# TOOL 23: SOP for CEA in IFRC emergency operations

#### Purpose of this tool

This document provides a basic overview of the main tasks and responsibilities of IFRC community engagement and accountability (CEA) staff or delegates in IFRC emergency operations. It does not include guidance on how to integrate CEA into emergency operations. For this, please see [Module 5 of the Red Cross Red Crescent Guide to Community Engagement and Accountability](https://communityengagementhub.org/resource/ifrc-cea-guide/).

#### Structure of the CEA team in IFRC emergency operations

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An emergency operation is led by the National Society (NS) experiencing the disaster or crisis, and IFRC only supports when requested to do so by the NS**.**Therefore, the NS CEA Manager or focal point leads CEA in the response, including mobilizing support from within the NS. IFRC CEA Surge support can be mobilized within a window of three months (with the possibility of extension to four months) if needed and requested by the NS.

When a disaster or crisis occurs, the IFRC Country (Cluster) Delegation’s CEA advisor/focal point will be the first point of contact for the NS if they need CEA technical guidance and support. The IFRC regional CEA team will provide direct technical support only if there is no CEA position at the country (cluster) level and will also provide support to coordination at the regional level. The CEA team on the global level will only be involved in discussions with the country team if the regional team requests support, strategic guidance is needed, or lessons from other regions are relevant to be considered.

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| **MAIN TASKS AND RESPONSIBILITIES OF IFRC CEA STAFF AND DELEGATES DURING IFRC EMERGENCY OPERATIONS** |
| **First week** | **Action to be taken** | **IFRC CEA lead** | **Deadline** |
| **Structure and management**  |  |  |
| CEA leads from the global and regional level participate in Joint Task Force (JTF) calls.  | Geneva and Region | 24h, then daily or weekly |
| **DREF and emergency appeals** |  |  |
| Ensure CEA is included in the Emergency Appeal, including a paragraph on how CEA will support the response and adequate funding within the budget | Country/ Cluster or Region | 12 – 48 hours |
| Review and provide technical input into Disaster Relief and Emergency Fund (DREF), ensuring community engagement and accountability is spelt out clearly, sufficient budget is allocated, and the plan is tailored to the experience and capacity of the National Society. Coordinate closely with NS CEA Lead on the plan. | Country/ Cluster or Region | 12 - 48 hours |
| **Operational planning and support** |  |  |
| Clarify who the CEA lead for the operation is and find out if any assessments are being conducted. If yes, consult with National Society on how to integrate CEA in rapid needs assessments and secondary assessments. Share relevant internal and external secondary data relevant to CEA. Support integration of CEA in further needs assessments as necessary. Use Tool 13: CEA in Assessments | Country/ Cluster or Region | Ongoing |
| Provide input in the Operational Strategy (OS) to ensure CEA is clearly spelt out and integrated in the different technical sectors and across the response, including the budget (see guidance in Tool 22). | Country/ Cluster, with support of Region | 24h - 7days  |
| Start developing a more detailed CEA plan of action in coordination with the NS CEA lead, using Tool 22. This can be used to inform the country implementation plan and OS. | Country/ Cluster, with support of Region | 24h - 7days |
| **Information and reporting** |  |  |
| Provide input into sitreps and ensure information relevant to communities’ information needs, participation and feedback is included. | Country/ Cluster or Region | Daily |
| **Surge capacity** |  |  |
| Discuss CEA support needs with the NS CEA Lead and explore options of available CEA support within the country. | Country/ Cluster or Region | 12 -72 hours |
| Advocate for CEA surge support and mobilize CEA roster if need be.  | Region | 12 -72 hours |
| Draft the ToR for the CEA surge role profile - outlining roles and responsibilities, expectations and reporting lines  | Country/ Cluster or Region | 12 -72 hours |
| **Movement coordination and humanitarian diplomacy** |  |  |
| If conflict context, link with ICRC community engagement/accountability to affected populations (AAP) focal points to discuss strategies and complementary activities. | Country/ Cluster or Region or Geneva | Ongoing |
| Participate in inter-agency coordination meetings at their level related to community engagement and accountability (RCCE/CWC/AAP etc) to coordinate on activities and plans, as well as share initial community insights. | All levels – for their level | Ongoing |
| Support communication efforts by inputting into communication plans and sharing content linked to communities’ preferences, capacities and community engagement plans to ensure visibility of the CEA components of the response, as well as make sure the community is portrayed as equal and empowered partner in external communications. | Region or Geneva | Ongoing |
| Coordinate with Movement partners on funding for CEA staffing and activities and their plans on deploying their own CEA focal points. | Region or Geneva | Ongoing |
| **First week- first month** | **Structure and management** |  |  |
| If a CEA surge was deployed or there is a CEA focal point present in the Country Delegation, they share regular updates for the JTS with their CEA focal point in the regional office.  | CEA Surge or Country/ Cluster | Daily moving to weekly |
| CEA focal points from the global and regional level participate in JTF calls.  | Region and Geneva | Daily moving to weekly |
| **Operational planning and support** |  |  |
| Ensure there is clarity on who the CEA lead for the operation is, and that CEA materials are accessible. | Country/ Cluster or Region | Week 1 |
| Provide technical support to integrate community engagement and accountability aspects in the needs assessments and actively participate in the design of the data collection tools to ensure that CEA related questions/information are included. | CEA Surge or Country/ Cluster or Region | Ongoing |
| Input to the revision of the Operational Strategy (OS) and Implementation Plan (IP) and ensure CEA is well included throughout the document and integrated into the technical sectors. | CEA Surge or Country/ Cluster, with support of Region | Month 1 |
| Update and refine the CEA plan of action in coordination with the CEA lead of the NS, and the technical sector leads. | CEA Surge or Country/ Cluster, with support of Region | Ongoing |
| **Information and reporting** |  |  |
| Input into sitreps and ops updates (if an EA was launched) and ensure information on communities’ information needs, participation and feedback is included in sitreps, including community engagement activities taking place | CEA Surge or Country/ Cluster, with support of Region | Week 1 and as required |
| Work together with data focal points (eg. Information Management, PMER) to set up community feedback mechanisms (where not in place) and ensure community feedback is part of monitoring data. | CEA Surge or Country/ Cluster, with support of Region | Week 1 |
| **Implementation** |  |  |
| Monitor the implementation of CEA aspects in the Operational Strategy (OS) and Implementation Plan (IP) and support any revisions based on CEA-related findings from the needs assessment | CEA Surge or Country/ Cluster, with support of Region | Ongoing |
| Monitor spending on funds earmarked for CEA | CEA Surge or Country/ Cluster, with support of Region | Ongoing |
| **Surge capacity** |  |  |
| Continue to mobilize and support CEA Surge as required. | Region | Ongoing |
| Advocate for and support recruitment of additional human resources for CEA (and IM if needed for feedback mechanisms) at Country/Cluster, Region or Geneva as necessary. Red level emergencies require a Tier 2 deployment (CEA coordinator). | Country/ Cluster, Region, Geneva | Week 1 |
| Contribute to the longer-term HR strategy and infrastructure needs and advocate for communities’ preferences to be considered | Region | Ongoing |
| **Movement coordination and humanitarian diplomacy** |  |  |
| Continue established coordination with Movement partners on each level on strategies, activities and support provided to the NS. | Country/ Cluster, Region, Geneva | Ongoing |
| Participate in inter-agency coordination meetings related to community engagement and accountability (RCCE/CWC/AAP etc) to coordinate on activities and plans, as well as share initial community insights and advocate for action to address issues highlighted by the community. | All levels – for their level | Ongoing |
| Input into communication plans and provide content linked to communities’ preferences, capacities, and community engagement plans  | All levels | Ongoing |
| Coordinate with Movement partners on funding for CEA staffing and activities. | Region and Geneva | Ongoing |
| Coordinate with in-country CEA focal points of Movement partners if they were deployed. | CEA Surge, Country | Ongoing |
| **One month – three months** | **Structure and management** |  |  |
| CEA focal points from the global and regional level participate in JTF calls where necessary, using updates provided by the CEA Surge and Country. | Geneva and Region | Ongoing |
| **Operational planning and support** |  |  |
| Contribute to the monitoring and review of the OS. | All levels | 3 months and beyond |
| Update and refine the IP and CEA plan of action in coordination with the CEA lead of the NS, and the technical sector leads. | CEA Surge, Country/ Cluster, with support of Region | Ongoing |
| Contribute to recovery assessment and planning and ensure the integration of CEA in these efforts. | CEA Surge, Country/ Cluster, with support of Region | Ongoing |
| **Information and reporting** |  |  |
| Ensure information on communities’ information needs, participation and feedback is included in sitreps and ops updates. | CEA Surge, Country/ Cluster, Region | 3 months and beyond |
| Document case studies and lessons learnt. | CEA Surge, Country/ Cluster, with support of Region | 3 months and beyond |
| Work together with data focal points (eg. IM, PMER) to maintain community feedback mechanisms and ensure community feedback is reviewed, acted upon and the feedback loop closed with communities | CEA Surge, Country/ Cluster, with support of Region | 3 months and beyond |
| **Implementation** |  |  |
| Monitor the implementation of CEA-aspects in the OS and support the revision to include recovery planning. | CEA Surge, Country/ Cluster, with support of Region | 3 months and beyond |
| Monitor spending on funds earmarked for CEA. | CEA Surge, Country/ Cluster, with support of Region | 3 months and beyond |
| **Surge capacity** |  |  |
| Provide technical support to all CEA surge if there are. | Country/ Cluster, Region | Ongoing |
| Support recruitment of additional human resources for CEA (and IM if needed for feedback mechanisms) at CCD/CD, RO or GVA as necessary. | Country/ Cluster, Region, Geneva | 3 months and beyond |
| Contribute to the longer-term HR strategy and infrastructure needs and advocate for communities’ preferences to be considered | Region | 3 months and beyond |
| At the end of their deployment, CEA surge prepare an End of Mission handover report, and participate in their End of Mission Appraisal (which is a shared responsibility of the HEOps/Ops Manager, CEA Surge and Technical Line Manager (CEA in Region or Country/Cluster) | CEA Surge, Country/ Cluster, Region | 3 months and beyond |
| **Movement coordination and humanitarian diplomacy** |  |  |
| Continue established coordination with Movement partners on each level and coordinate on strategies, activities and support provided to the NS. | Country/ Cluster, Region, Geneva | 3 months and beyond |
| Participate in inter-agency coordination meetings related to community engagement and accountability (RCCE/CWC/AAP etc) to coordinate on activities and plans, as well as share community insights and advocate for action to address issues highlighted by the community. | All levels | 3 months and beyond |
| Support communication efforts by inputting into communication plans and sharing content linked to communities’ preferences, capacities and community engagement plans to ensure visibility of the CEA components of the response, as well as make sure the community is portrayed as an equal and empowered partner in external communications. | All levels | 3 months and beyond |
| Coordinate with Movement partners on funding for CEA staffing and activities. | Region and Geneva | 3 months and beyond |
| Coordinate with in-country CEA focal points of Movement partners if they were deployed. | CEA Surge, Country | Ongoing |