

# DEPARTMENT OF WATER RESOURCES



## STANDARD OPERATING PROCEDURES

## FOREWORD

The Government of Vanuatu is committed to ensure adequate response strategies are in place to better response to and manage WASH needs of the people affected during a disaster.

This Standard Operating Procedures (SOPs) for the Department of Water, was developed to address the timing for its partner agencies which have key responsibilities for disaster response in close coordination with the Department of Water.

The Department of Water provides directives to all agencies and personnel on the conduct of disaster preparedness and emergency operations.

The authority vested on the Department of Water is effective in law as the government statutory institution mandated to manage and coordinate water resources in Vanuatu.

This SOP operationalizes the Department of Water mandates and itemizes its partner agencies responsibilities in an emergency. Roles and responsibilities are clearly demarcated at both the individual and agency levels and it is important for this document to be understood by all who are to be involve in the emergency operations.

In the interest of building national WASH resilience to disasters, this document should be widely circulated to all who have a role in implementing WASH in Emergency operations.

All WASH agencies operating in Vanuatu are expected to produce supporting SOPs in accordance with their agency plans and these should be reviewed and approved by both the Department of Water and the National Disaster Management Office.

**[Ralph Regenvanu]**  
**Minister of Lands and Natural Resource**



## ACRONYMS

WASH	Water, Sanitation and Hygiene
DoW	Department of Water
MoH	Ministry of Health
SOP	Standard Operating Procedure
NDMO	National Disaster Management Office
EOC	Emergency Operation Centre
NWAC	National Water Advisory Committee
SITREP	Situation Report
CSOs	Civil Society Organizations
NDC	National Disaster Council
UNICEF	United Nation Children's Fund
NGO	Non- Government Organization
IMO	Information Management Officer

## COMMON TERMS

<b>Disaster</b>	An actual or probable event which causes disruption to the functioning of a community causing widespread human, material, economic or environmental loss and which exceeds the affected community and its agencies' ability to cope using its own resources.
<b>Emergency</b>	A situation generated by the real or imminent occurrence of an event that requires an immediate and coordinated response and is within the resources of a community's local agencies to respond.
<b>Lead Agency</b>	An agency that has primary operational responsibility for the management of the disaster or emergency.
<b>Co- Lead Agency</b>	An agency that supports the Lead Agency in its role and responsibility. The Co-Lead Agency may carry out tasks for the Lead Agency, however the Lead Agency still holds the accountability for what needs to be done.

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## EXECUTIVE SUMMARY

Water is essential in terms of its quantity and quality to sustain life and promote health. Basic sanitation and adequate hygiene behaviour and management are essential conditions to create a safe environment which reduces the risk of people's immune system being undermined as a result of chronic exposure to Water, Sanitation and hygiene (WASH) related diseases. Water is often used to support basic food needs and livelihoods functions. Successful food assistance and nutrition policies require an adequate level of WASH services.

WASH is a humanitarian priority for over 200,000 people affected by natural disasters in Vanuatu every year. The recent Tropical Cyclone Pam has proved that the existing humanitarian WASH capacity can no longer meet the rapidly growing WASH needs. The people of Vanuatu continue to face many WASH related challenges. Following TC PAM and recently El Nino impact, many children have contracted diarrhoeal diseases due to inadequate WASH conditions.

Water is also the key medium through which the impact of climate change is manifested. The number and scale of natural disasters in Vanuatu is increasing.

In addition, rapid population growth reinforces existing pressure on natural resources which makes it more challenging to meet wide range of humanitarian WASH needs of the people affected.

The frequency and scale of cyclones and droughts is already creating major water insecurity challenges for the National WASH Cluster which is led by the Department of Water Resources. The number of floods and cyclones are rising dramatically as a proportion of other disasters that poses threat to the country. Such natural disaster often result in a sharp deterioration of environmental health conditions, particularly access to basic water and sanitation services.

The recent TC Pam and El Nino has indicated, as per table 1 above, excessive amount of funding being injected to address WASH issues across the country. Despite recent progress made on improving access to water in many parts of the country, the number of people without access to safe water is still high and therefore it's a challenge to be embraced by both the government and humanitarian partners ensuring people's rights and dignity are upheld at all times.

The government, through the department of Water Resources, is meeting the challenges of helping those in need by promoting Vanuatu water standards, implementing new policies and structures and pursuing advocacy beyond humanitarian sphere.

This document sets out key functions of the department of geology, mines and water resources, and its humanitarian partners towards addressing immediate WASH needs of the affected population in the event of an emergency.

The documents spells out the way in which the DoW, implements and coordinates its humanitarian WASH delivery to achieve its aim and purpose. To achieve this, it would involve the full range of measures at its disposal, as set out in this document to improve the quality of humanitarian WASH assistance and the resilience of the vulnerable populations. The department of water leadership role applies in anticipation of before, during and in the aftermath of humanitarian crises.

## 1. Introduction

The Department of Water Resources has the mandate under the law to regulate and coordinate water activities in Vanuatu. The WASH Cluster leadership role is also operated under the leadership of the DoW. However, it is important to note the role of the Ministry of Health with regards to the sanitation and hygiene component in relation to the WASH Cluster. This SOP provides a bridging relation between the two government bodies namely the DoW and MoH respectively to effectively coordinate WASH activities during a disaster. The SOP also provides guidelines on the operational linkages between WASH cluster Lead Agencies and Co-Lead agencies including cluster members.

The WASH Cluster was established in 2012. It is an open and formal platform for humanitarian WASH actors in Vanuatu to work together in partnership. The primary purpose for the WASH Cluster is to ensure the delivery of water, sanitation and hygiene promotion assistance to affected populations during emergencies through improved coordination of response at all levels. In order to achieve such goal, they would be expected to invest substantially in further preparedness.

### 1.1. Policy Statement

Section 22 of the National Water Resources Management Act N9 of 2002 provides a framework for a more robust coordination mechanism for all water related activities. It establishes the WASH cluster to undertake the following function:

- Promote the environmentally sound and safe management of all water resources; and
- Provide for the co-ordination of relevant WASH activities.

### 1.2. Hazards and Risks

The SOP will guide the operation for the WASH cluster to prepare for and respond to disasters or event generated by the following hazards or sources of risk:



- Cyclone
- Volcanic Eruptions
- Earthquake
- Tsunami
- ENSO (Drought/ Flood)
- Climate Change Events
- Landslide
- Storm Surge
- Fires
- Health – Epidemics/ Pandemics
- Agriculture – Pest infestations and animal health pandemics

### 1.3. SOP Development (includes consultation)

The specifics outlined in the SOP are subject to annual review through thorough collaboration with partners. Factors that will influence the review of the SOP are practical lessons learnt from an event, use of new innovation and technologies adopted with the WASH cluster and, most importantly, national legal framework.

### 1.4. SOP Awareness & Access

The Department of Water (DoW) staff will have access to the SOP through the share drive.

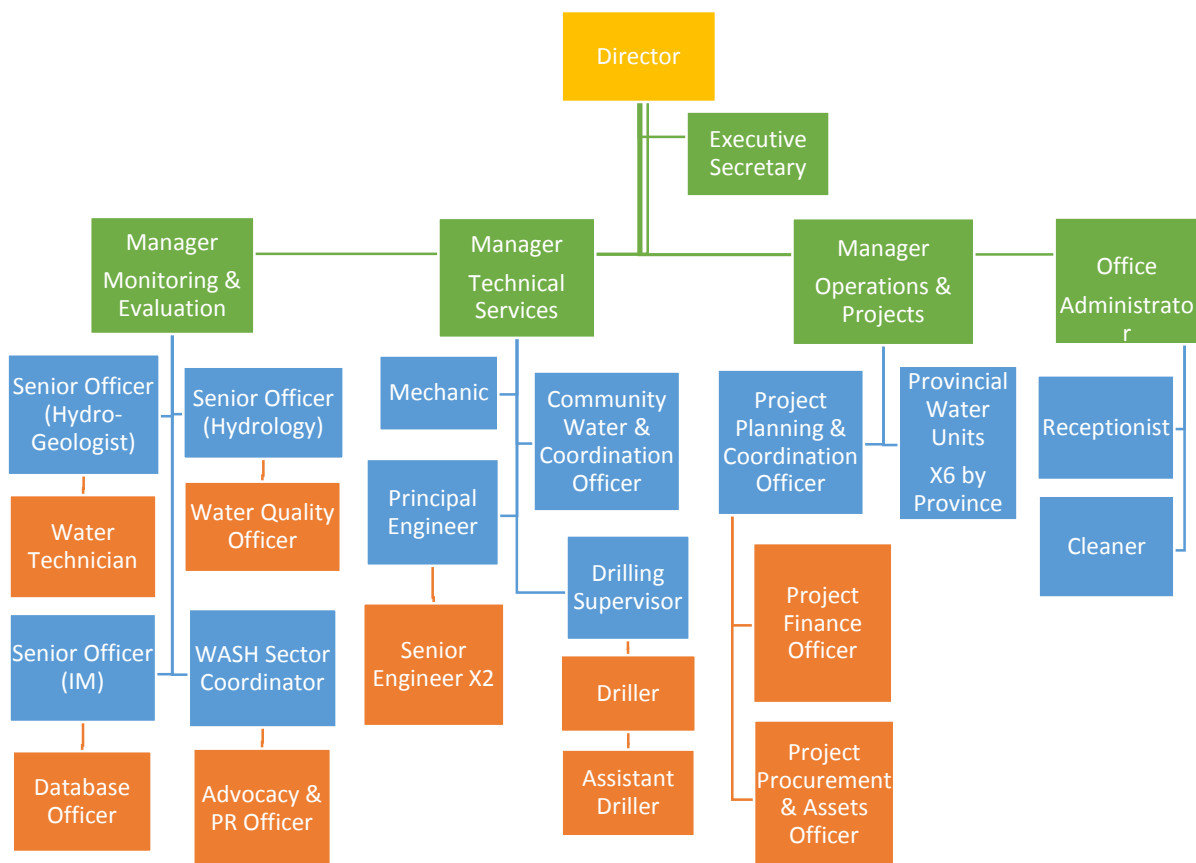
All relevant government partners, humanitarian partners, clusters and donors will receive a hard copy once finalized and soft copy of the SOP.

After the SOP is reviewed, if changes are made all stakeholders will receive an updated version in both hard and soft copy format.

The WASH Cluster Lead will be responsible for version control and dissemination of the SOP where required.

### 1.5. National Organisation & Communication Structure for the Department of Water

The Vanuatu National Clusters were adopted in late 2012 during the response to TC Vania & Atu. There are six Clusters as follows: WASH (Water, Sanitation & Hygiene), Education, Health & Nutrition, Logistics, Gender & Protection, and Food Security & Agriculture. The Vanuatu National Disaster Management Office (NDMO) sits at the “core” of the Cluster system to provide overall coordination and to facilitate central planning and funding issues.



**Organisational Chart of the Department of Water Resources**

## 1.6. National WASH Cluster Response Arrangement

The WASH Cluster operates continuously with ongoing accountability not only for the response to emergencies but also (more importantly) for preparedness and early recovery. The WASH Cluster has DoW as the lead agency and is represented at all provincial levels. The lead agencies becomes part of both National and Provincial Emergency Operation Centres.

## 2. Standard Operating Procedures – WASH Cluster in Disaster Response

### 1. Introduction

Water, sanitation and hygiene are equally critical for survival in the initial stages of a disaster. People affected by disasters are generally much more susceptible to illness and death from diseases, which to a large extent are related to inadequate sanitation, inadequate water supplies and inability to maintain good hygiene.

The SOP outlines guiding activities to be undertaken to address the critical areas of water, sanitation and hygiene with the primary objective to promote:

- Good hygiene practices;
- The provision of safe drinking water;
- The reduction of environmental health risks; and
- The conditions that allow people to live with good health, dignity, comfort and security

## 2. National Water Advisory Committee (NWAC)

The National Water Advisory Committee (NWAC) is appointed by the Minister under the Water Resources Management Act responsible for water resource management for a period of four years. The forum comprises government directors, water experts, business sector and others. The members are expected to provide advice to the minister on issues related to water resources and water service management including giving guidance on the interventions necessary to ensure long term water security. This committee is appointed under the Vanuatu Government Water Management Act of 2002.

### 2.1. Functions of the National Water Advisory Committee (NWAC)

The National Water Advisory Committee has the following duties as articulated in the Water Resources Management Act:

- Provide advice to the Director on matters relevant to the protection, management and use of water;
- Oversee the proper planning and development of urban and rural water supplies;
- Ensure proper coordination of water resource management activities; and
- Carry out other duties conferred by the director.

### WASH Cluster

The WASH Cluster will operate under the guidance of the NWAC and DOW. Water component of the WASH cluster will be led by DOW while sanitation and hygiene will be led by the MoH. The WASH Cluster will be led by DOW. Functions and responsibilities for the cluster during a disaster include the coordination of the following, with implementation performed via cluster members and partner agencies including the Department of Water:

- Provide immediate lifesaving water, sanitation and hygiene services in evacuation centres and the worst hit areas;

- Distribute clean water (chlorinated, if necessary) through trucking;
- Distribute jerry cans for water storage and carriage along with water purification tablets or solution;
- Distribute gender and age sensitive family hygiene kits; and
- Provide temporary latrine and bathing facilities.
- The DOW will be responsible for coordinating all the above activities but the cluster members and CSOs will be implementing the actions

### **1.1 National Disaster Management Office (NDMO)**

The National Disaster Management Office is the national government department mandated with the authority to oversee the preparedness, response and recovery of both natural disasters and man-made disasters as articulated in Section 8 of the National Disaster Act [CAP 267] which establishes NEOC to undertake the following tasks:

- Coordinate activities of disaster monitoring, warning and immediate post disaster response including disaster relief work at national and provincial level;
- Be activated when a specific threat of disaster develops or when a disaster occurs;
- Be manned on a 24 hour basis from teams drawn from the public service and support agencies when activated
- Carry out its functions according to the SOP;
- Submit regular situation reports (SITREPs) to the National Disaster Committee (NDC) and other international agencies;
- Co-ordinate request and pledges for assistance during disaster situations.

### **1.2 The Importance of WASH in Disasters**

Safe water and sanitation are the highest priority interventions in emergency situations. Unless adequate water and sanitation services are quickly provided to the affected population disease and death will follow. And unless good hygiene is consistently practiced by affected people, the danger of diarrhoea, cholera and other disease outbreaks will persist.

## **3. Department of Water Resources Roles and Responsibilities:**

The following outlines fundamental global standards required in the WASH Cluster when responding to disasters and emergencies (see Sphere Handbook). The WASH global standards clearly states below key functions to be carried out by all stakeholders, including agencies, MoH and DoW.

## 1. Access and Water Quantity

- Identify appropriate water sources for the situation, taking into consideration the quantity and environment impact on the sources. The following factors should be considered in water source selection: availability, proximity and sustainability of sufficient quantity of water.
- Prioritise and provide water to meet the requirements of the affected population. Provision of water must be based on the contextual need of people affected. Where possible 15 litres per person per day (l/p/d) can be exceeded to conform to actual water quantity requirement.
- Average water use for drinking, cooking and personal hygiene in any household is at least 15 litres per person per day.
- The maximum distance from any household to the nearest water point should not be more than 50 metres.

## 2. Water Quality

- Undertake a rapid sanitary survey and, where time and situation allow, implement a water safety plan for the source.
- Implement all necessary steps to minimise post-delivery water contamination
- For piped supplies, or all water supplies at times of risk of diarrhoeal epidemics, undertake water treatment with disinfectant so that there is a chlorine residual of 0.5mg/l and turbidity is below 5 NTU at the tap.
- Where household-level water treatment is proposed, ensure that it is accompanied by appropriate promotion, training and monitoring.

## 3. Water Facilities

- Provide the affected population with appropriate water collection and storage facilities.
- Actively encourage the affected people when designing water points, bathing and washing facilities
- Ensure water sources are regularly maintained and protected from animals.

## Ministry of Health Roles and Responsibilities:

### 4. Hygiene Promotion Implementation

- Provide information on hygiene-related risks and preventive actions using existing partners network and media outlets.
- Identify NGO partners including specific social or religious groups that will motivate different social groups in the community and use them as the basis for a hygiene promotion communication strategy
- Use interactive hygiene communication methods wherever feasible in order to ensure ongoing dialogues and discussion with those affected
- Negotiate with the population and key stakeholders to define the terms and conditions for community mobilisers

### 5. Identification & Use of Hygiene Items

- Consult all men, women and children of all ages on the priority hygiene items they require.
- Undertake timely distribution of hygiene items to meet the immediate needs of the community
- Carry out post- distribution monitoring to assess use of and beneficiary satisfaction with distributed hygiene items
- Investigate and assess the use of alternatives to the distribution of hygiene items such as provision of cash or voucher.

### 6. Excreta Disposal

#### 6.1. Environment Free from Human Faeces

- Implement appropriate excreta containment measures immediately to keep the environment free from uncontrolled and scattered human faeces.
- Carry out rapid consultation with the affected population on safe excreta disposal and hygienic practices

- Carry out concerted hygiene promotion campaign on safe excreta disposal and use of appropriate facilities.

#### 6.2. Appropriate & Adequate toilet facilities

- Consult and secure the approval of all users (especially women and people with limited mobility) on the sitting, design and appropriateness of sanitation facilities
- Provide the affected people with the means, tools and materials to construct, maintain and clean their toilet facilities
- Toilets are appropriately designed, built and located to meet the needs of all people affected
- At least a maximum of 20 people use each toilet
- Toilets should not be more than 50 metres away from dwellings
- Provide an adequate supply of water for hand washing and for toilets with flush and/or hygienic seal mechanisms, and appropriate anal cleansing material for use in conventional pit latrines.

### 7. Individual and Family Protection

- All Departments, clusters and committees are responsible for individual and family protection.
- Raise awareness of all affected people who are at risk from vector-borne diseases about possible causes of vector- related diseases, methods of transmission and possible methods of prevention.
- Help the affected population to avoid exposure to mosquitoes during peak biting times by using all non- harmful means (such as bed nets, repellent lotions, etc)
- Pay special attention to the protection of high- risk groups such as pregnant and feeding mothers, babies, infants, older people, those with restricted mobility and the sick
- Ensure that bedding and clothing are aired and washed regularly

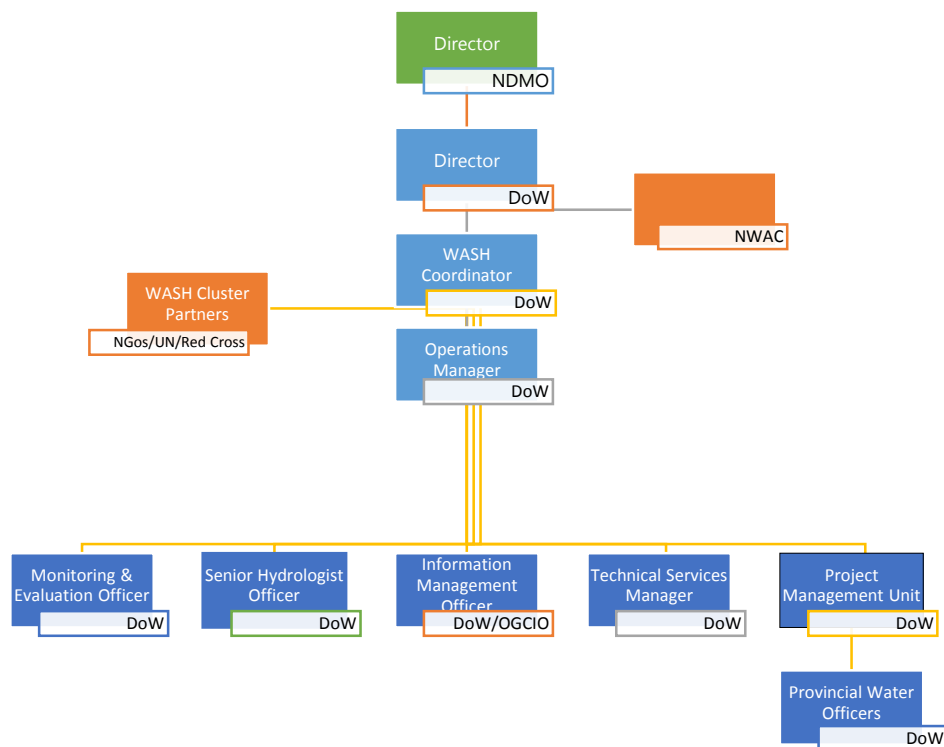
## 8. DEPARTMENT OF WATER RESOURCES

### 8.2 STRUCTURE

The DOW staff are responsible to best prepare the DOW and the nation for when a disaster strikes. During the response and recovery stage the DOW staff are responsible for the efficient and effective response and recovery efforts. Roles of the DOW officers

change depending on what function the DOW is in; Preparation, Response and Recovery.

The DOW can also request the assistance of external support from its regional partners.



## 8.2 FUNCTIONS OF THE DEPARTMENT OF WATER

### Functions – (Preparedness, Response, Recovery)

The Department of Water through its leadership roles as the government lead agency for the WASH Cluster has the obligations to ensure appropriate measures are addressed throughout the three stages of the disaster risk management framework. The DOW is to ensure a coordinated response and recovery to all emergencies and disasters when advised by the NDMO. The specific functions of the DOW are to:

- Coordinate the response and recovery and include personnel from the WASH Sector
- Control and direct the allocation of aid provided by the government, bi-lateral, multi-bilateral and non-government agencies.



## 1. STAGES OF OPERATIONS

The WASH Cluster will fall in line respectively of the following 4 stages which are adopted by the National Disaster Management Office (NDMO) and will be followed during the early stage of the disaster response.

### **a) Stage 1: Readiness**

This will initiate preparation for the WASH Cluster after receiving information from the NDMO director.

### **b) Stage 2: Standby**

This warning will initiate WASH Cluster to delegate immediate required task and provide support to NDMO when needed to support the manning of the EOC both at the National and the Provincial level and be part of the inter-sectoral assessment team.

### **c) Stage 3: Activation**

Issued when an emergency or disaster has occurred and full activation of the WASH Cluster to become fully operational.

### **d) Stage 4: Stand Down**

The Director of the DOW will initiate termination of the WASH Cluster EOC and the recovery and rehabilitation activities can be implemented under the normal procedures.

## RESPONSE ACTIVITIES AT THE NATIONAL LEVEL

### **a) Preparedness Stage**

- Develop and upgrade WASH Sector assessment form
- Strengthen WASH Sector Coordination Mechanisms
- Ensure evacuation centres are equipped with proper drinking and washing facilities
- Train and equip hygiene promoters
- Develop Disaster Management plan for WASH Cluster.
- Provide trainings on disaster response and EOC training including simulations
- Establish proper information management system in place
- Update water inventory for all six provinces
- Develop and update WASH Contact List
- WASH resource mapping and prepositioning of supplies

## b) Response Stage

Roles and Responsibilities during the first phase of response

<b>Director</b>	<b>Timeline</b>
<ol style="list-style-type: none"> <li>1. Activate the WASH cluster response team</li> <li>2. Sign off on Emergency Categorization and Response Strategy</li> <li>3. Endorse the humanitarian intervention plan prepared by the WASH cluster ensure that the plan is implemented</li> <li>4. Liaise with the Ministry on surge capacity as advised by the cluster lead</li> </ol>	<p>Within 24 hours</p> <p>Within 48 – 72 hours</p> <p>48 hours – 6 weeks</p> <p>48 hours – 6 weeks</p>
<ol style="list-style-type: none"> <li>1. Convene WASH Cluster meeting to discuss: <ul style="list-style-type: none"> <li>• Propose categorisation of emergencies</li> <li>• Disseminate appropriate communication to NDMO and WASH cluster members</li> <li>• Prepare a response strategy / activate the contingency plan</li> </ul> </li> </ol>	24 – 72 hours
Ensure linkages with NDMO in terms of sharing situation reports and rapid assessment information	72 hours – 6 weeks
Prepare key advocacy messages and Determine strategies for the response	Within 7 days
<ol style="list-style-type: none"> <li>2. Ensuring the quality of any humanitarian response, delivered by the WASH cluster members are in line with expected humanitarian and national standards Provide input into the Humanitarian Action Plan (HAP)</li> </ol>	
<b>Cluster coordinator</b>	
Coordinate with external stakeholders, including NDMO and ensure representation at appropriate cluster meetings	48 hours – 6 weeks
Alert humanitarian partners and develop joint response activity plans	Within 5 days
Coordinate initial desk based and rapid assessment (or participate in joint assessment in key sectors)	24 hours – 1 week

Liaise with NDMO to put together Initial Rapid Assessment and coordinated needs assessment	Immediately after activation of cluster
Assist the development of sitrep with inputs from the cluster and support the development of the response strategy	48 hours (part A of response strategy; part B by 7-10 days)
Provide stock list to WASH cluster , and check availability of likely items with suppliers	24-48 hours
Share Wash cluster situation report to NDMO	
Share Wash cluster response plan to NDMO	
<b>WASH cluster assessment teams</b>	
Contribute to rapid assessment	24 hours – 3 week
Provide technical expertise and contribute to design of response interventions, supporting humanitarian partners and implementing where necessary	24 hours – end of response
<b>Logistics Officer</b>	
Provide stock list to WASH cluster , and check availability of likely items with suppliers	24-48 hours
Liaise with NDMO & customs clearance processes	72 hours
Purchase requisitioned items and dispatch the items with sense of urgency	7-10 days
Transport facility and fleet management and coordination with other agencies	7-10 days
Warehouse management storage, packaging and distribution	7-10 days
<b>HR and Admin Manager</b>	
Ensure the safety and security of staff members and activate the communications tree (ensure staff have top up)	ongoing
Provide support if additional human resources required for emergency response	ongoing
Access volunteer database and ensure records are up to date	
<b>Finance Team</b>	
Prepare WASH Cluster procurement plan	24-48 hours
Submit the procurement plan to NDMO	7-10 days
Follow up with NDMO on the endorsement of the procurement plan	7-10 days

Upon the endorsement of the NDC, the NDMO director advice DG and Ministry of climate change	Ongoing
DG approve and send it to Finance for Payment	
Ensure that funds used are accounted for and acquitted.	
<b>Information Officer</b>	
1. Support information management for response including writing sitreps and findings from assessment reports 2. Based in NEOC	24 hours – end of response
3. Provide relevant baseline data to Wash humanitarian partners	As and when required

## AT THE PROVINCIAL LEVEL

The Provincial Water Officers are responsible to undertake the following tasks as outlined in different stages of the response.

### a) Preparedness Stage at the Provincial Level:

- Map out different water system/ sources in each provinces
- Better understand geographical island settings
- Set up Community Water Committee (CWC) or link the CWC roles into the existing Community Disaster Committees
- Conduct trainings (Coordination, CDC, DRR, DWSSP) in communities
- Ensure standby arrangements are in place with provincial governments and other line government agencies at the provincial level
- Collect data on water source
- Conduct awareness in communities
- Develop provincial wash cluster contact list

### b) Response Stage at the Provincial Level:

- Activate Wash Cluster at the provincial level and assume the coordination role
- Coordinate the deployment of the Wash assessment team on the ground
- Ensure a proper information management mechanism in place for data collection, analysis and reporting
- Use 4Ws matrix
- Provide emergency Wash services to designated evacuation centres and affected communities

- Ensure regular wash coordination meetings, have the minutes documented and shared to all partners including the provincial government and the NDMO
- Provide input into the development of the Situation Report (SitRep)
- Conduct briefing of the WASH team on the ground
- Carry out quick fix on the damaged water systems
- Provide input into the wash cluster recovery plan
- Provide humanitarian assistance to affected population such as water containers, water purification tablets, water carting and technical support to all Wash partners involved.

**c) Recovery Stage at the Provincial Level:**

- Coordinate wash interventions
- Undertake temporary water tanks distribution/ installation
- Continue to carry out water testing "H2S" bottles
- Convene regular coordination meetings

**d) Information Management**

During the early stage of an emergency, information management often becomes challenging aspect of operation and yet its relevancy is imperative for an effective emergency response.

**e) The Role of Information Management Officer (IMO)**

In the event of an emergency, The IMO within the Department of Water will assume the coordination role of ensuring that the following IM services are provided:

- Contact list of in country Wash cluster partners including International WASH partners is made available
- Prepare meeting schedules, agenda and minutes of coordination meeting chaired by the director of the department of water
- Manage 3Ws database and derivative products such as maps
- Produce an inventory of relevant documents on the humanitarian situation, i.e. Situation Report, Wash assessment reports, evaluation and other official documents
- Produce Wash Situation Report
- Ensure Maps are readily available
- Manage WASH Cluster database with updated information

In major emergencies, WASH cluster will set up its own IM working group. The working group will be coordinated by the IMO. When putting together the working group, the following key tasks must be delegated:

1. Team leader/ IMWR Chair
2. Data coordinator
3. Cluster liaison
4. Assessment and monitoring support
5. Data entry/ cleaning

**NB:** the WASH Cluster IM guidelines will be developed to further details the core functions required.

## **9. ROLES AND RESPONSIBILITIES OF THE DEPARTMENT OF WATER STAFF**

### **1. Director Department of Water**

To oversee and ensure effective and efficient coordination of WASH activities in Vanuatu and also the development, implementation and management of staff, policies, projects, program, reporting and other functions as stipulated in the water management Act.

#### **Duties and Responsibilities:**

- Develop, manage and monitor departmental budget, resources, work plans/programs and donor funds
- Develop departmental strategies in association with Section Managers
- Liaise with government, donors and institutions, to ensure resources are available to implement projects
- Administer various Acts and regulations relating to water resources management particularly the Geothermal Act and Water Resources Management Act
- Manage the HRD policy for the Department
- Organize the development of quality control systems within the department
- Provide directions on better work ethics, professionalism among staff members
- Assess and conduct work performance of heads of section and staff members under his/her directorate
- Manage and coordinate water policies and projects
- Coordinate and chair the NWAC quarterly meetings
- Provide advice to the Director General and the Minister of Lands on water related matters
- Carry out other duties as reasonably directed by the Director General or the Minister or the Government of the Day

### **2. Department of Water Staff**

#### **Manager (Monitoring and Evaluation)**

- Responsible for the development of the Water Resources Assessment and Planning work program and budgeting to ensure that the work programs are carried out efficiently and effectively.
- Responsible for the management of Water Resources Assessment and Planning program.
- Monthly & Quarterly Reports to the Director on the program's progresses, weaknesses, strengths and on ways to improve service delivery;
- Manage the national hydrological network and databases;

- Manage the water quality laboratory;
- Maintain communications with National, Regional and International organisations involved in addressing water related issues;
- Coordinate any pollution studies as required;
- Develop formal links with stakeholders including mining companies, logging companies and other resource users;
- Coordinate the development of Water Protection Zones where required;
- Coordinate the development and implementation of the Provincial Water Master Plans;
- Provide technical assistance to the Director and Heads of Sections as required;
- Ensure any water resources research data completed in-country is made available to GoV through appropriate supervision;
- Other responsibilities as reasonably requested or delegated by the Director

### **3. Technical Service Manager**

- Manage Technical Services unit under the guidance of the Director of the Department of Water Resources;
- Develop budgeted annual plans for the Technical Services Unit;
- Provide monthly reports to the Director on the program's progresses, weaknesses, strengths and on ways to improve service delivery;
- Provide designs and construction initiatives that are of high quality and timely undertaken;
- Support systematic & high quality community mobilization programs;
- Ensure that the drilling team is fully operational and creates water points;
- Ensure the development and implementation of national design and construction standards
- Ensure that the technical services has a capacity building plan in place for the department and the wider sector to ensure the highest technical services within the country
- Maintain relationships with different units, departments and ministries on relevant topics;
- Provide technical assistance to the Director and Heads of Sections as required;
- Any other responsibilities as reasonably requested or delegated by the Director

### **4. Operation Manager**

- Responsible for managing the Project and Operations Unit under the guidance of the Director of the Department of Water Resources.



- Working with POU team to develop budgeted Annual Plans for the Projects and Operations Unit
- Reports to the Director on the program's progresses, weaknesses, strengths and on ways to improve service delivery.
- Developing detailed implementation plans for POU initiatives;
- Provide oversight for implementation of projects undertaken by the Project and Operation Unit;
- Mentor & support capacity building for provincial staff;
- Manage ongoing operations of the urban water supply division in the provincial centres;
- Maintain relationships with different units, departments and ministries on relevant topics
- Investigate and support revenue generation initiatives for water;
- Provide technical assistance to the Director and Heads of Sections as required.
- Other responsibilities as reasonably requested or delegated by the Director

## **5. Principal Engineer**

- Develop appropriate engineering work plans of water supply initiatives through all stages of feasibility studies, technical design, materials specifications, procurement, construction and installation, inspection and monitoring of progress against those work plans in association with the Project Manager, Community Development Coordinator, hydrologist; hydrogeologist and Project Procurement & Assets Officer;
- Implement corrective action to ensure that the delivery of maintenance activities of water supply systems remain within budget, problem solving through appraisal of changed engineering requirements, negotiation of claims, variations, extensions of time and disputes;
- Update and maintain standard engineering procedures for Water Supply design and implementation;
- Co-ordinate compliance of water supply maintenance with environmental, social and poverty issues related to water infrastructure developments through liaison with Community Development Coordinator for all new water supplies;
- Prepare Contract Documents to facilitate the use of private contractors for water supply initiatives and work with Provincial Water Supervisors to ensure technical inspections are undertaken of water supply works contract and certification of the works ensuring conformity to standard requirements and plans (Quality management plans, Safety management plans, technical specifications and technical construction drawings) at respective milestones as per provision in the works contract agreement are met;

- Provide inspection reports on engineering QA issues related to water projects;
- Participate in reviews and advice on such aspects as the safety, reliability, structural adequacy and economy of solutions proposed for water infrastructure projects problems arising during planning, design, construction and maintenance;
- Liaise with sector partners ie NGOs, CSOs, NDMO re water project design, funding & specifications
- Liaise with private sector contractors implementing design;
- Any other duties as reasonably requested by Supervisor.

## **6. Senior Officer Hydrology**

- Undertaking Hydrological research;
- Sustainably coordinating the hydrological network;
- Organise hydrological field work which include hydrological measurement;
- Manage sustainably the hydrological database;
- Work very closely with the Hydro-geologist during research studies to ensure linkages;
- Coordinate the implementations of projects both regional and national;
- Establish communication with regional organisations and hydrological equipment manufacturers;
- Provide capacity building and mentoring to junior staff and to community water committee members as needed;
- Undertake regular PMA for junior staff;
- Other responsibilities reasonably requested by Supervisor.

## **7. Senior Information Officer**

- Understands, keeps current with and applies preservation techniques and strategies for records;
- Presents data through graphic means such as mapping, and through tables, charts and narrative writing;
- Liaises with OGCI to ensure equipment & systems are functional and integrated;
- Liaises with different partners and sectors by acting as a 'bridge' between decision makers and technical IM staff;
- Develops strong links with Information Management Focal Points in other Ministries & agencies, NSO, OGCI and GIS staff in other departments & organisations to promote coordination and information sharing;

- Establishes and maintains an information network at the regional & national level to facilitate information exchange and the promotion of data and information sharing protocols;
- Support use of Dashboards and Visual Information Sheets (Infographics);
- Design, develop and manage spreadsheets, data bases & other data tools;
- Consolidate operational information on a regular schedule to support analysis;
- Support assessment & needs analysis activities including secondary data reviews and assessments;
- Provide advice on assessment design to ensure data quality;
- Manage & support platforms and tools that support data collection, storage, sharing and analysis;
- Work with NDMO Information Management Working Group;
- Any other duties as reasonably requested by Supervisor.

## **8. WASH Sector Coordinator**

- Develop response plans to address respective disaster needs in very close consultation with partners and NDMO;
- Ensure WASH data is analysed and reports on analysed data are produced and distributed;
- Assist with the logistical arrangements for WASH assessments;
- Ensure response plans are implemented in a coordinated manner with appropriate emphasis on issues of culture, environment, protection of disadvantaged groups such as women, children, disabled and elderly;
- Assist in the development of WASH recovery and rehabilitation programs;
- Organise regular WASH Cluster meetings documented by meeting minutes with action points;
- Support the preparation basic proposals for donor consideration to support WASH activities;
- Liaise with communities to improve knowledge & response capacity;
- Liaise with sector agencies, other clusters, NDMO, and development partners to promote
- coordination and harmonised responses and strategies;
- Assist with strengthening of communities CSOs sector stakeholders and development partners;
- Build capacity through mentoring for junior DWR , training and PMA;
- Other responsibilities as reasonably requested by Supervisor

## **9. Senior Engineer**

- Monitor water supply and sanitation system designing and construction works provided by service providers in ensuring the water & sanitation standard manual is adhered to;
- Coordinate and monitor the implementation of new rural supply projects;
- Inspect and monitor the contractors or service provider's performance on site;
- Formulate water supply and sanitation designing costing;
- Provide logistical support for shipment of new projects materials to site and supervise store stock takes;
- Carry put engineering appraisals of completed water supply schemes under the direction of the engineer.
- Liaise with the mechanic, in addressing water pump technical faults /problems of In-direct gravity feed systems.
- Build capacity by mentoring and coaching community water committees, junior DWR staff in engineering of water projects;
- Liaise with sector stakeholders re identification of possible sites, design and costing;
- Carry out other duties as reasonably requested by Supervisor

## **10. Provincial Water Supervisor**

- Provincial Water Department Human Resources plan developed and implemented
- Provide administration and management of provincial water resources and water supply program;
- Responsible for the development of provincial water resources and water supply program and budgeting so that work programs are carried out efficiently & effectively;
- Supervise the development of community development sanitation and water supply programs that lead to healthy water quality and sustainability of rural water supplies;
- Reports to the Manager (Operations & Projects) on program progress, weaknesses, strengths & ways to improve service delivery;
- Coordinate the provincial water advisory committee meetings as Chairman of the Provincial Water Advisory Committee
- Develop & implement a plan to communicate with all water stakeholders on issues related to water resources, supply and operations;
- Assist the Manager (Operations & Projects) and Engineers to develop water supply/resource development plans
- Undertake and coordinate Performance Management & Review Program with collated Reports to Manager (Operations & Projects)
- Any other duties as reasonably requested by Supervisor

## **11. Water Quality Officer**

- Maintain a sustainable national water quality laboratory;
- Coordinate water quality monitoring and implement the drinking water quality programs;
- Maintain an up to date water quality database;
- Arrangements for undertaking urban coastal and lagoonal water quality programs;
- Processing and analysing water quality data;
- Produce Quarterly Reports to the Monitoring and Evaluation Manager;
- Control the use of the national water quality laboratory;
- Coordinate the establishment of a national water quality standards
- Provide training to other DWR team members on water quality issues & testing processes;
- Other responsibilities as reasonably requested or delegated by the Monitoring and Evaluation Manager

## **12. Water Technician**

- Ensure all hydrological data are analysed, processed for decision making as well as archived
- Design, Construct and maintain Hydrological stations and Collect water resource data from hydrological stations.
- Update mapping of all hydrological stations and monitoring boreholes
- Arrange and undertake water quality analyses as required.
- Assist Water Quality Officer with the maintenance of the National Water Quality Laboratory
- Other duties as reasonably delegated by the Senior Officers Hydrologist and Hydro-geologist or Director

## **13. Database Officer**

- Control and maintained the existing water resources database
- Create new database based on data collection and user friendly systems
- Control the dissemination of water resources data and information
- Arrange for back-ups and archives of water resources data
- Control the inter-departmental sharing of the water resources data
- Produce quarterly reports to the Monitoring and Evaluation Manager
- Regular maintenance and servicing of database computers.
- Other responsibilities as reasonably requested by Supervisor

## **14. Advocacy And PR Officer**

- Liaise with POs re information material development;
- Deliver awareness program schedules in schools and communities;

- Assist donors, NGOs and sector stakeholders to organise, coordinate and disseminate Water resource information;
- Attend meetings as directed by supervisor to facilitate IEC activities of DoWR;
- Collaborate with NGOs/ implementing partners for IEC materials development & standardisation;
- Collate, print, bind and disseminate reports and information materials for DoWR
- Prepare meeting rooms, organise Agenda, catering and any other duties related to meeting organisation as directed by Supervisor;
- Work with communities to deliver awareness training;
- Manage filing & archiving of reports and materials generated by DoWR;
- Any other duties as reasonably requested by Supervisor

#### 15. Community Water Systems Development Officer

- Prepared and plan, in collaboration with the water supply officer, for community water supply and maintenance programs;
- Coordinate reporting on priority plans for provincial councils;
- Coordinate the department's community awareness on projects & funding procedures and programs;
- Assist with development of formal relationships with all provincial water stakeholders (NGOs, Rotary) to ensure sector coordinate
- Coordinate and monitor village water committees activities and work plans
- Coordinate and monitor village plumbers training, community development training and water committee financial management training.
- Assist, Advocacy & Public Relations officer, in preparation of the Quarterly Newsletter for distribution in the provinces and communities;
- Provide monthly and quarterly reports to the Manager (Technical Services);
- Promote and support the concept of inclusivity and cultural awareness in the development of water projects;
- Any other duties and responsibilities as reasonably directed by Supervisor.

#### 16. Project Planning & Coordination Officer

- Support Manager Operations & Projects in identification, design and monitoring of Rural Water initiatives
- Collect, collate, review expertise reports, studies , lessons learnt and other relevant information, ensuring accessibility through the DWR Web Site as basis for project design & coordination;
- Assist in carrying out new project surveys as required

- Coordinate with Community Water Systems Development Officer and Provincial Supervisor so as to assist with cultural awareness programs for all new water supply systems;
- Supervises staff with regular PMA and capacity building/mentoring;
- Ensure endorsed projects align with national, regional and international standards, frameworks and obligations;
- Provide advice and guidance for provincial government in developing project proposals;
- Assist with policy and planning advocacy to support DWR project initiatives;
- Liaise with Provincial Governments, especially Provincial Planners to promote harmonisation of national level planning on water projects with provincial targets and projects;
- Any other duties as reasonably requested by Supervisor

#### 17. Project Procurement & Asset Officer

- To liaise with Project Planning & Coordination Officer for funding sources for purchasing parts & equipment;
- To assist with assets management and assets tracking with Assets Register;
- Liaise with MFEM, donors to ensure funding flows for procurement;
- Undertake training of DRW staff and project personnel on procurement protocols;
- Produce Monthly Reports on procurement to the Project Planning & Coordination Officer;
- Receive and despatch goods with freight and delivery dockets on file;
- Utilise order manuals and spare parts inventories to make orders;
- Participate in Tender Board meetings, assisting in assessment of tenders for equipment and machines in accordance with the financial requirements of the PFEM Act, Government Contracts and Tenders Act;
- Liaise with donor funded projects re procurement issues;
- Any other duties as reasonably requested by Supervisor

#### 18. Compliance Officer

- Provide support to the Manager (M&E) for reporting & logistics to ensure compliance activities are carried out as scheduled;
- Progress agreed Work Schedule in alignment with DWR Business Plan and Budget through assigned compliance activities, controlling costs and logistics;
- Implement compliance assessments across all Division/Units in relation to Water Supply Act and Water Resource Management Act;

- Respond to 'Tasking notes' forwarded by the Manager M&E to work on specific compliance issues as per the Water Supply Act and Water Resource Management Act;
- Work in partnership with team leaders of requesting Divisions to address specific issues arising from recommendations, facilitating site visits and report;
- Maintain systematic records and data base to a very high standard that could be used in court;
- Participate in meetings, training and presentations;
- Responsible for a high level of 'Customer Service' giving and getting feedback & follow up;
- Contribute to the development of new regulations and guidelines;
- Any other duties as reasonably requested by Supervisor.

#### 19. Drilling Supervisor

- Assist the Manager (Technical Services) to supervise the drilling crews and drilling rig operations on site in the provinces;
- Help organise and the supervise the transportation of drilling rigs and associated equipment between sites and islands;
- Oversee the operation of the rigs on site;
- Supervise the installation of casing, borehole completion and testing
- Assist the Manager (Technical Services) through the taking and storage of borehole logs and records;
- Mentor and train drilling crews on operational issues and Departmental procedures;
- Actively participate in community development/awareness programmes associated with site work;
- Assist Manager (Technical Services) through supervision of the construction of headwork for each site;
- Undertake mentoring and PMA processes of Driller;
- Carry out other duties as reasonably requested by Supervisor.

#### 20. Foreman Water Supply

- Assess costs of installation and maintenance of water supply;
- Undertake staff training as needed with report on training needs to the Provincial Water Supervisor;
- Supervise and monitor movement of staff and equipment;
- Ensure supplies (piping etc) are ordered and delivered on time, ready for water team's use in liaison with Storeman
- Assist the Provincial Water Supervisor to assess and evaluate maintenance programs;
- Ensure customer's bills are read quarterly with customer enquiries dealt with in a professional timely manner;



- Assess cost and supervise work for private sector clients;
- Supervise estimation and billing processes for Luganville water supply to maximise revenue collection for GoV;
- Undertake staff appraisals for water team;
- Participate in awareness raising programs with communities to ensure activities are socially, environmentally and culturally appropriate;
- Any other duties as reasonably requested by Supervisor.

## 21. Mechanic/Driver

- Carry out regular maintenance and repairs on Drilling Rigs, Heavy and Light plant and vehicles operated by the Department of Water resources;
- Fill in the daily work card with record of work planned, undertaken and tools used and returned to storage ;
- Service & repair of drilling rigs;
- Carry out repairs on pneumatic braking system of heavy and light vehicles, transmission, final-drive trains, hydraulics and steering systems;
- Repair and service tyres;
- Repair and service portable machines as directed;
- Interpret the repair manuals and spare parts manuals with Water Accounts Clerk/Storeman to identify parts;
- Advise Water Accounts Clerk/Storeman & Manager Technical Services of need for spare parts;
- Keep the workshops a clean safe and tidy work environment;
- Diagnose and repair different types of engines;
- Any other duties as reasonably requested by Supervisor

## 22. Monitoring & Evaluation Officer

- Collaboratively design and provide advice on monitoring, evaluation and reporting formats and processes with stakeholders delivering water projects;
- Work very closely with SO (Information Management);
- Collect, collate and analyse the minutes, reports and outputs of DWR programmes and projects and regularly provide this information for entry into M&E database/s by SO (Information Management);
- Prepare risk assessment reports to Manager (Op & Projects) for projects encountering difficulties;
- Ensure that DWR project M&E systems are consistent with and utilised by Sector Analysts in MFEM & DSPPAC;
- Liaise with officers (both project and Ministry) on the monitoring and evaluation of projects and activities to provide training and technical assistance;
- Provide regular training for DWR stakeholders on government M&E procedures and reporting;

- Provide technical review and feedback on the M&E designs of DWR projects;
- Facilitate independent M&E assessment reports to donors;
- Any other duties as reasonably requested by Supervisor.

### 23. Project Finance Officer

- Utilise Policy and Procedure manuals for administration processes to ensure transparent contracting, procurement and payment processes for projects in the Department;
- Implement financial management systems;
- Support administration, support and finance staff in DWR;
- Provide support to project staff;
- Implement activities specified in Corporate and Business Plan to meet timelines and KPIs;
- Ensure financial documentation is filed accessibly;
- Liaise with project staff to ensure effective administrative and financial practices are in place;
- Liaise with Technical Advisors in the Department;
- Regular communication with MFEM & CTB;
- Any other duties as reasonably requested by Supervisor.

### 24. Executive Secretary

- Prepare drafts of covering memos/letters as instructed by the Director;
- Make and coordinate dissemination of copies of memos, letters, faxes and other official documents as directed by the Director;
- Register all outgoing & incoming mail and documents to the Director's office
- Coordinate delivery of reports from Directorate (photocopying, binding) in a timely manner;
- Assist the Director with report preparation ie Monthly, Quarterly and Annual Reports;
- Coordinate travel arrangements for the Director and senior managers and Cabinet personnel overseas and locally as requested by the Director;
- Coordinate arrangement, budgeting, invitations, confirmation of attendance and procurement of venues and catering for official functions organised by the Director's office;
- Ensure prompt effective response to inquiries from customers, visitors, consultants;
- Task cleaner/Driver to manage secure and prompt delivery of Directorate mail;
- Ensure Director's office is tidy and appropriately resourced (furniture, equipment, stationery, catering) to create a professional impression for clients and stakeholders;

- Promote a professional public interface through responsive and discrete service to Director, clients and stakeholder agencies;
- Any other duties as reasonably requested by Supervisor.

## 25. Driller

- Assist the Drilling Supervisor to supervise the drilling crew and drilling rig operation on site;
- Help organise and the supervise the transportation of drilling rigs and associated equipment between sites and islands;
- Manage the operation of the rig on site and supervise the installation of casing, borehole completion and testing;
- Assist the Drilling Supervisor to take and store borehole logs and records;
- Mentor and train drilling crews especially Assistant Driller on operational issues and Departmental procedures;
- Actively participate in community development/awareness programmes associated with site work;
- Assist Drilling Supervisor to manage the construction of headwork for each site
- Ensure Workplace Health & Safety procedures are followed with appropriate footwear and safety equipment worn by team;
- Undertake mentoring and regular PMA processes;
- Ensure operations are carried out in a manner that is sensitive to culture & environment;
- Carry out any other duties as reasonably requested by Supervisor.

## 26. Community Development Officer

- Prepare and plan, in collaboration with the water supply officer, for rural water supply maintenance programs and report on priority plans for provincial councils;
- Coordinate the department's community awareness on projects & funding procedures and programs;
- Liaise with and develop formal relationships with all provincial water stakeholders (NGOs, Rotary, etc) to support sector coordination;
- Coordinate and monitor village water committees activities and work plans;
- Coordinate and monitor village plumber's training, community development training and water committee financial management training;
- Assist, Advocacy & Public Relations officer, in distributing Quarterly Newsletters in the provinces and communities;
- Provide Monthly and Quarterly Reports to the Provincial Water Supervisor

- Carry out other duties and responsibilities as directed by the Director or Provincial Water Manager.

#### 27. Desalination Plant Officer

- Undertake plumbing tasks to maintain and extend water supply from desalination plants for public and private sector;
- Undertake cleaning and maintenance of the Solar systems and the Reverse Osmosis Systems;
- Collect water network data i.e. distribution block meters, source monitoring, pump meters;
- Assist Urban Water Technician;
- Prepare orders for plumbing supplies with Water Accounts Clerk;
- Assist Provincial Water Technicians to undertake work with rural water supply projects when required;
- Ensure that testing and treatment of water is regularly carried out;
- Liaise with project teams & provide support to mobilise and implement desalination initiatives;
- Any other duties as reasonably requested by Supervisor.

#### 28. Water Account Clerk

- Verify all invoices from meter reader before they go to the public
- Design new projects for extension and laying of new water pipe systems
- Undertake Awareness Programs on water use and safety of potable water for schools, newspapers and community
- Responsible for safety and maintenance of water meter reading equipment
- Prepare chronological filing of customer's deposits, letters and documents related to water supply services
- Prepare notification of disconnection
- Ensure office supplies for preparation of water meter readings are available
- Undertake water meter reading when workload is heavy
- Any other duties reasonably required by Supervisor

#### 29. Assistant Driller

- To assist in the operation, maintenance and housekeeping of departmental drilling rig;
- To assist in the transportation and shipping of rigs between sites/ islands;
- To assist the drilling, casing, completion and testing of boreholes as required;

- Support training and awareness for communities where boreholes are provided for future maintenance;
- Assist the Drilling Supervisor and the Driller in ensuring rural drilling work programs are carried.
- Liaise with sector agencies - NGOs, CSOs and Rotary – for delivery of drilling activities;
- Ensure drilling operations are carried out in an environmentally and culturally appropriate manner;

### 30. Urban Water Technician

- Undertake plumbing tasks to maintain and extend water supply for public and private sector
- Undertake cleaning and maintenance of water assets i.e. fire hydrants, valves, tanks, PRVs, pumps, meters, vehicles, tools, equipment etc.
- Collect water network data i.e. distribution block meters, source monitoring, pump meters etc.
- Complete meter readings in time and assist in printing and sending out quarterly water bills to customers
- Prepare orders for plumbing supplies with Water Accounts Clerk
- Respond to enquiries from Water Accounts Clerk i.e. disputes on water billing
- Assist Provincial Water Technicians to undertake work with rural water supply projects when required
- Ensure that testing and treatment of water is regularly carried out
- Any other duties as reasonably requested by Supervisor.

## 9 References

Government of Vanuatu, National Disaster Management Act, 2006

Government of Vanuatu, Water Resource Management Act, 2002

Sphere Standards

Government of Vanuatu, National Disaster Management Office Standard Operating Procedure

## Annex 1: Vanuatu Standardize WASH Kit

Assume average family size = 5 people

Allow for 2 weeks of supplies



Item	Quantity	Rate	Amount
<b>Standard kit</b>			
Sanitary pads	14		
Soap (bathing)	=5X250gx0.5 month = 700 g		
Soap (laundry)	=5x200gx-0.5 month =500g		
Toothbrush	5		
Tooth paste	250g		
Water Survival Bag	1		
Cotton sheet/cloth (1m x 1m)	1		
Mosquito coil	14 coils		
10 Litre collapsible container	2		
7 Litre bucket with lid	1		
Nappies (cloth)	12		
Safety pins	6		
Women's underwear	4 pairs		
Baby lotion	250mL		
<b>High level kit</b>			
Chlorine			
10 Litre bucket	2		
Plastic pipette	2		
Instructions	1		
*Water purification tablets/instructions	10 tablets		





## ANNEX 3: NDMO SITUATION REPORT

Province Name or National

Name of disaster and report number (#)

Day Date Month Year

### A. Details

1. Lead Contact:	
2. Website:	
3. Focal Point Contact Details:	<i>(Name, Title, Phone, Email)</i>

### B. Reporting Period

1. Report Number:	
2. Report Date:	
3. Time Period Covered:	

*Please note: sections C-E together should be no more than 200 words total.*

### C. Humanitarian Needs

*Description of total beneficiary needs, including needs the cluster is currently addressing*

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### D. Humanitarian Response

*Description of humanitarian activities by cluster partners serving the needs listed above*

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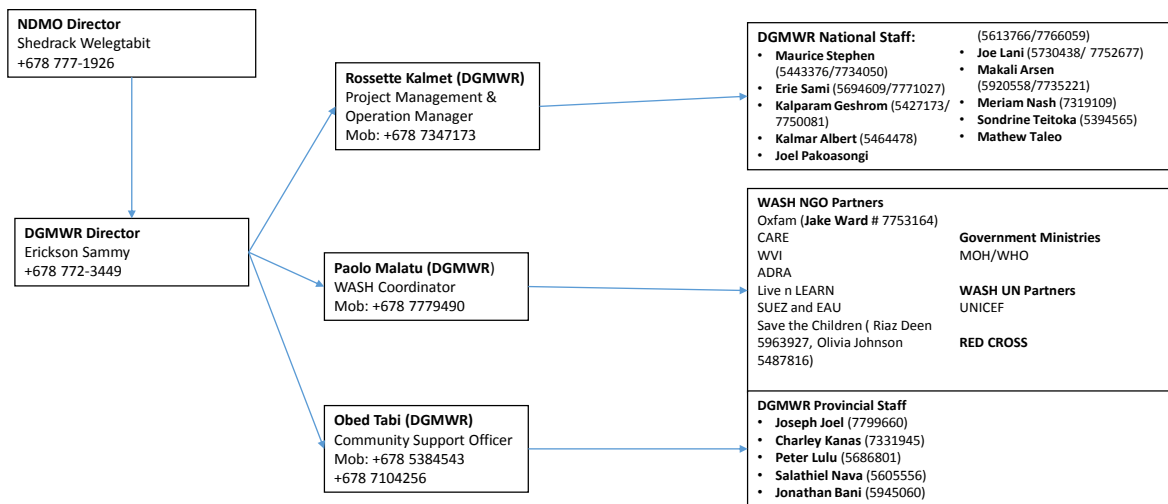
### E. Gaps & Constraints

*Description of the unmet needs of both beneficiaries and cluster partners*

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# ANNEX 4: WASH COMMUNICATION TREE

## WASH CLUSTER COMMUNICATION TREE



# ANNEX 6: WASH CLUSTER ASSESSMENT FORM

WASH FIELD ASSESSMENT SURVEY (v. 3.0)

Question      Response

Assessment Team

1. Who is supporting you with this assessment? (e.g. who is your team leader or supervisor?) 1 / Qui soutient avec cette évaluation ? \_\_\_\_\_

2. What organisation do they work for? 1 / Quelle organisation travaillent-ils ?

ADRA \_\_\_\_\_

DGMWR \_\_\_\_\_

Red Cross \_\_\_\_\_

WHO \_\_\_\_\_

Ministry of Health \_\_\_\_\_

Live & Learn \_\_\_\_\_

3. What is their title/position? 1 / Quel est leur titre / poste ? \_\_\_\_\_

4. What is their contact number? 1 / Quel est leur numéro de contact ?

\_\_\_\_\_

5. Are there other people supporting you with this assessment? (e.g. other team leaders or supervisors?)

Yes \_\_\_\_\_

No \_\_\_\_\_

Only answer if you responded Yes to Q5

6. Who is supporting this assessment? 2 \_\_\_\_\_

Only answer if you responded Yes to Q5

7. What organisation do they work for? 2

ADRA \_\_\_\_\_

DGMWR \_\_\_\_\_

Red Cross \_\_\_\_\_

WHO \_\_\_\_\_

Ministry of Health \_\_\_\_\_

Live & Learn \_\_\_\_\_

Only answer if you responded Yes to Q5

8. What is their title/position? 2 \_\_\_\_\_

Only answer if you responded Yes to Q5