

ATTACHMENT I – STATEMENT OF WORK

Program Assistant/ Youth Development (YD)

1. Background

a. Summary

Responsible for supporting the assigned Program Managers (PM) and the Director of Programming and Training (DPT) in the administration and coordination of Peace Corps programming and training. Focused on one project sector; however, works closely in collaboration with all Program Team members (Program and Training Specialists (PTS) and PMs) to support Peace Corps/Costa Rica programs. Work is primarily focused on: logistical coordination and administration of Volunteer-related events, maintaining Volunteer and Site records, and keeping program monitoring and evaluation systems accurate and updated, and providing Volunteer support when necessary. Functions under the coordination and supervision of assigned PM(s) with general overview from the DPT.

b. Country Program Information

Peace Corps/Costa Rica has a medium sized, yet complex operation of approximately 120 Volunteers split across three sectors. The number of Volunteers and sectors are both subject to change over time.

c. Reference Materials

US Government-wide and Peace Corps-specific laws, regulations, rules, policies, procedures, and guidance. This includes the Peace Corps Manuals, the Program Plan, the Ops Plan, the Site Management Manual, Project Status Reports (PSRs), Survey of Volunteer Training (SoVT), Monitoring and Evaluation Plans (M&E Plans), Volunteer Service Opportunity (VSO), the specific development and operational plans of the Host Country Government, and Logical Project Frameworks (LPFs) for Peace Corps projects, and the Volunteer Service Handbook.

2. Major Duties and Responsibilities

• **Project Development, Implementation & Management**

- Assists the PM with the logistical and administrative support necessary to facilitate the project sector's ability to effectively serve the needs of the people of Costa Rica and provide adequate service support to sector Peace Corps Volunteers (PCVs).
- Works in strong collaboration with the PTSs to provide service support to the Volunteers and Trainees in the assigned Project Sector, as defined by the PM.
- Assists the Youth in Development Project Team to ensure that Volunteer records and files are up to date.
- Ensures the Youth in Development calendar information about sector events and staff travel is up-to-date, and relevant office departments and/or volunteers are timely informed.
- Assists and participates in workshops, trainings and meetings as requested by the PM or DPT.
- Under the guidance of the PM, researches, allocates and organizes technical resources for sector and collaborates with staff to make this information available and accessible to PCVs on Learning Space, PC LibGuides, and upon request via routine correspondence with PCVs, under the guidance of the PM / PTS.
- Maintains up-to-date sector-specific program resources including the program sector contact database of project partners and partnering organizations.
- Responsible for translating project documents and job-related materials into Spanish or English for Volunteers, as necessary and/or requested by the PM.
- Assists in the preparation, review and re-design of project documentation and post sector-specific training materials under the guidance of the PM / PTS. This includes conducting research, as requested, to ensure data is up to date and aligns with agency programming and training guidance and strategy.

- Acts as a liaison with the social media committee to ensure the content specific to the project sector is up to date and accurate on the PC/Costa Rica website and/or social media platforms.
- **Project Monitoring and Evaluation**
 - Monitoring Trainee and Volunteer Progress
 - Maintains accurate PCV records by updating Volunteer Information Database Application (VIDA) and Microsoft Outlook contact database with Volunteer contact information and site contact information.
 - Schedules PCV site visits (including sending guidance and forms in advance to PCVs, making logistical arrangements, communicating with project partners) with the PM and/or PTS, as requested.
 - Maintains the Site Visit tracking up-to-date by recording all programming site visits to PCVs in VIDA and SharePoint; ensures the Site Visit Form is complete and filed correctly in VIDA and SharePoint. Coordinates and supports timely site visit follow-up actions by the PM and PTS.
 - Tracks and saves all sector Trainee resumes and aspiration statements in SharePoint and VIDA.
 - Reviews resumes, compiles Who's Who document for incoming Training group, circulates document among All Costa Rica staff.
 - In conjunction with Safety and Security Manager (SSM) and Executive Assistant (EA), tracks, scans and saves all required Volunteer programming and safety and security documents (DOS, SES, SCFs) in VIDA and SharePoint.
 - Supports PM and PTS in the creation and implementation of Monitoring, Reporting and Evaluation (MRE) plan as needed.
 - Tracks and ensures all Volunteer Reporting and Grants (VRG) reports are submitted by sector PCVs in a timely manner. In conjunction with the MRE Specialist and Program Team, provides technical support to PCVs about submitting VRG reports.
 - Generates summary reports of VRG program information for analysis and distribution to PC Staff, PCVs and/or other stakeholders, as requested by PM or DPT.
 - Contributes to VRG data cleaning and feedback process as requested by PM.
 - Monitoring Project Progress: Project Status Reports (PSR)
 - Assists team with the drafting of status reports as requested by PM/DPT.
 - Monitoring and Evaluation with Partners
 - Provides logistical organization and coordination of Project Advisory Council (PAC) meetings. Assists PM and PTS with organization of annual or bi-annual meetings with project partners and PCVs and participates in meetings at PM's request.
 - Keeps an up-to-date electronic record of all relevant sector contacts and locations.
 - Assists project team in preparing annual VRG results to share with relevant stakeholders and partners in the post annual report and status reports.
 - In coordination with the PM, performs periodical check-ins with Project Partners and/or host families to monitor and assess community engagement and the development of PCVs' competencies.
- **Site Identification and Placement**
 - Assists the project team in the logistical organization and advance preparation for site identification and preparation visits. This includes coordinating and communicating with schools, potential host families, other relevant organizations or groups. It also includes formatting, updating and printing project brochures and presentation materials, printing site identification forms and preparing them for the site identification process, as requested.
 - Assists the project teams in tracking progress in site identification process and its relevant documentation in the Site Contact Matrix, SharePoint and VIDA.

- Scans, files, and organizes all relevant site history forms, including site, work assignment, host family and any other required documentation, in the SharePoint, as determined by the Site Management Manual.
 - Populates VIDA with site information, coordinates with SSM, PCMOs, Program Team, QAS, and senior staff to approve sites on VIDA, and assigns sites to PCTs.
 - Takes the lead on compilation of site assignment packets, according to Site Management Guidance, and submits them to project teams prior to Site Assignment Day.
 - Participates in Site Assignment Day.
 - Helps with preparation and logistics regarding Project Partner Workshop, as requested by the project team. Confirms Partners' participation in conjunction with the PM and requests travel expenses information for reimbursement. Serves as the primary point of contact between PC Staff and Project Partners.
 - Supports the Host Families and Logistics coordinator (HFLC) in collecting ICT information from PCTs, PCVs and Project Partners to prepare budget for Training activities such as Project Partner Workshop, PCV Visit, Site Visit, Tech Week, PDM and ISTs.
- **Training Support**
 - Pre-Service Training (PST)
 - Assists project teams with logistical coordination of training events such as Orientation Week, PCV Visit, Tech Week, Site Assignment Day, Project Partner Workshop, and Future Site Visit. Coordinates administrative and logistical details for the effective implementation of PST, as needed.
 - Keeps training files of all PCT/Vs (Trainee Assessment Portfolio, Mid and Final Assessments, Core Expectations, Professional Standards).
 - Assists with logistical arrangements for and attends Swearing-In Ceremony. Participates in PST Debrief for the sector, and takes and circulates notes as requested by PM.
 - Updates evaluation and assessment forms both in hard copy and electronic form, in consultation with the PTS, Training Manager (TM) and DPT. Compiles and disseminates PCT mid and final PST evaluations to Training Team.
 - Populates VIDA with Trainee Site Information within 24 hours of Swearing-in.
 - Coordinates logistical details with PCVs who are invited to participate in training. Provides Training Team and Admin with names, travel and lodging costs and serves as the point of contact between Admin/Training and PCVs.
 - Coordinates logistical details with guest speakers and serves as the point of contact between Admin/Training and guest speaker.
 - Coordinates all field-based logistics. Serves as primary point of contact between PCVs and Admin.
 - Participates in Training Team meetings as required.
 - Participates in Training Design and Assessment (TDA) process for sector, as requested by PM.
 - Under the supervision of the PM and guidance of the PTS, supports the development and management of Learning Experiences, both for classroom and e-learning formats.
 - In coordination with Program Team, supports the implementation of the Continuum of Learning and Assessment, as needed. Examples of needed support are serving as an observer/evaluator during Facilitation Bootcamp, Practicum, and co-facilitating Field Visit experiences.
 - In-Service Trainings (ISTs)
 - Assists PMs and TM in the coordination of logistics for all IST trainings (IST, MST, PDM, etc.), such as updating and photocopying training materials and documents, setting up and breakdown of training venue, preparing participant name tags and folders, and on-site logistics during the conference, etc. as requested by the PM/TM.

- Supports PMs, Training Team and DPT in the identification of training venues and the invitation of trainers/guest speakers as needed.
- Prepares agendas, related materials and schedules for sector conferences, seminars, and workshops for Volunteers and agency project partners as requested by the PM.
- Coordinates the logistics and administrative needs of sector ISTs or other workshops with the Administrative Unit.
- Coordinates the participation of counterparts/project partners in conjunction with PCVs and PMs. Collects all logistical information and coordinates per diem, lodging, etc. with Admin.
- Close of Service (COS) Conference
 - Assists with the logistical and administrative coordination of the sector's COS conference, such as updating and photocopying training materials and documents, set up and breakdown of training venue, preparing participant name tags and folders, and on-site logistics during the conference, as requested by the DPT or PM.
 - Assists in the development of technical session materials for COS, and supports the facilitation of sessions as requested by the PM.
- **Service Support**
 - Assists the program team in delivering service support efforts to Trainees/Volunteers, communities and partners (communication and check-ins with host families, partners, sector Trainees/Volunteers), as requested by the PM.
 - Prepares and sends communications to project partners and host country partner agencies regarding the arrival, work and/or departure of sector Volunteers and their role, as requested by PM.
 - Provides support in security or emergency situations affecting PCVs, as requested by the PM or DPT.
 - Provides logistical and administrative support during the approval process for PCVs' independent housing, including performing house checks and recording findings on housing checklist, as requested by PM.
 - Receives, processes, and records Volunteer Out of Community reports, leave requests, and other service/related information in VIDA.
 - Informs PM when PCVs appear to require additional support and/or when PCVs' behavioral and performance issues may pose security risks or negatively affect the project or PC/Costa Rica.
 - Communicates and documents Volunteer safety & security incidents to PM and SSM.
- **Government and NGO Relations**
 - Represents Peace Corps, at the request of PM, in stakeholder events.
 - Assists project teams in the administrative and logistic coordination for programming or training events involving host country stakeholders and partners.
- **Other Responsibilities**
 - Actively participates in weekly Programming and Training and other appropriate staff meetings and training events. Takes and shares notes of the meeting on a rotating basis, as required.
 - Serves as back-up support for and/or carries out the duties and responsibilities of the PTS when deemed necessary by the Country Director and/or Supervisor for the successful implementation of Peace Corps program(s) and/or operations in Costa Rica. For example, this could be during periods when those individuals are on leave and/or during lapses of staffing or periods of staffing shortages.
 - Performs other duties or assignments, when deemed necessary by the PM and/or DPT, for the successful implementation of Peace Corps program(s) and/or operations in Costa Rica
 - Other Flexibilities: If there is a time at post, due to a pandemic or for any other reason, when there are limited or no Peace Corps Trainees and/or Volunteers (jointly referred to as "Volunteers") at Peace Corps/Costa Rica, the PSC may be temporarily assigned during that period, as determined by the Peace

Corps Country Director, to carry out additional duties and responsibilities in furtherance of the goals of the Peace Corps in order to enhance the ability of Peace Corps Volunteers to perform functions under the Peace Corps Act, including facilitating a safe environment in order for the successful return or increase of Volunteers.

This temporary assignment may require the PSC to provide services and/or support beyond what is listed in their current Statement of Work (SOW). The services and/or support may take many forms, examples of which may include but are not limited to, training, providing administrative, technical, medical, and/or operational assistance, building on host country programs, etc. This temporary assignment also may require the PSC to provide these services and/or support to individuals/organizations other than those listed in their current SOW such as host country government, partner organization(s), community member(s), staff, and/or contractors.

3. Work Requirements and Guidelines

See paragraph “I – Statement of Duties” in the personal services contract template (e.g. the “Basic On-the-Job Rules” and “Core Staff Requirements”).

4. Safety and Security

Addresses Volunteer safety and security by adhering to Peace Corps site management policies and procedures. Identifies and immediately communicates Volunteer safety and security concerns and issues to the Safety and Security Manager (SSM) and the Country Director (CD). Assists Program Managers/APCDs to ensure that prospective sites meet established programmatic and safety/security criteria (e.g., safe housing, a clearly defined assignment with an organization that shows real interest in working with a Volunteer, etc.). Reviews and references site history files when evaluating potential sites, and incorporates appropriate safety and security-related information into site history files. Monitors Volunteer compliance with Peace Corps policies, especially related to safety and security. Participates in the design and implementation of the Emergency Action Plan (EAP). Acts as duty officer, as needed. Knowledgeable and supportive of Peace Corps safety and security policies and procedures, including the timely reporting of suspicious incidents, persons or articles.

5. Roles and Responsibilities

As a member of the Program team, reports to the Program Manager.

Occasional Money Handler/Holder: May be designated as an occasional money handler/holder (OMH) if assigned by the Director of Management and Operations. As an OMH, may be requested to courier cash and/or purchase orders to various vendors who furnish supplies and/or services to Pre-Service Training/In-Service Training site(s), or other locations as directed by the Overseas Contracting Officer (OCO). May also be requested to courier cash to Peace Corps Trainees or Volunteers. The Contractor will not be functioning as a procurement or disbursing official but will only be acting as an intermediary between the Contracting or Disbursing Officer and the recipient. In the case of dealing with vendors, the Contractor will not exercise any procurement discretion concerning the supplies or services to be purchased or the cost limits of these purchases; these will be determined by the OCO.

6. Logistics

Principal duty station is at the Peace Corps office in Costa Rica, with some travel away from the office expected. Visiting volunteer sites may increase an individual’s exposure to mosquito-borne illnesses such as Malaria, Dengue, Zika, or other outbreaks. Contractor will be required to travel alone or in groups. Contractor may only use Peace Corps equipment and systems in accordance with the Peace Corps Country Policy on Peace Corps equipment and computer systems. The time required to perform full range of duties after entry into the position is one year.

7. Level of Effort

This is a contract for full-time work of 40 hours per week, with periods of increased work expected during PSTs, ISTs, and while away from the office on travel. Contractor will adhere to the standard office schedule specified in the Peace Corps Country Staff Handbook unless otherwise on approved leave or working an approved alternative schedule.

8. Minimum Qualifications

- Studies in Office Administration, Professional Secretary, Bilingual Secretary, Social Sciences, Education or related field.
- Two years of experience performing administrative tasks such as preparing and formatting reports and maintaining accurate and up-to-date records, gained within the last 5 years.
- One year of experience planning and/or coordinating logistics of training events, gained within the last 5 years.
- One year of experience working in collaboration with public schools and/or other government or NGO partner organizations in the youth, or volunteer sector.
- Experience using Microsoft Office (Outlook, Word, Excel, and PowerPoint) and Google Apps, Survey Monkey, Google Drive, Learning Management Systems, etc.
- Intermediate high English and Spanish level, both written and oral.
- Costa Rican citizenship or applicant has current, valid authorization to work in Costa Rica.
- Valid B1 driver's license and experience driving vehicles (will be tested).

9. Other. Desirable Qualifications:

- Experience or willingness to develop skills driving manual transmission 4x4 vehicles within the first year of contract.
- Experience working, studying or living in a multicultural environment, preferably with foreigners from US cultures.
- Soft skills: mission driven, organizational skills, attention to detail, flexibility, interpersonal skills.