# **TOR for SOPs workshop**

# ***<insert NS name and CVA programme/year>***

Summary

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| **Purpose**: A workshop to develop and draft the basis for a NS SOPs document and RACI, through a collaborative, participatory process. Optional session on preliminary tools development also included.**Facilitators:** CVA TWG chair (CVA Focal Point) and co-chair (Head of Disaster Management), with support of partner NS of IFRC, where necessary. Other members of the CVA TWG to also support the process where appropriate.**Example timeframe**: 2 days |

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# Background

*<Paragraph on details of the CVAP programme>*

The development of Standard Operating Procedures (SOPs) for cash and voucher assistance (CVA) is a necessary, practical step required to improve the NS readiness for CVA. Having well documented SOPs will help ensure clear procedures for CVA decision making and implementation are in place. The SOPs will also define the respective roles and responsibilities of different departments of the NS at all levels (NHQ and branches) for CVA implementation and this can be elaborated on further in a roles and responsibilities (RACI) matrix.

*<Summary of any previous SOP development processes, including dates of approval>*

# Purpose of workshop

The main purpose of the workshop is to develop the basis for an NS CVA SOPs document and accompanying RACI matrix, through a collaborative, participatory process involving all relevant departments in the NS. There is also an option to include a preliminary session on tools development. If the NS decides to include this, the CVA Focal Point will need to conduct a mapping of existing NS tools used in advance.

The workshop is designed with NSs in mind who are primarily designing SOPs for the first time, as it is expected that SOPs are generally revised based on inputs from simulations, pilots and lessons learned from real responses rather than a revision workshop. However, there may be cases that SOPs are not used anymore and need revision, and, in these cases, the old SOPs will serve as the basis/input for the workshop.

# Objectives

The specific objectives of the workshop are:

* Provide inputs to the form and contents of the CVA SOP document
* Define roles and responsibilities and capture them in a RACI matrix
* Identify relevant NS tools that must be adapted to include CVA, as well as new CVA tools to be developed
* Discuss next steps for SOPs approval, usage and revisions

**Methodology, scope and approach**

The workshop will be facilitated by the chair (CVA Focal Point) and co-chair (usually Head of Disaster Management) of the NS CV Technical Working Group.

Short form SOPs, including a RACI, will be developed collectively through a 2-day participatory workshop, attended by members of the NS CVA Technical Working Group. It is important to emphasise that the process of developing and elaborating the SOPs and RACI is just as important as the final documents that will be produced in the workshop, therefore full participation is key.

The [*CVA SOPs template*](https://cash-hub.org/wp-content/uploads/sites/3/2024/03/2.1.e-CVA-SOP-template-1.docx)and [*CVA RACI matrix*](https://cash-hub.org/wp-content/uploads/sites/3/2024/03/2.1.d-CVA-RACI-1.docx) could be used as an inspiration for developing the documents, and can be adapted as necessary, to fit the NS requirements. The templates have been designed to contain a standard set of CVA steps and sub-steps, and typical NS roles and responsibilities, in line with the CVA project cycle (based on the Cash in Emergencies (CiE) approach). However, as with all CiE tools, these are generic templates and the exact sequencing of CVA activities, functions and the level of detail will vary per context, based on NS capacities and priorities. In the workshop, participants will be encouraged to take an analytical eye and assess for themselves how the CVA steps and functions should be adapted to support NS CVA programming and to also fit with broader NS organisational processes and procedures.

Following an initial discussion on the NS CVA implementing and decision-making process, including timeframe, participants will develop and draft the basis of the SOPs and RACI documents through group work. This will include defining the key CVA steps that should take place in an emergency response and relevant documentation, roles and responsibilities per function across the steps, identifying where management decision making and approvals are needed, as well as developing a proposed implementation timeline. If SOPs are being revised, the initial exercise will be to review existing tools and map what needs to change. All relevant CVA modalities and delivery mechanisms should be included in the SOPs and RACI.

The NS should decide whether they will include a session on tools development as part of the SOPs workshop. If they choose to, the CVA Focal Point will need to do preparation work to gather and map the existing NS tools in advance of the workshop. This list will be used to suggest adaptions or new tools required during the workshop. However, there will still be need for a follow-up CVA tools development workshop on a separate day.

Following the workshop, the CVA Focal Point, with support of the Head of Disaster Management and other CWG members, will convert the results from the workshop into a draft SOPs document and RACI and submit to leadership for their approval.

# Participants

Workshop participants will be the membership of the CVA TWG. In addition to the chair (CVA Focal Point) and co-chair (Head of Disaster Management), this should include one (or more) representative from the following functions as appropriate:

* Disaster Management or Operations
* Finance
* Logistics
* Procurement
* IM/technology
* M&E
* Communication
* OD
* CEA

Optional, where relevant: other functions that have a role in CVA programming (e.g. DRR)

**Example agenda**

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| **Day 1** |
| 8.30 – 9.00 | Opening and objectives of workshop |
| 9.00 – 9.45 | Introduction to CVA SOPs |
| 9.45 – 10.15 | Coffee break |
| 10.15 – 11.00 | Group work 1 - CVA implementation process and decision requirements |
| 11.00 – 12.30 | Group work 2 - Review of existing SOPs/key CVA steps in an emergency response |
| 12.30 – 13.30 | Lunch break |
| 13.30– 15.30 | Group work 3 - Drafting CVA steps and actions (SOPs) |
| 15.30– 15.45 | Coffee break/End of day (participants) |
| 15.45– 17.15 | Agreement and finalising of key SOP steps (Facilitators and CVA Focal Point only) |
| **Day 2** |
| 8.30 – 9.00 | Recap of Day 1 |
| 9.00 – 11.00 | Group work 4 - Drafting roles and responsibilities (RACI) matrix |
| 11.00 – 11.30 | Coffee break |
| 11.30 – 12.30 | Group work 5 - Finalise timeline, decisions and approvals |
| 12.30 – 13.30 | Lunch break |
| 13.30 – 15.30 | Group work 6 - Review of NS existing tools - what to adapt / develop? |
| 15.30 – 16.00 | Coffee break |
| 16.00 – 17.00 | SOPs – What’s next? |