Assessment Coordinator

The Assessment Coordinator is responsible for collecting information that contributes to the development of a common operational picture that will help to inform decision-making. The Assessment Cell aims to identify and understand problems, identify vulnerabilities and capabilities, and formulate recommendations that will assist with prioritizing needs for disaster relief assistance. Key products developed in the Assessment Cell include the ongoing Situational Analysis and the Multi-Sector/Cluster Initial Rapid Assessment (MIRA) Report.

**Responsibilities:**

* Collect secondary data from a variety of sources to inform the development of information products.
* Conduct initial field assessments and/or collect initial assessment data from other international relief teams.
* Develop updated situational analysis reports regularly.
* Conduct primary data collection in cooperation with humanitarian partners and the affected Government (as applicable).
* Implement the Multi-Cluster/Sector Initial Rapid Assessment (MIRA) methodology in assessment activities.
* Develop/support the development of a MIRA Report.
* Coordinate with the Government, LEMA, RC/HC and other humanitarian actors to contribute to a collaborative approach to assessment.
* Establish and maintain formal information exchange with the Information Management Cell, Operations Function (and cells within Operations), and other humanitarian actors to coordinate assessments and prevent duplication of information, information gaps and under- or over-assessment of areas.

**Reports to:**

Situation Coordinator

**Staffing:**

The role of Assessment Coordinator is usually performed by an OSOCC generalist (e.g., UNDAC team member) or by a functional specialist (e.g., member of OCHA’s CASPAR).

UN Civil-Military Coordination Cell Coordinator

The UN Civil-Military Coordination (UN-CMCoord) Cell Coordinator establishes and oversees liaison between humanitarian and military actors. This position works to promote dialogue and information sharing to ensure the most effective and appropriate use of Military and Civil Defence Assets (MCDA). The work of this position helps to maintain the civilian character of humanitarian operations and ensure safe humanitarian access, the protection of civilians and the security of humanitarian aid workers.

**Responsibilities:**

* In consultation with the OCHA Civil-Military Coordination Section, determine the scale and structure of the UN-CMCoord functions based on the number of foreign military forces present or being deployed and/or the involvement of military forces.
* Collaborate with the local Government and assisting militaries to determine appropriate relations and the possible use of MCDA to support humanitarian operations.
* Guide the establishment of civil-military coordination structures, procedures and relationship strategies.
* Coordinate humanitarian civil-military activities within all the OSOCC components.
* Create and maintain a 3W (who does what where) for military actors.
* Support the transition from an OSOCC-based approach to dedicated Humanitarian-Military Operations Coordination Centre (HuMOCC) if required.
* Facilitate communication between the HuMOCC and the OSOCC/sub-OSOCCs to ensure consistency of requests, optimization of assets and overall situational awareness.
* Adhere to military customs and courtesies (e.g., arrive on time, stand to attention, address by rank and surname).

**Reports to:**

Operations Coordinator

**Staffing:**

The role of UN-CMCoord Cell Coordinator is usually performed by the nominated UN-CMCoord focal point or UN-CMCoord specialist in the UNDAC team.

Environmental Emergencies Cell Coordinator

The Environmental Emergencies (EE) Cell Coordinator is responsible for coordinating the response to incidents that pose an acute risk to life, health and the environment such as those incidents involving environmental hazards (e.g., hazardous materials, fuel spills).

**Responsibilities:**

* In collaboration with national authorities and first arriving response teams, identify and assess sites and risk levels and develop an initial response plan to address environmental risks.
* Identify and coordinate specialized resources that may be required to address the situation.
* Examine potential secondary risks identified by the Joint United Nations Environment Programme/OCHA Environment Unit.
* Conduct/review and prioritize initial on-site assessments (based on the Flash Environmental Assessment Tool) and if required, request the activation of the Environmental Emergencies Roster to the Joint OCHA/UNEP Unit.
* Share information and collaborate with the OSOCC Situation Function, in particular the Assessment cell to develop a common operational picture.
* Contribute to a safe and secure operating environment by communicating existing or potential acute environmental risks to responders, local and/or international authorities.
* Contact the Joint Environment Unit for any specialized emergency information and equipment (e.g., mobile laboratories).
* In consultation with national authorities, request additional action (e.g., sampling, equipment) or expertise as needed.
* Lead the response to any environmental emergency, when the capacity of national authorities and international actors is exceeded.

**Reports to:**

Operations Coordinator

**Staffing:**

The role of Environmental Emergencies Cell Coordinator is usually performed by an OSOCC generalist (e.g., UNDAC team member) or USAR team member trained in hazardous materials until the arrival a functional specialist.

EMT Coordination Cell Coordinator

The Emergency Medical Team (EMT) Coordination Cell Coordinator facilitates the efficient and effective use of incoming international medical resources. The EMTCC Coordinator works in collaboration with the national health authority and Health Cluster (if established in-country) to coordinate the assignment and operations of international medical teams.

**Responsibilities:**

* Establish liaison with the local health authority, the LEMA and the OSOCC Safety and Security Officer.
* Establish core positions (e.g., manager, planning, information and logistics) within the cell and liaise with counterparts from other OSOCC functions/cells.
* Collaborate with national health authorities to recommend that teams registered through the EMT classification system receive authorization to practice.
* Oversee, track and brief arriving teams ensuring identification and authorization is complete and deploy teams based on classification and identified needs.
* Facilitate access to equipment, supplies and medication for EMTs.
* Provide leadership and receive updates as per the operational cycle from medical team liaisons assigned to the EMTCC.
* Conduct internal meetings and briefings with deployed EMTs as required.
* Develop a medical Plan of Action in consultation with the OSOCC Safety & Security Officer and local health authority.
* Conduct a transition briefing with the Health Cluster (and other clusters as applicable) and/or demobilize the EMTCC.

**Reports to:**

Operations Coordinator

**Staffing:**

The EMTCC Coordinator role is usually performed by a designated and trained EMT member or EMT specialist in the UNDAC team.

Information Management Coordinator

The Information Management (IM) Coordinator is responsible for collecting disaster-related information, analyzing and organizing the information, and disseminating it through a variety of products. The purpose of this role is to distribute information that will facilitate decision-making and ultimately help to develop a strategy that will direct resources to address priority needs and gaps, and mitigate risks.

**Responsibilities:**

* Oversee information flow into, between and from the various OSOCC components (VOSOCC, RDC, OSOCC, sub-OSOCCs).
* Develop an IM Plan of Action including an IM operational cycle.
* Collect information regarding the incident and response using primary and secondary sources as appropriate.
* Liaise with the Assessment Cell to obtain information gathered through the assessment process.
* Collate the incident information and maintain an organized information system.
* Develop and publish information products including reports, maps, contact lists, schedules, databases, etc.
* Prepare and distribute situation reports that include a coordination overview, operational considerations, operational activities, cluster overview and national and bi-lateral response details.
* Develop and maintain a central registry of organizations including contact information and relief details.
* Coordinate information product development with partner organizations (e.g., MapAction).
* Coordinate IM activities with the FCSS focal point and OCHA regional office.

**Reports to:**

Situation Coordinator

**Staffing:**

The role of Information Management Coordinator is usually performed by an OSOCC generalist (e.g., UNDAC team member) or by a functional specialist (e.g., FIS IM Officer).

Liaison Officer

The Liaison Officer is focused on relationship building, information sharing and optimization of operational actions to ensure an effective and collaborative approach to disaster response. The position works closely with liaisons from other response organizations that are deployed to the OSOCC.

**Responsibilities:**

* Establish and maintain formal information exchange procedures between the OSOCC and other responding organizations that are not otherwise covered by other functions/cells.
* In collaboration with the OSOCC Manager, ensure relationships are established and maintained with other actors and avoid liaison duplication within the OSOCC.
* Build relationships with the LEMA, Government of the affected country and response organizations through mutual understanding and consensus building.
* Facilitate meetings on request for planning, coordination and information exchange with other international coordinating bodies.
* Seek opportunities to strengthen collaboration and coordination among responding organizations.
* Advise the OSOCC Manager of any issues related to coordination including current and potential organizational needs.

**Reports to:**

OSOCC Manager

**Staffing:**

The role of Liaison Coordinator is usually performed by an OSOCC generalist (e.g., UNDAC team member).

Logistics Coordinator

The Logistics Coordinator supports other functions/cells in the OSOCC and potentially the overall response (on an interim basis) by providing logistical support. Key responsibilities include the management of supplies, movement of people, securing access points, cargo handling and prioritization of resources.

**Responsibilities:**

* In collaboration with national authorities, establish an initial logistics plan/system including staffing requirements, identifying local logistical resources, addressing capability gaps and making necessary security arrangements.
* In conjunction with RDC Support, facilitate the movement of people (i.e., relief team members) from the point of arrival to the OSOCC/field including negotiating available transportation.
* Work with other partners as required (e.g., arriving support staff) to meet the immediate response needs through the provision of material resources.
* Consult with the LEMA on customs clearance, local documentation and taxes, and publish procedures as appropriate.
* Oversee the planning, implementation, tracking and control of goods and materials including in-kind contributions.
* Work with national authorities to source, procure, move and store supplies (e.g., fuel and timber) while ensuring procurement processes are transparent, efficient and cost effective.
* Prioritize incoming relief items (e.g. the prioritization of airplanes for landing).
* Facilitate cooperation and sharing of facilities, supplies, and equipment with other relief organizations.
* Transition logistics responsibilities to the Logistics Cluster when established in-country.

**Reports to:**

Operations Coordinator

**Staffing:**

The role of Logistics Coordinator is usually performed by an OSOCC generalist (e.g., UNDAC team member) or in-country WFP staff member.

Media Officer

The Media Officer coordinates external media relations, monitors the media and prepares information products for the media and public. The role enables the OSOCC to clarify/reinforce response activities being supported by the OSOCC in the public and donor realm.

**Responsibilities:**

* Monitor all media (i.e., traditional and social media) for media relations purposes and for situational awareness.
* Serve as the OSOCC focal point for local and international media.
* Identify and maintain contact/proactive relationships with media to promote awareness of and advocacy for relief operations.
* Serve as the OSOCC media spokesperson and/or prepare other identified OSOCC staff to serve as spokespeople.
* In cooperation with the LEMA, RC/HC and OSOCC Manager, establish and communicate guidelines for interaction with the media to all OSOCC staff.
* In cooperation with the Information Management Cell, prepare relevant information and products (e.g. media fact sheet, situation updates) for distribution to the media and the public.
* Support site visits of donors and VIPs to the OSOCC.

**Reports to:**

Situation Coordinator

**Staffing:**

The OSOCC Manager will often fulfill the Media responsibilities until an OCHA Public Information Officer arrives on-site.

Operations Coordinator

The Operations Coordinator is responsible for coordinating the relief efforts of international response teams and other resources working with the OSOCC system. The Operations Coordinator works closely with leads from a variety of cells to coordinate functions such as rescuing people, providing emergency medical care, mitigating environmental impacts, moving people and goods, and coordinating with military/armed actors.

**Responsibilities:**

* Facilitate the development of a Humanitarian Relief Plan in cooperation with the LEMA, OCHA and international relief actors (e.g., Cluster Coordinators).
* In consultation with the OSOCC Manager, create coordination cells based on priority areas and adjust the response as required.
* Facilitate communication between relief providers and national counterparts to direct resources to high need areas and track progress.
* Conduct internal meetings and briefings on ongoing operations.
* Work with the Inter-Cluster Coordination Officer/Cluster Coordination Cell (if established) to prevent duplication, identify gaps and facilitate coordination efforts between clusters. If not established, work directly with each active cluster.
* In cooperation with USAR and FMT team members, assist with USAR and FMT coordination activities as required.
* Act as the primary point of contact for the RDC(s) to provide information on arriving resources and to ensure implementation of processes (e.g., logistics, safety and security).
* Oversees sub-OSOCC(s) to ensure processes are not duplicated and functions are carried out in support of the primary OSOCC.
* Manage, monitor and evaluate the overall efficiency, effectiveness and impact of the Operations Function.

**Reports to:**

OSOCC Manager

**Staffing:**

The role of Operations Coordinator is usually performed by an OSOCC generalist (e.g., UNDAC team member) or by a functional specialist (e.g., USAR, FMT).

OSOCC Manager

The OSOCC Manager oversees the activities of the other OSOCC functions, including cells established within the Management Function (Safety & Security and Liaison). This responsibility extends to operation of the sub-OSOCC(s) and RDC(s). The OSOCC Manager is focused on ensuring that the OSOCC meets the objectives set out by the Government of the affected country, the UNDAC Team Leader and the RC/HC.

**Responsibilities:**

* Assign staff to OSOCC functions and cells.
* Develop an OSOCC organizational chart and staffing plan.
* Anticipate the need for and request additional OSOCC staff.
* Develop a work plan for the OSOCC and prioritize and allocate tasks.
* Conduct internal meetings and briefings.
* Provide leadership, advice and guidance to OSOCC staff.
* Monitor and encourage collaboration between OSOCC functions/cells.
* Address emerging issues to facilitate a cohesive and effective OSOCC.
* Establish/expand positions within the Management Function as required.
* Establish liaison with the Government of the affected country, the LEMA and other relief organizations through the OSOCC Liaison Coordinator (if established).
* In cooperation with UNDSS and through the OSOCC Safety and Security Officer, ensure MOSS compliance based on a continuous risk assessment process.
* Conduct coordination meetings with LEMA and representatives of international relief resources, as appropriate.
* Plan and execute an effective transition of OSOCC responsibilities once the OSOCC phases out.

**Reports to:**

UNDAC Team Leader

**Staffing:**

The role of the OSOCC Manager is usually performed by the UNDAC Deputy Team Leader.

Safety and Security Officer

The Safety and Security Officer monitors the safety and security of all humanitarian actors and ensures a safe and secure operating environment. A key responsibility is the development and establishment of a safety and security plan/procedures for the OSOCC.

**Responsibilities:**

* Conduct a Security Risk Assessment (SRA) to identify threats, vulnerabilities, probability and impact level.
* Prioritize risks and identify prevention and mitigation strategies including country-specific Minimum Operating Security Standards (MOSS) to address risks.
* Draft, implement and monitor a security plan based on the SRA for personnel, operations and facilities.
* Consult with the Foreign Medical Team Coordination Cell, national authorities and other medical resources to develop a medical Plan of Action for the response based on existing procedures for the affected country.
* Brief and train (as required) incoming responders, OSOCC staff and other relief actors upon arrival in-country on safety measures, strategies and protocols.
* Ensure regular exchange of information and advise on any particular concerns/incidents regarding security with the UN Designated Official (DO) for security, security officers from other relief actors, and the United Nations Department of Safety and Security (UNDSS) Chief Security Officer.
* Investigate instances of non-compliance of security policies by UNDAC staff members and take appropriate action as necessary.
* Monitor the overall security situation and UN security phases.

**Reports to:**

OSOCC Manager

**Staffing:**

The responsibility of Safety and Security Officer is usually performed by the senior OCHA staff member in-country, UNDAC team member or a staff member from UNDSS.

Situation Coordinator

The Situation Coordinator facilitates the collection and analysis of information for information product development and dissemination. This role focuses on developing a common operational picture and the provision of information to facilitate decision-making. The Situation Coordinator also supports effective information flow both within the OSOCC and with the broader humanitarian response.

**Responsibilities:**

* Coordinate the development and distribution of information products such as assessment reports, key media messages, situation reports and maps.
* Establish internal processes for comparison and verification of information before it is distributed.
* Analyse and prioritize information to help inform response decisions at all levels of the disaster.
* Manage, monitor and evaluate the overall efficiency, effectiveness and impact of the Situation Function (e.g., audience, format, accuracy, output).
* Develop and publish a Secondary Data Analysis.
* Ensure information products are posted in the OSOCC and that copies (electronic and hard copy) are available for both OSOCC staff and visitors.
* Oversee the Assessment, Information Management and Media cells and facilitate communication between the cells.
* Oversee the deployment of remote specialist support such as OCHA’s regional Information Management Officer(s), staff from the Field Information Section, assessment experts from OCHA’s Coordinated Assessment Section and Public Information Officers.

**Reports to:**

OSOCC Manager

**Staffing:**

The role of Situation Coordinator is usually performed by an OSOCC generalist (e.g., UNDAC team member) or by a functional specialist.

Support Coordinator

The Support Coordinator ensures the overall operating ability of the OSOCC. Key responsibilities include establishing facilities, an Information Communications (ICT) platform and applicable OSOCC administrative processes.

**Responsibilities:**

* Support the day-to-day administration of the OSOCC including establishing internal procedures, maintaining financial records, staffing reception areas, developing a staffing roster, arranging translation support, arranging/managing translation services, organizing files and resources, and other support duties as determined by the OSOCC Manager.
* Ensure the OSOCC has the necessary logistical requirements for continued operation (e.g., adequate working space, accommodation, lighting).
* Oversee the development of an ICT plan for the OSOCC that will ensure the availability of appropriate technology to facilitate voice and data communication among the OSOCC system components and with the broader response community.
* Assist with the initiation, planning, facilitation and follow-up of meetings.
* Maintain regular communication with the International Humanitarian Partnership (IHP), the Asia-Pacific Humanitarian Partnership (APHP), the Americas Support Team (AST) and additional resources such as partner organizations to address any support requirements of the OSOCC.

**Reports to:**

OSOCC Manager

**Staffing:**

The role of Support Coordinator is usually performed by a member of a deployed support team (i.e., IHP, APHP, AST).

USAR Coordination Cell Coordinator

The USAR Coordination Cell (UCC) Coordinator is responsible for coordinating the efforts of international urban search and rescue (USAR) teams. This role focuses on organization of field operations for international USAR teams in support of national authorities and using established INSARAG methodology.

**Responsibilities:**

* Assess the geography and population of the affected country to prioritize USAR relief efforts and determine USAR team needs.
* Create a USAR Team Fact Sheet Summary.
* Assign USAR teams to worksites based on identified priorities and team capacity.
* Develop a 24/7 staffing model/organizational chart that will assist with the tracking and availability of USAR teams.
* Establish sectors (if required) and assign USAR teams to each sector including a Sector Coordinator.
* Establish a UCC operations cycle, including hosting USAR meetings and operational briefings.
* Identify USAR trends through Incident/Sector Situation Reports and adjust staffing in UCC based on scale and scope of the response.
* Facilitate team access to required supplies, expendables and transportation.
* Liaise with the Foreign Medical Team Coordination Cell and Safety and Security Officer to determine the medical Plan of Action and communicate to teams.
* Support the demobilization of USAR teams including the completion of a USAR Team Mission Summary Report/Demobilization Form and/or transitioning of USAR resources to other areas of the operation.

**Reports to:**

Operations Coordinator

**Staffing:**

The role of UCC Coordinator is performed by an experienced and trained USAR team member or an UNDAC member who is a USAR specialist.

RDC Manager

The RDC Manager oversees the activities of the Reception Departure Centre (RDC) at the point of entry (airport, seaport or land border) to an affected country. This position is focused on ensuring efficient operations at the RDC, in support of and in collaboration with the local authorities.

**Responsibilities:**

* Assign staff to positions within the RDC.
* Develop an RDC organizational chart and staffing plan.
* Anticipate the need for and request additional RDC staff.
* Prioritize and allocate tasks for RDC staff.
* Conduct internal meetings and briefings.
* Provide leadership, advice and guidance to RDC staff.
* Establish and maintain regular communication with the OSOCC.
* Provide regular reports to the OSOCC per the established reporting cycle.
* Address emerging issues to facilitate an efficient RDC.
* Establish liaison with the local officials including the LEMA, port authorities and military as appropriate.
* Conduct coordination meetings with LEMA/port authorities and other organizations as appropriate.
* Oversee the establishment and operation of the RDC.
* Develop and execute an RDC transition and/or demobilization plan.

**Reports to:**

OSOCC Operations Coordinator

**Staffing:**

The role of the RDC Manager is usually performed a member of an UNDAC team, USAR team or FMT.

RDC Operations Coordinator

The RDC Operations Coordinator facilitates the processing of international response teams and resources at the Reception Departure Centre (RDC). This includes the in-processing of arriving teams/resources and the out-processing of departing teams at the point of entry (airport, seaport or land border) to an affected country in support of the local Government.

**Responsibilities:**

* Coordinate the in-processing and out-processing of international teams in collaboration with and in support of local authorities.
* Ensure RDC is clearly marked and visible for arriving teams.
* Establish a sequence of stations to facilitate rapid processing of arriving response teams and relief supplies.
* Ensure registration of incoming relief teams and track incoming resources.
* Support arriving teams in the immigration and customs processes as necessary.
* Conduct briefings for incoming teams to orient them to the on-site disaster situation and facilitate their integration into current response operations.
* Communicate with OSOCC Operations regarding arriving resources to facilitate timely deployment to the field from the OSOCC/RDC.
* Assign incoming response teams to areas of operation if the OSOCC is not yet established, in collaboration with response team leadership.
* Identify gaps or challenges in the RDC processing system and implement solutions to resolve.
* Out-process departing teams including conducting briefings and confirming completion final checklists.
* Contribute to the transition/demobilization of the RDC when appropriate.

**Reports to:**

RDC Manager

**Staffing:**

The role of the RDC Operations Coordinator is usually performed a member of an UNDAC team, USAR team or FMT.

RDC Support Coordinator

The RDC Support Coordinator sets up and maintains the systems that support operations at the RDC. Working closely with RDC Management and RDC Operations, this position ensures the ability of the RDC to operate through provision of ICT and administrative/organizational processes.

**Responsibilities:**

* Set up processing stations including any required supplies and equipment.
* Establish and maintain ICT equipment to ensure communication and Internet connectivity.
* In collaboration with OSOCC Support and local authorities, ensure continual operation of the RDC facility including power supply, lighting, water, food and tents (if applicable).
* Establish and maintain an information board to present maps of the area, key locations, important info, etc.
* Establish a system for document filing and back up of electronic documents.
* Facilitate transportation of arriving relief teams to the OSOCC and/or assigned areas of operations.
* Contribute to the transition/demobilization of the RDC when appropriate.

**Reports to:**

RDC Manager

**Staffing:**

The role of the RDC Support Coordinator is usually performed a member of an UNDAC team, USAR team or FMT.