**TOOL 3.12.3** SAMPLE DAPS CENTRE STAFFING STRUCTURE, ROLES AND RESPONSIBILITIES AND SAMPLE TERMS OF REFERENCES FOR DAPS CENTRE TEAM[[1]](#footnote-2)

*This is a sample only. Any ToR needs to be agreed with the relevant Human Resources team and checked against budget and team size.*

**Sample of DAPS Centre staffing needs (per DAPS Centre)**

DAPS supervisors x 1

National Society Volunteers x 10

Community Volunteers x 10

DAPS SUPERVISOR

**Job Purpose:**

The Dignity Access Participation Safety (DAPS) Centre Supervisor ensures that the activities are properly implemented at the DAPS centre and provides day to day supervision, guidance and support for the DAPS staff, National Society volunteers (NSVs) and community volunteers (CVs). The position will strengthen the National Society response by ensuring the smooth and effective operation of the DAPS centre. This will include ensuring that a structured activity plan is followed and that the activities are reviewed and adjusted on a regular basis to ensure they are gender and diversity sensitive as well as responsive to the community’s needs. The role involves referring protection cases to the respective case management actors in the camp as well as supporting and building capacity of NSVs and CVs.

Roles and Responsibilities

* Lead, develop and implement DAPS Centre model including input into budgeting
* Recruit, train, and supervise volunteers
* Provide on the job mentoring and assist the volunteers in solving challenges
* Organize outreach visits, awareness sessions, group discussions (PGI modules, PSS sessions etc.)
* Develop and maintain protection referral pathways, ensuring that protection cases are referred to the respective case management actors (both CP & GBV) in the field
* Facilitate daily and weekly meetings with the team
* Ensure compliance with PGI tools and IFRC Minimum standards on protection, gender and inclusion or other relevant tools
* Act as the focal point for the DAPS Centre for daily operations
* Lead monitoring and reporting activities
* Ensure that equipment inventories are up to date and that replacement needs are communicated to the PGI officers on time
* Maintain working relationship with staff supporting the operation of the DAPS centre (camp focal, CEA, PSS, RFL colleagues)
* Ensure occupational health and safety

Core competencies

* Community work
* Project management
* Group facilitation
* Safety
* Cross cultural sensitivity
* Protection knowledge and experience
* Excellent communication skills and ability to lead and mobilize volunteers
* Ability to engage with people from different cultural background

Qualifications

* University degree in social sciences (psychology, social work, sociology, development studies, anthropology and family studies etc.), political science, law or other subject relevant to the topic of Protection, Gender & Inclusion, and migration
* At least one year of experience in working in a similar role and with vulnerable people

NATIONAL SOCIETY VOLUNTEERS (NSVS)

Roles and Responsibilities

* Provide field-level activities in the DAPS centre
* Conduct outreach and disseminate protection messages
* Detect protection concerns that DAPS participants might have faced and identify children or adults requiring referral and confidentially report immediately to DAPS Supervisor
* Provide on the job training and work closely with the community volunteers on daily basis
* Ensure all resources are available for the DAPS Centre and alert DAPS supervisor if anything is required (expecting 1-2 weeks waiting time).
* Report dignity, access, safety or participation concerns through agreed reporting mecahnisms
* Keep the facilities clean and safe
* (Field work hours: 9:00 -15:00, three days a week)

COMMUNITY VOLUNTEERS (WHO CAN EVENTUALLY BECOME NSVS)

Roles and Responsibilities:

* Provide field-level activities in the DAPS centre
* Conduct outreach and disseminate messages as per the weekly activity plan
* Ensure that all children and adults in the DAPS receive appropriate support and activities according to their needs and skills and engage in positive and supportive interactions and communication with them (build trust relationships). Always be conscious of gender and diversity considerations for running sessions.
* Detect protection concerns that DAPS participants might have faced and identify children or adults requiring referral and confidentially report immediately to DAPS Supervisor.
* Work closely with volunteers and receive their guidance on daily basis (shadowing at the beginning and overtime take lead of some activities – always liaise to DAPS supervisor).
* Ensure all resources are available for the DAPS Centre and alert DAPS supervisor if anything is required (expecting 1-2 weeks waiting time).
* Report dignity, access, safety or participation concerns through agreed reporting mechanisms
* Keep the facilities clean and safe
* (Field work hours: 9:00 -15:00, daily)

ALL DAPS CENTRE PERSONNEL MUST

* Act in accordance with the Red Cross and Red Crescent Fundamental Principles
* Read, sign, be briefed on and adhere to the Child Protection Policy and Code of Conduct
* Create conducive environment for DAPS participants, stimulate mutual acceptance and cooperation and enhance trust (develop problem solving skills, promote expression of emotions or concerns etc).
1. This is an edited version of the human resources structure and job descriptions applied in the Cox’s Bazar (Bangladesh) context by the PGI team during the Population Movement Operation (PMO). **Additional job description templates** have been taken from the Save the Children Handbook on Child Friendly Spaces in Emergencies (November 2008). [↑](#footnote-ref-2)