



Global Shelter Cluster
ShelterCluster.org
Coordinating Humanitarian Shelter



Global Shelter Cluster

SURGE AND SUPPORT SERVICES



INTRODUCTION

The Global Shelter Cluster (GSC) is co-led by the International Federation of the Red Cross and Red Crescent Societies (IFRC) and the United Nations High Commissioner for Refugees (UNHCR). The GSC Support Team (ST) is comprised of experienced shelter coordination professionals and thematic experts. The GSC ST provides surge capacity and remote support to country-level clusters in preparedness for and response to humanitarian crises. In doing so, Global Focal Points (GFPs) establish and maintain close relations with country-level clusters and help to preserve the link between GSC, country-level shelter cluster and other sector-based coordination mechanisms worldwide.

Global Coordinators Ela Serdaroglu (IFRC) and Brett Moore (UNHCR) provide oversight for the team below. In addition, two Deputy Coordinators provide support: Pablo Medina (IFRC) and Sahdia Khan (UNHCR).

The specific surge and support services provided are listed below. They can be provided remotely and / or in-person in the requesting country.



OVERALL CLUSTER COORDINATION



Coordination Global Focal Points (GFPs)

[GSC Teams page](#)



Services provided

The GFPs for Coordination provide surge capacity and advisory services to country-level clusters. They support country-level clusters to fulfil the six core functions with a particular focus on :

- Supporting the development of the cluster strategy
- Informing strategic decision-making planning and strategy development
- Monitoring and reporting
- They provide surge capacity when needed to help set-up newly activated clusters or fill specific gaps

The coordination GFP (and the Regional Focal Points - where they are available) should be copied in each request addressed to the below mentioned thematic GFPs.



How to request support ?

Please contact your designated IFRC or UNHCR GFP for coordination should you require support. There is no cost to the Country Cluster for remote support. Total or partial cost coverage may be required for in-country mission support, depending on GSC resources at the time of the request. IFRC-led clusters should refer to their IFRC GFP for Coordination. UNHCR-led clusters should refer to their UNHCR GFP for Coordination.



Roving Coordinators

[GSC Teams page](#)



Services provided

The Roving Coordinators support country-level clusters to fulfil the six core functions with a particular focus on :

- Supporting the development of the cluster strategy
- Informing strategic decision-making planning and strategy development
- Monitoring and reporting
- They provide surge capacity when needed to help set-up newly activated clusters or fill specific gaps



How to request support ?

Please contact your designated IFRC or UNHCR GFP for coordination should you require coordination-related support. They will connect you with Roving Coordinators – if needed – and provide details on the modalities (remote or in-country support, cost-sharing, etc.).



Regional Focal Points (RFPs) specific to IFRC-led clusters

[GSC Teams page](#)



Services provided

The RFPs provide support to country-level clusters in accordance with their technical skills.

Support may include :

- Preparedness and contingency planning activities
- Response coordination
- Technical support
- Surge capacity when needed to help set-up clusters or fill specific gaps



How to request support ?

There is no cost to the Country Cluster for remote support. Total or partial cost coverage may be required for in-country mission support, depending on GSC resources at the time of the request. Please contact your designated RFP should you need support. In case you don't have a designated RFP, please contact your GFP for Coordination.



GFP Information Management (IM)

[GSC Teams page](#)



Services provided

Typical services may include :

- Define and support the IM needs of coordination teams
- Set-up tailored IM systems
- Develop IM training materials
- Setting up a ShelterCluster.org email
- MailChimp account
- Provide a short training on the use of the website



How to request support ?

Please contact your designated GFP for IM should you need support.



Roving IM

[GSC Teams page](#)



Services provided

Typical services may include :

- Define and support the IM needs of coordination teams
- Set-up tailored IM systems
- Develop IM training materials
- Setting up a ShelterCluster.org email
- MailChimp account
- Provide a short training on the use of the website



How to request support ?

Please contact your designated GFP for IM should you need support. They will connect you with a Roving IM – if needed – and provide details on the modalities (remote or in-country support, cost-sharing, etc.).



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THEMATIC SUPPORT

Below are the GFPs for thematic support to country clusters. Should you be unclear about who to contact, please get in touch with your Global or Regional Coordination Focal Points.



GFP for Technical Coordination

[GSC Teams page](#)



Services provided

Support may include :

- Technical guidance and advice for shelter and settlements programs
- Set shelter technical standards

The GFP for technical coordination also supports the reactivation and management of the [Technical Community of Practice \(CoP\)](#).



How to request support ?

For remote support please contact directly the GFP for technical coordination with copy to your GFP for Coordination. This service is only available for IFRC led clusters.



GFP for Assessments

[GSC Teams page](#)



Services provided

Common types of support provided to country cluster are :

- Assessment design (methodology, sampling, questionnaires)
- Secondary data review
- Data collection and analysis
- Design information products
- Humanitarian Needs Overview

Support can range from providing advice and reviewing, to implementing either a full or some sections of assessments.



How to request support ?

Please only contact your designated GFPs for IM and coordination to solicit this support. They will guide you on how to request this support. Note that (co-)funding may be required from the country cluster to access this service.



GFP for Advocacy & Communication

[GSC Teams page](#)



Services provided

The GFP for Advocacy and Communication supports the efforts of the GSC to influence the humanitarian sector and increase the visibility of the shelter and settlements sector.

Common types of support provided to country cluster are:

- Guidance on advocacy, visibility, and donor relations, which will also be leveraged at the Global level
- Guidance on the use of communication tools (social media, audio-visual production, media relations) to maximize advocacy efforts



How to request support ?

Please contact the GFP for Advocacy and Communication directly with copy to your GFP for Coordination.



GFP for Housing – Land – Property

[GSC Teams page](#)



Services provided

Common types of support provided to country cluster are:

- HLP Assessments
- Development of due diligence guidelines and operational guidance
- Development of ToRs for technical working groups and advisory panels
- Support in the outlining of solutions to specific HLP issues
- Trainings and workshops
- [Developing HLP profiles](#): analysis of the HLP-relevant legal and institutional framework of the target country



How to request support ?

Please contact your designated GFP for Coordination should you need support on HLP issues. They will connect you with the HLP GFP. The GFPs for HLP provide assistance to shelter clusters worldwide remotely and / or in-person.



GFP Gender Based Violence (GBV) Risk Mitigation

[GSC Teams page](#)



Services provided

The GFP for GBV Risk Mitigation provides guidance and technical support on GBV Prevention and Risk Mitigation Mainstreaming in Shelter and NFI programming:

- GBV related guidance and support on HNO & Humanitarian Response Plan (HRP) preparation
- Shelter / NFI specific training on GBV Risk Mitigation Mainstreaming to country cluster partners
- Context specific GBV Risk Mitigation technical support on assessments, shelter programming and interventions
- Support and advice Shelter Clusters on mainstreaming of GBV risk mitigation through the review of existing and development of new policies and guidance
- Work together with the country-level clusters to showcase good practices / success stories on GBV prevention and risk mitigation



How to request support ?

Directly contact the GFP for GBV Risk Mitigation and copy your designated GFP for Coordination.



GFP for Research

[GSC Teams page](#)



Services provided

Typical support may include :

- Support on evidence-informed planning and decision making
- Identification of shelter and settlement evidence gaps
- Advancing and fostering links with academia



How to request support ?

For support, please contact directly the GFP for Research and copy your GFP for Coordination.



GFP for Environment

GSC Teams page



Services provided

The GFP for Environment supports on global and country-level, to lead efforts for greening the shelter and settlement response.

Among other, the support aims at:

- Reducing carbon footprint of the response, including mitigation of the effects of climate change into country shelter cluster strategies
- Designing and harmonising processes and tools to assess and develop environmentally friendly responses
- Designing climate-smart shelter solutions in coordination with the cluster and partners that utilise locally appropriate materials, technologies, and supply chains.



How to request support ?

Directly contact the GFP for Environment and copy your designated GFP for Coordination.



GFP for Environment

[GSC Teams page](#)



Services provided

Producing environmental profiles. [An example can be found here.](#)



How to request support ?

The GSC will make this service available through a call for expression of interest. For more information, reach out to the GFP for Environment and your GFP for Coordination.



Cash Champion

[GSC Teams page](#)



Services provided

The Cash Champion supports well-designed market interventions and cash for shelter approaches that reduce greenhouse gas emissions and harm to the environment.

Typical support may include :

- Designing cash and markets programming
- Designing and conducting markets-analysis tools
- Determining the most climate-friendly approach and procurement option (local, regional, international) for shelter programming
- Training partners



How to request support ?

Please contact your designated GFP for Coordination to solicit this support.



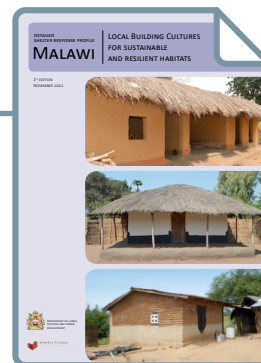
Local Building Practices

[GSC Teams page](#)



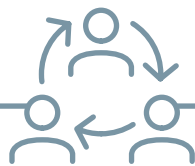
Services provided

Production of [Shelter Response Profiles](#) for country level clusters and other sector-based coordination mechanisms.



How to request support ?

The GSC will make this service available through an expression of interest. For more information, reach out to your GFP for coordination.



PEER SUPPORT & EXCHANGE



Communities of Practice (CoP)

[Link to COP page](#)



Services provided

The CoPs are venues to share and exchange ideas, information and experiences related to shelter coordination and implementation.



How to request support ?

To request support from a CoP, simply go to their website page and initiate a discussion thread or send a message to their helpdesk if available.



Working Groups

[Link to Working Groups webpage](#)



Services provided

Working Groups are task-oriented and time-bound structures with clear deliverables that are established by the SAG on the request of partners to address particular identified needs or gaps.



How to request support ?

Please contact the Working Group lead/s. Contact details are available at the bottom of the relevant Working Group website page.



TRAINING & CAPACITY BUILDING



Online self-learning training

[More Than Just a Roof](#)



Services provided

This is a free online introduction training on Shelter Programming for those who would like to become more familiar with the GSC's approach to shelter response, or just refresh some concepts of humanitarian shelter response.



How to request support ?

To do the training, please visit this [page](#).



Global Shelter Coordination Training

[Humanitarian Shelter Coordination Training](#)



Services provided

This course aims to equip participants with the skills required to coordinate a shelter response in a humanitarian crisis. It provides participants with an overview of the humanitarian reform process and the transformative agenda, the interagency cluster approach, the role of the Shelter Cluster and the principles and practice of humanitarian shelter coordination.



How to request support ?

The request for applications for the next batch will be announced by the GSC. Selected participants will require the approval of their line-manager to attend the training. A course fee applies. Prospective applicants shall register their interest through a link to be shared with the request for applications.



ONLINE KNOWLEDGE MANAGEMENT & COMMUNICATION CHANNELS, SERVICES AND TOOLS



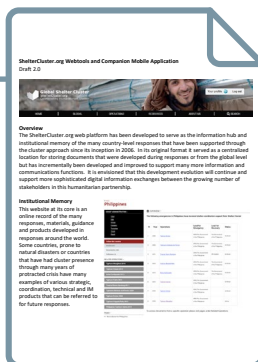
GSC Website

www.sheltercluster.org



Services provided

[Overview](#)



How to request support ?

For a short 30-40 minutes training on the administration and management of your own country cluster website pages, please contact [Shirin Narymbaeva](#) or [Neil Bauman](#).



APPpp

Global Shelter Cluster App



Services provided

[Overview](#)



How to request support ?

Download through Play Store or App Store.



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TEMPLATES, TOOLS & OTHER RESOURCES



Services provided



How to request support ?

Shelter coordination tools and templates

[Shelter Coordination Toolkit](#)

The Coordination Toolkit has been compiled for Shelter Cluster Coordinators, Sub-National and Technical Coordinators at country level.

The aim of the Coordination Toolkit is to :

- Standardise the basic set of documents all Clusters should aspire to draft
- Create a common understanding by highlighting key resource documents to be read and studied
- Save time by having editable examples
- Stimulate and inspire Coordinators to draft more guidance notes, standards, strategies, factsheets and Cluster related documentation

<https://www.sheltercluster.org/gsc-coordination-toolkit>



Services provided



How to request support ?

Assessment and IM

[GSC Information Management and Assessment Toolkit](#)

The Information Management (IM) & Assessment (IMAS) toolkit has been developed for Shelter cluster coordinators, and information management officers at country level. Building on the work done in reference to IM and assessments in the GSC Coordination Toolkit (CTK), the purpose of the IMAS is to serve as one point of reference for IM and assessment tasks and activities in support to core coordination functions.

<https://www.sheltercluster.org/working-group/global-shelter-cluster-information-management-and-assessment-toolkit>



Shelter Case Studies

[Shelter Projects](#)



Services provided

This website is a repository for nearly 300 case studies and overviews of post-disaster and post-conflict shelter projects, plus various opinion pieces, all originally published in the “Shelter Projects” series of books.

The projects can be searched by country, emergency type (conflict, natural hazard, mixed situation), edition, etc.



The project summaries included in the Shelter Projects series aim to illustrate some of the project options available to organisations working in both post-disaster and post-conflict situations, as well as to support learning from the strengths and weaknesses of different projects.



How to request support ?

<https://www.shelterprojects.org/>



IEC materials

Shelter Compendium

[Informing Choice for Better Shelter](#)



Services provided

Collection of IEC materials

Protocol for the development of Information Education Communication (IEC) materials



How to request support ?

<https://iec.sheltercluster.org/>

<https://www.sheltercluster.org/promoting-safer-building-working-group/protocol-informing-choice-better-shelter>

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www.sheltercluster.org
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European Union