MS 126 Volunteer Recruitment and Selection: Organization, Mission, and Functions

Effective Date: February 6, 2017
Responsible Office: Office of Volunteer Recruitment and Selection (VRS)
Supersedes: 6/25/15; 5/1/14; 3/12/14; 7/26/12; 3/20/12; 6/28/2005; 10/15/98, 09/16/94, 1/10/86, 6/14/85

Issuance Memo
Issuance Memo (03/20/2012)
Issuance Memo (07/26/2012)
Issuance Memo (03/12/2014)
Issuance Memo (05/01/2014)
Issuance Memo (06/25/2015)
Issuance Memo (02/06/2017)

Volunteer Delivery System Steering Committee Charter and By-Laws

Table of Contents
1.0 Authority
2.0 Purpose
3.0 Organization
4.0 Office Missions
   4.1 Volunteer Recruitment and Selection
   4.2 Office of Recruitment
   4.3 Office of Assessment and Placement
   4.4 Management Office
   4.5 Office of Diversity and National Outreach
   4.6 Analysis and Evaluation Office
   4.7 Office of University Programs
5.0 Office Functions
   5.1 Volunteer Recruitment and Selection
   5.2 The Office of Recruitment
      5.2.1 Regional Recruitment Offices
   5.3 Office of Assessment and Placement
   5.4 Management Office
   5.5 Office of Diversity and National Outreach
   5.6 Analysis and Evaluation Office
   5.7 Office of University Programs
6.0 Effective Date
1.0 Authority

Peace Corps Act, 22 U.S.C. 2504; 22 C.F.R. Part 305

2.0 Purpose

The purpose of this Manual Section is to describe the organization, mission, and functions of the Office of Volunteer Recruitment and Selection (VRS).

3.0 Organization

The Associate Director of the Office of Volunteer Recruitment and Selection heads this office and reports directly to the Deputy Director. VRS consists of six sub-offices within Peace Corps Headquarters, and Regional Recruiting Offices (RROs) supervised by the Director of Recruitment. The sub-offices within Peace Corps headquarters are: the Office of Recruitment, the Office of Assessment and Placement, the Office of Staging and Staff Development, the Management Office, the Office of Diversity and National Outreach, and the Analysis and Evaluation Office.

4.0 Office Missions

4.1 Volunteer Recruitment and Selection

It is the mission of VRS to promote the Peace Corps and to recruit and place qualified men and women who represent the diversity of the United States to serve in overseas programs to meet the needs of Peace Corps’ host countries.

4.2 Office of Recruitment

It is the mission of the Office of Recruitment to generate Peace Corps applications through local events, marketing, social recruiting, referrals, outreach and media in order to recruit U.S. citizens of all backgrounds for specific program areas according to their skills and qualifications.

4.3 Office of Assessment and Placement

It is the mission of the Office of Assessment and Placement to assess and place qualified applicants who most closely match the expressed needs of the Peace Corps' host countries and who reflect the diversity of the United States. The Office of Assessment and Placement also helps to educate and prepare applicants to achieve Peace Corps' three goals.

4.4 Management Office
It is the mission of the VRS Management Office to provide the essential resources and administrative support to enable VRS to deliver Peace Corps trainees to overseas posts through administering VRS’ finances, personnel, and budget.

4.5 Office of Diversity and National Outreach

It is the mission of the Office of Diversity and National Outreach to help recruit a diverse corps of Volunteers, and to help build an inclusive culture in VRS that welcomes applicants and Volunteers who reflect the diversity of America.

4.6 Analysis and Evaluation Office

It is the mission of the Analysis and Evaluation Office to collect, analyze and report data related to VRS activities, strengthening the measurement and evaluation of VRS performance and programs.

4.7 Office of University Programs

The mission of the Office of University Programs is to establish and maintain collaborative relationships with colleges and universities in order to promote the Peace Corps, Volunteer service and returned Volunteer career and educational opportunities.

5.0 Office Functions

5.1 Volunteer Recruitment and Selection

The Associate Director for VRS:

(a) Advises the Director of the Peace Corps and senior staff on Volunteer recruitment and selection issues, as well as matters involving public awareness of the Peace Corps' recruitment and assessment efforts;

(b) Develops policy, procedures, and objectives to ensure the delivery of Peace Corps trainees in the numbers and general sectors and skill categories requested;

(c) Manages those organizational units that reach out to diverse communities, and which recruit, assess, select and prepare applicants for departure, as well as those which provide administrative and infrastructure support for those functions;

(d) Administers internal planning, personnel, financial and other administrative management systems and processes of VRS;

(e) Directs research, analyses, studies, evaluations and functions related to the mission of VRS;

(f) Serves as head of the Volunteer Delivery System Steering Committee Secretariat; and
(g) Ensures performance of the authorities related to the Kate Puzey Act that have been delegated to the Associate Director under Attachment K of MS 114 Delegation of Authority.

5.2 The Office of Recruitment

The Office of Recruitment supervises the Regional Recruitment Offices. This office develops the recruitment strategies aimed at attracting a diverse applicant pool that is representative of the American population and qualified to serve as Volunteers in assignments requested by overseas Peace Corps programs.

5.2.1 Regional Recruitment Offices

(a) Design and manage programs and activities to attract qualified and suitable individuals for Volunteer service, including activities conducted or managed by field-based and strategic recruitment staff;

(b) Develop written communications plans and outreach strategies designed to generate specific recruitment leads, as well as media and social media to increase public awareness of the Peace Corps' mission;

(c) Initiate and maintain extensive area-wide community relationships within target communities and institutions, including productive relationships with returned volunteers PCRV groups, to ensure long-term, continuous support of the Peace Corps;

(d) Conduct initial contacts with potential applicants, guiding them through the application process, and serving as a liaison to potential applicants; and

(e) Counsel applicants on process requirements, program availability, and expectations for service.

5.3 Office of Assessment and Placement

(a) Operates, monitors, and recommends improvements to the system through which Peace Corps applicants are assessed to determine overall suitability and qualifications for assignment;

(b) Disseminates information to RROs and other Peace Corps offices concerning overall trainee requests, trainee availability, assessment trends, and ultimate trainee input;

(c) In coordination with the Office of Global Operations and its Regions, consolidates worldwide requests for trainees and develops a nationwide report of recruitment needs;

(d) Provides an objective and final review of the application materials and assessments to determine an applicant's suitability and eligibility for Peace Corps service, as provided by the Peace Corps Act and Peace Corps rules and guidelines;
(e) Counsels applicants on process requirements, program availability and expectations for service; and

(f) Makes final placement evaluation decisions and invites qualified applicants to country-specific projects.

5.4 Management Office

(a) Provides budget oversight and guidance to VRS Headquarters and Regional Offices to ensure that procedures are outlined and followed;

(b) Acts as the VRS liaison for all personnel and employee relations matters, requests, issues and concerns, providing guidance, advice and training on standardized human resources processes and procedures; and

(c) Provides planning and management oversight and advice to the RROs and VRS Headquarters to ensure continuity and consistency of operation.

5.5 Office of Diversity and National Outreach

(a) Coordinates and implements a comprehensive program for the recruitment of diverse applicants for Volunteer service;

(b) Develops diversity recruitment resources, provides guidance and serves as a resource to Regional Recruitment Office (RRO) staff for outreach and diversity information and marketing materials;

(c) Provides essential national outreach to build relationships with organizations to advance Peace Corps' diversity and recruitment efforts and to help build an inclusive culture that welcomes applicants and Volunteers who reflect the diversity of America;

(d) Oversees national outreach programs that support VRS activities and responsibilities; and

(e) Provides liaison functions to the RROs, the Office of Assessment and Placement and other offices.

5.6 Analysis and Evaluation Office

(a) Collects and analyzes data for VRS activities, including performance metrics related to applicant recruitment, assessments, placements, invitations and assignments, and pre-departure staging;

(b) Reports data and analysis to RROs and other operational VRS units, to VRS leadership, and to other Peace Corps offices;

(c) Supports the data needs of the VDS Steering Committee;
(d) Serves as liaison and coordinates data with the Peace Corps Office of Strategic Information, Research and Planning, the Office of Global Operations, and other offices; and

(e) Strengthens the measurement and evaluation of VRS performance and programs.

5.7 Office of University Programs

(a) In accordance with agency strategy and the needs of the implementing field and headquarter offices, establishes and maintains collaborative relationships and cooperative programs with colleges, universities, and other higher education organizations.

(b) Provides technical support and advice to colleges and universities to ensure the development of Masters International, Peace Corps Prep, Campus Ambassadors and Paul D. Coverdell Fellows partnerships.

(c) Plans, develops and recommends Peace Corps policy and strategy for growing Masters International, Peace Corps Prep, Campus Ambassadors and Paul D. Coverdell Fellows programs.

6.0 Effective Date

The effective date is the date of issuance.