

Child Protection Area of Responsibility



Arabic Help Desk for Middle East & North Africa

On-demand field support service for Child Protection Coordination Groups

The **Child Protection Area of Responsibility (CP AoR) Help Desk** is a field support service for Child Protection (CP) coordination groups to access rapid, tailored support for CP coordination and information management issues.

As part of the CP AoR Support Framework, the global and regional Help Desks work in sync with other field support mechanisms, including Rapid Response Team in-country deployments and capacity building opportunities, such as trainings, webinars, and virtual meetings.

Topics covered by the Help Desk

- Cluster Core Functions
- Information Management
- Assessments & Monitoring
- Capacity Building
- Gap Mapping
- Cluster Communications
- Inter-Cluster Coordination & Multi-Sector Integration
- Preparedness
- Humanitarian Programme Cycle
- CP Strategies
- Localisation
- Accountability to Affected Populations
- Thematic Topics requiring inter-agency coordination, including case management, psycho-social support & community-based interventions

How we provide support

1 Rapid on-demand, remote support

Users can submit requests to the CP AoR Help Desk and receive tailored support, usually within 24 hours during weekdays. Users can also access the CP AoR Arabic Help Desk Community of Practice, posing questions and sharing experiences with peers.

2 Referrals to peers and regional or global experts

In addition to providing a Help Desk Response and depending on the request, the Help Desk may link you directly with other coordinators and/or global & regional experts for additional resources and perspectives.

3 Sharing global guidance and best practices

Regular email updates and newsletters will be sent out to subscribers of the Help Desk mailing list with information on the latest CP tools, guidance, country examples, and learning opportunities.

Who is the support for?

For Child Protection Coordination Group Members

The CP AoR supports Child Protection Coordination Groups in Humanitarian Coordinator (HC) & Early Warning (EW) contexts, focusing on internally displaced and affected populations. Thus, any member of a Child Protection Coordination Group, including national and international NGOs, Government Ministries, and UN agency members within HC/EW contexts, can access Help Desk services. For refugee, mixed migration, and children on the move situations, the CP AoR coordinates with UNHCR and IOM, which are responsible for protection coordination in these settings.

Connect with the Arabic Help Desk



Community of Practice

Connect with your peers on our Community of Practice, where news and experiences from the MENA region will be shared and discussed. Join the Community of Practice [here](#).



Email

Send an email with a question or request for support to CPAoR_ArabicHelpDesk@unicef.org. Provide information about the request and what type of support is needed.



Mailing list

Join the mailing list to receive regular updates about Help Desk hot topics, promising practices, learning opportunities, and other news. Subscribe to the mailing list [here](#).