledge and skills: knowledge of CARE policies and procedures (CET, HAF, etc.), CHS, Red Cross/ NGO Code of Conduct. Requires general finance, administration, information management and telecommunication skills and proficiency in information technology/ computer skills.
* Knowledge of common operational datasets applied in humanitarian contexts
* 3 – 5 years humanitarian aid experience.
* Language skills appropriate to the country context.

**Required Technical Competencies**

* Prior experience of setting up streamlined information management systems for a humanitarian agency during an emergency response.
* Ability to undertake research under potentially difficult and sensitive conditions.
* Awareness of potential sensitivity of information in the context of CARE’s emergency response and ability to differentiate between information for internal versus external audiences.

**NB**: All staff members understand and abide by the CARE Prevention of Sexual Exploitation and Abuse (PSEA) / Child Protection (CP) Policy. All staff must sign the relevant Code of Conduct. Staff are required to report any suspicions of exploitation and abuse of children and vulnerable people via established internal mechanisms. All staff must adhere to CARE’s zero tolerance policy for sexual exploitation and abuse of children