



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.



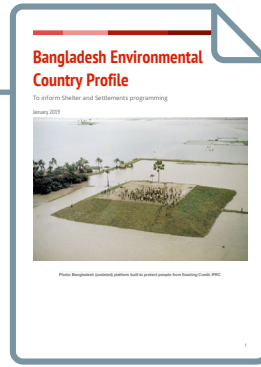
GFP for Environment

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.

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www.sheltercluster.org
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European Union

