

# Lot 2 : Term of Reference – WASH Cluster Coordinator– Global WASH cluster/Field Support Team

Procurement Reference for this lot: FR-PA-POOL EMER2026 31

## Introduction

Action contre la Faim (ACF) is currently looking for senior **Cluster Coordination Specialists (CC Specialists)** as consultants to support the Global WASH Cluster (GWC) Field Support Team (FST). The call covers both longer-term core-team engagements and assignment-based surge support through a roster; the applicable modality will be confirmed along the selection process.

This call aims to:

- Recruit **two (2) senior Cluster Coordination Specialists** to contribute to the GWC Operational Support Core Team through sustained Helpdesk, country and global support (“core team”). Core-team in-country deployments are expected to be short and targeted and may account for up to 30% of contracted working time, subject to operational needs and available travel funding;
- Establish a **roster of senior Cluster Coordination specialists** available for time-bound surge assignments. Under the current project, missions are expected to be short and targeted, generally around two to three weeks however assignments of up to approximately three months may be considered where needs and available funding allow.

## General Background

The **Field Support Team (FST)** is a surge and remote support mechanism for National Coordination Platforms (NCPs) and other WASH coordination arrangements in humanitarian contexts. The FST operates under the aegis of the Global WASH Cluster (GWC) Strategic Advisory Group (SAG) and under the strategic leadership of the GWC Cluster Advocacy and Support Team (CAST).

The FST provides reliable and predictable coordination support to enable effective, efficient, and accountable WASH response coordination at national and sub-national levels. The team is composed of deployable cluster coordinators, information management officers and assessment specialists. Support is delivered through in-country and virtual deployments, as well as through remote, task-based technical assistance and global services provided to multiple countries through online platforms, guidance, tools, and capacity strengthening activities.

## Position Summary

**Organization:** ACF

**Department:** OP / ERRU

**Position:** Cluster Coordinator – Global WASH Cluster/Field Support Team

**Indicative contract period:**

- 1 November 2026 to 31 December 2027 for core-team engagements;
- Roster assignments will have separate, needs-based start and end dates.

**Location:** Home based or deployed, according to operational needs, security conditions and available funding.

**Level of Effort (LOE)**

- **Core-team consultants** are expected to work from their agreed duty station. From the 2026 start date the LOE expected is 100% and approximately 70% in 2027. The 2027 LOE may increase to 100%, subject to complementary funding and programme needs (ACF is actively looking for extra funding). In-country deployments may account for up to 30% of contracted working days. Remote country support, Helpdesk activities and global support form part of the remaining home-based level of effort.
- **Roster consultants** will be engaged for the duration and level of effort specified for each assignment, normally at 100% LOE and delivered remotely or in-country as stated in the assignment documentation.

**Reporting and technical coordination:** The consultant reports to the FST Project Manager.

Technical priorities and country-support requests are agreed in coordination with the GWC CAST and the relevant National Coordination Platform.

## Functions

### In-country or remote support to National Coordination Platforms (NCPs)

- Provide remote or in-country support to NCPs in delivering the core coordination functions, including service delivery, informing strategic decision-making, planning and strategy development, advocacy, monitoring and reporting, contingency planning and preparedness, and accountability to affected populations.
- Support NCPs in strategic planning, response prioritization and the development or revision of sectoral response plans (including CBPF allocation strategies), ensuring alignment with national priorities, policies, preparedness, transition and localization frameworks and humanitarian planning processes.
- Support NCPs in monitoring and analyzing the sector funding situation, engaging with humanitarian pooled-funds (CBFP, CERF, etc) and resources-prioritization, and in preparing advocacy on the continuity of coordination capacity, towards Cluster Lead Agencies, Humanitarian Coordinators, Humanitarian Country Teams and donors.
- Support NCPs in monitoring and reporting on the coverage, equity, quality and progress of the WASH response, including gap and duplication identification.
- Support the annual Cluster Coordination Performance Monitoring exercise and the associated workplans and improvement measures.
- Ensure that support builds on pre-existing decision-making structures and national capacities, including government-led structures, rather than establishing parallel arrangements.
- Ensure that cross-cutting issues, including age, gender, disability, protection, gender-based violence risk mitigation and accountability to affected populations, are integrated throughout the Humanitarian Programme Cycle.

### Transition, localization and inclusive coordination

- Support NCPs in the design, planning and implementation of transition processes, recognizing that such processes require sustained engagement over time and will involve non-humanitarian sectoral actors / structures.

- Provide mentoring and on-the-job coaching to national and sub-national coordination staff, government counterparts, local non-governmental organizations and women-led organizations, building competencies in coordination management, inter-cluster collaboration and evidence-based decision-making.
- Support NCPs in broadening coordination membership and governance arrangements, with particular attention to the meaningful participation of local and national actors, women-led organizations and women's rights organizations.
- Support NCPs in advocating with Humanitarian Coordinators, Humanitarian Country Teams and Cluster Lead Agencies for the reconfiguration of coordination structures during transition moments, including the attribution of formal co-coordination roles to local and national actors wherever feasible and consistent with humanitarian principles, in line with the Cluster Simplification.
- Support NCPs in putting in place practical inclusion measures, such as simplified processes, multilingual guidance, on-the-job learning and peer-to-peer exchange, so that participation of local actors is substantive rather than nominal.
- Support peer-to-peer learning, technical mentoring and knowledge exchange between NCPs and between local actors across contexts, including South-South and North-South exchanges.

### Area-Based Coordination, inter-cluster and multisectoral collaboration

- Support NCPs engaging in or transitioning towards area-based coordination arrangements at a local level, including the clarification of roles, responsibilities and accountability lines between sectoral and area-based structures.
- Support NCPs in preserving technical WASH standards, sectoral accountability and technical reference capacity within emerging area-based structures, and in aligning area-based products with cluster standards and methodologies.
- Support NCPs in strengthening inter-cluster and multisectoral collaboration, including joint analysis, integrated response modalities and coordinated prioritization with sectors such as Health, Nutrition, Food Security and Livelihoods, Education and Protection.
- Support NCPs in representing the WASH sector in inter-cluster fora and represent the sector directly only where a deployment Terms of Reference assigns that function.
- Articulate coordination support with the work of the FST Assessment Specialist, ensuring that coordination processes make use of assessment and analysis outputs. Assessment design, methodology review, population in need and severity analysis remain under the responsibility of the Assessment Specialist, whom the CC Specialist supports rather than substitutes.

### Capacity strengthening, learning and knowledge management

- Identify, with CAST and NCPs, the capacity strengthening needs of NCP staff, including Cluster Lead Agency staff, non-governmental partners, government counterparts and WASH focal points at national and sub-national level.
- Design, develop or adapt training packages and learning resources in multiple languages on coordination themes, including transition, localization, area-based coordination, streamlined coordination and multisectoral collaboration.
- Deliver capacity strengthening through training courses, webinars, on-the-job training, mentoring and coaching, online or in person.
- Contribute to, and where relevant organize, local, national and global learning events and exchanges of experience on emerging coordination themes.

- Contribute to the development, adaptation and dissemination of context-specific or global guidance, tools, resources, learning products, strategies, standard operating procedures and training materials, in support of CAST and NCPs
- Conduct desk reviews to inform strategic decisions, prioritization, inter-cluster synergies, preparedness and transition planning.
- Capture and document lessons learned, good practice and standards, and make them accessible through the Helpdesk and GWC knowledge management systems.

### Helpdesk, reporting and project accountability

- Contribute to the operation of the GWC Helpdesk, including the reception, documentation and triage of support requests in coordination with CAST and the FST Project Manager.
- Record support provided in the Helpdesk tracker in a timely and accurate manner, ensuring traceability of activities, number and type organizations reached and outputs produced.
- Contribute to project monitoring and reporting, including milestone reporting, satisfaction surveys administered to supported NCPs, and narrative inputs to donor reports.
- Contribute to communication and visibility products documenting project progress and results, in line with ACF, GWC and donor visibility requirements.
- Participate in FST team meetings and periodic reviews and contribute to the collective planning and prioritization of support across contexts.

### Duties applicable to all FST personnel, including consultants

- Actively work towards the achievement of the GWC strategic direction, objectives and measurable impact.
- Abide by and work in accordance with humanitarian principles, the humanitarian Code of Conduct, the policy for the Prevention of Sexual Exploitation and Abuse, and applicable ACF and UNICEF essential trainings.
- Treat all information obtained in the course of the assignment as confidential and handle personal and sensitive data in accordance with applicable data protection requirements and ACF and UNICEF policies.
- Perform any other work-related duties and responsibilities that may be assigned by the GWC and the FST Project Manager.

### Expected deliverables

- End of mission report for each in-country or virtual deployment, completed using the FST end of mission template, whose structure and required fields shall be respected in full.
- Periodic activity reports at a frequency agreed with the FST Project Manager, and timely entries in the Helpdesk tracker.
- Training packages, guidance notes, tools and learning products developed or adapted, together with the associated delivery and training reports.
- Narrative contributions to milestone and donor reporting, and to communication and visibility products.
- For core-team engagements, an end-of-assignment capitalisation note consolidating lessons learned across supported contexts; for roster assignments, a capitalisation note where requested.
- Complete archiving of deliverables on the designated ACF and UNICEF SharePoint platforms.

## Evaluation Criteria

### Evaluation Criterion 1 - Application Form Review

Applications will be assessed against the following criteria:

- Master's degree, or a relevant combination of qualifications and experience, in public health in emergencies, water or sanitation engineering, environmental health, social sciences, institutional development, humanitarian or development studies, or a related fields
- Minimum eight (8) years of professional experience in humanitarian WASH, of which at least four (4) years in humanitarian coordination or in a leadership role within a coordination mechanism
- In-depth experience in humanitarian coordination mechanisms, including previous experience with the Global WASH Cluster (GWC), the Field Support Team (FST), UNICEF, cluster coordination or other relevant humanitarian coordination architecture.
- For core-team positions, professional working proficiency in both English and French is required. Working knowledge of Spanish (desirable).
- For roster candidates, English is required; French, Spanish, Portuguese, Arabic or another language relevant to GWC operations is an asset.
- Postgraduate qualification in humanitarian project management, for example Bioforce or a similar institution (desirable)

### Evaluation Criterion 2 - Availability

Applicants should clearly indicate their **earliest possible start date, availability, expected level of effort** and whether they are applying for a core-team position, the roster, or both. Priority may be given to candidates who are available to start immediately or at short notice.

### Evaluation Criterion 3 - Daily rate

Applicants should provide their proposed daily consultancy rate (EUR), inclusive of all applicable taxes and professional fees (VAT included). Travel costs and mission-related expenses should not be included at this stage, as these will be managed separately in accordance with ACF procedures. The financial proposal will be assessed based on overall value for money rather than lowest cost alone. The same daily rate should apply throughout the contract period. The indicative level of effort is 100% from the agreed start date until 31 December 2026 and approximately 70% during 2027, with the possibility of an increase subject to complementary funding and programme needs.

### Evaluation Criterion 4 - Quality of the interview

**Shortlisted candidates will be assessed on their ability to demonstrate:**

- Command of the core humanitarian coordination functions and of the Humanitarian Programme Cycle, and a proven track record of coordination leadership in constrained or transitioning environments.
- Strong analytical, negotiation, communication and advocacy skills, including the ability to present complex quantitative and qualitative information to diverse audiences.
- Excellent training, facilitation, coaching and mentoring skills.
- Experience of liaison with a broad range of stakeholders, and the ability to build relationships with donors, United Nations agencies, international and national non-governmental organizations, national authorities, local partner organizations and affected communities.

- Ability to work autonomously and to deliver results remotely, across multiple contexts and time zones.
- Ability to contribute to teamwork and collaboration in a multicultural environment.
- Personal and professional integrity.
- For core-team candidates, professional working proficiency in both English and French will be assessed. For roster candidates, English proficiency will be assessed; French, Spanish, Portuguese, Arabic or another language relevant to GWC operations is an asset and may also be assessed where relevant.
- IT skills, including standard office applications and online collaboration and learning platforms.
- Demonstrated use of remote support and online facilitation modalities is an advantage.

## Other requirements

### For both roster and core team members:

The consultant should be fit for travel to hardship duty station and have an updated vaccination record, in line with WHO recommendations, including COVID-19 vaccination when requested/relevant

- When deployed, the Consultant is considered an “Expert on Mission” and shall abide to what stated in the document [UNDERTAKING OF STAND-BY PERSONNEL WORKING ON BEHALF OF UNICEF](#),
- Compliance to the UNICEF [SBP](#) regulations when deployed and to the content of the UNICEF mandatory trainings ([Ethics and integrity at UNICEF](#), [Prevention of sexual harassment and abuse of authority](#), [Prevention of sexual exploitation and abuse \(PSEA\)](#), [BSAFE](#)). Pls note that these links might not work until the 28<sup>th</sup> of September, due to AGORA website maintenance.
- Are able to **work autonomously** in a home-based and multicultural setting and have **reliable internet access** for remote support and collaboration.
- Able to work flexibly within the **CET time zone**.
- You are, or can become before contracting, a **legally registered consultant** able to comply with the tax and financial requirements of your country of registration.
- Having the SSAFE training certification is considered a plus (the SSAFE does not expire)

### In addition

- **Core-team members** should be willing to travel for up to 30% of their contracted working time, potentially with very short (72 hours) notice, subject to visa, medical and security clearance and available travel funding.
- **Roster candidates** should be willing to mobilise at very short notice, potentially within 72 hours, subject to contracting, visa, medical and security clearance. When deployed, roster members are intended to be working full time, in adherence to the receiving office working schedule and requirements.

## Other

- Candidates who previously applied for a similar role with the FST are welcome to reapply if they meet the requirements of this call.
- Female candidates are encouraged to apply

