

# MS 125 Office of Global Operations: Organization, Mission, and Functions

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## Attachments

Attachment A – Template A for a Delegation of Authority to a non-CD USDH as Acting Country Director

Attachment B – Template B for a Delegation to a CD USDH as Acting Country Director

Attachment C – Template C to Designate a US PSC Serving as Acting Country Director

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## **1.0 Authority**

Peace Corps Act, 22 U.S.C. 2501, et seq.

## **2.0 Purpose**

The purpose of this Manual Section is to describe the organization, mission, and functions of the Office of Global Operations (Global Operations).

## **3.0 Organization**

Global Operations is headed by the Associate Director for Global Operations who reports directly to the Deputy Director. Global Operations includes sub-offices, consisting of the Regions, the Office of Overseas Programming and Training Support (OPATS), Peace Corps Response (PCR), and the Office of Global Health and HIV (OGHH), with each office headed by a Director who reports directly to the Associate Director for Global Operations.

## **4.0 Office Missions**

### **4.1 Office of Global Operations**

The mission of Global Operations is to oversee and coordinate the strategic support and management of Peace Corps overseas operations. Global Operations provides direction to the operations of its sub-offices to ensure that they advance the goals of the Peace Corps. Global Operations also encourages efficiencies by streamlining agency operations, disseminating best practices among the Regions, and providing an organized cohesive voice for the Regions and overseas Posts with agency leadership. Global Operations provides leadership, staffing, and resources to foster alignment, manage development, coordinate programming initiatives, and track both progress and effectiveness of Peace Corps overseas operations.

#### **4.1.1 Office of Staging and Pre-Departure**

It is the mission of the Office of Staging and Pre-Departure to transition trainees from the United States to their country of service by delivering pre-departure orientation events, coordinating pre-departure training activities, and facilitating the onboarding process of all invitees.

## **4.2 Regions**

The mission of each Region is to direct the management and support for country-level operations and ensure that resources are available for Volunteers to serve effectively. Each Region includes Posts where Volunteers serve. Each Region is headed by a Regional Director (RD).

### **4.2.1 Posts**

The mission of each Post is to ensure that the day-to-day, in-country operations create an environment for Volunteers and staff to work successfully and to perform their duties and responsibilities. Each Post is headed by a Country Director (CD). The CD has authority and responsibility to manage and coordinate Peace Corps country activities under the guidance of the RD and in accordance with Peace Corps policies and procedures. The CD manages the annual Post budget and approves all major expenditures; controls physical and monetary assets; implements Peace Corps policies and adopts in-country procedures; and exercises responsibility for programming, training, support, safety and security, and administrative actions relating to Volunteers and staff.

## **4.3 Office of Overseas Programming and Training Support**

The mission of OPATS is to provide proactive, strategic leadership in the areas of programming, training and evaluation by designing, implementing, and evaluating programming and training systems, resources, and activities that build staff and Volunteer capacity. OPATS identifies, develops and disseminates standardized training packages, including core training modules, monitoring and evaluation tools and indicators, and applies technology to the promotion of innovation and learning, and provides training and development opportunities to overseas staff in support of Volunteers.

## **4.4 Peace Corps Response**

The mission of PCR is to provide short-term assignments for Peace Corps Response Volunteers that address urgent needs of host countries and are consistent with Peace Corps' programming and operating guidelines.

## **4.5 Office of Global Health and HIV**

The mission of the Office of Global Health and HIV (OGHH) is to provide agency-level policy guidance, overall leadership, and general supervision, direction, and coordination of Peace Corps' domestic and foreign health and HIV/AIDS activities. OGHH is also responsible for coordinating the agency's participation in the President's Emergency Plan for AIDS Relief (PEPFAR) or other U.S. Government sponsored health and HIV/AIDS initiatives.

## **5.0 Office Functions**

### **5.1 Associate Director for Global Operations**

- (a) In coordination with other Peace Corps offices, develops and implements policy, procedures, goals, and objectives necessary to effect Post openings or closings, the efficient management of overseas Volunteer operations, Regional operations and program development activities based at Peace Corps Headquarters.
- (b) In coordination with OPATS and the Regions, directs the planning and implementation of Volunteer training, programming and support.
- (c) Coordinates with the Office of Safety and Security to ensure that safety and security programs for Volunteers and overseas staff are implemented.
- (d) Collaborates with the Office of Health Services (OHS) regarding medical care and related services provided by OHS to Volunteers.
- (e) Coordinates with the Office of Intergovernmental Affairs to establish and maintain collaborative relationships with other governmental and private foreign affairs agencies to ensure effective coordination and support for overseas projects.
- (f) Coordinates with Human Resource Management to recruit qualified candidates for staff positions, particularly for the CD, Director of Programming and Training, and Director of Management and Operations positions.
- (g) Advises the Director and senior staff on matters related to Peace Corps programming, training and support for Volunteers, Trainees, and overseas staff.
- (h) Performs representational functions with embassies, State Department, USAID, and other agencies, as needed.
- (i) 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*.
- (j) Coordinates the overseas implementation of the Intercultural Competence Diversity & Inclusion Strategic Plan.
- (k) Informs the Office of Congressional Relations whenever the Peace Corps Director approves a proposal to open, close, significantly reduce, or suspend an overseas office or country program so that appropriate Congressional committees may be notified.

#### **5.1.1 Office of Staging and Pre-Departure**

- (a) Directly supports the needs of the Regions and overseas Posts in registering trainees for service, orienting them to the Peace Corps, and preparing them, through pre-departure training and staging, for further training at Post.

## **5.2 Regions**

### **5.2.1 The Regional Director**

- (a) Determines the date a CD assumes the duties set forth in this Manual Section in a particular country; if such determination is not made and a vacancy exists in a CD position in a particular country, delegates authority to a USDH employee or US Citizen 744a personal services contractor (PSC) contracted by HQ to serve as CD in an acting capacity. (*See* Template A for a Delegation of Authority to a non-CD USDH as Acting Country Director. *See* Template B for a Designation to a CD USDH as Acting Country Director. *See* Template C for a Designation of Authority to a U.S. Citizen 744a PSC as Acting Country Director.)
- (b) Supervises CDs and provides day-to-day administrative, logistical, and technical support to country-level operations.
- (c) Administers the Regional budget and staffing plans; and allocates Volunteer resources and resources for country programs and projects.
- (d) Supervises the development, implementation and monitoring of programs that provide Volunteers with the training and support necessary to serve effectively.
- (e) Reviews and monitors country-level programming to ensure consistency with local development needs and conformance with Regional and world-wide Peace Corps priorities.
- (f) Collaborates with OHS and the Office of Safety and Security to ensure that programs related to safety and security and medical care and related services are effectively implemented.
- (g) Coordinates with the Office of Intergovernmental Affairs and Partnerships to identify and collaborate with foreign development assistance agencies, both governmental and private.
- (h) Performs representational functions with embassies of countries in the Region, State Department, USAID, and other agencies, as needed.

### **5.2.2 Chief of Operations (ChOps), Regions**

Serves as the principal deputy and advisor to the RD in the discharge of varied responsibilities, including the development of strategies to improve the Region's operations. Under the direction of the RD, the ChOps is responsible for overseeing all aspects of the Region's strategic, organizational, and program objectives, as well as a portfolio of overseas Posts. The ChOps assume such other responsibilities, as may be directed by the RD, in carrying out Region initiatives and serves as Acting RD with full responsibility for administration and direction of the Region during the absence of the RD or a vacancy in the position of RD.

## **5.3 Posts**

### **5.3.1 The Country Director**

- (a) Provides leadership to achieve program goals at the Post.

- (b) Manages the day-to-day operations at the Post by developing and implementing overall policy, procedures, goals, and objectives for activities at the Post in accordance with Peace Corps policies and procedures.
- (c) Administers internal planning, personnel, financial, budget and other administrative functions for the Post.
- (d) Advises the RD on Post programming, training, resource allocation, safety and security, and medical support for Volunteers and staff.
- (e) Responds to host country and Volunteer needs by supervising the development and implementation of programs that provide Volunteers with the training and support necessary to serve effectively. In connection with such training, documents completion of required training by Volunteers and includes information regarding the mandate and availability of the Inspector General and Office of Victim Advocacy at least once during pre-service training and at least once during each significant training during service.
- (f) Supports Volunteers in their efforts to achieve the goals of the agency, ensuring that the activities of Volunteers are responsive to the needs and requirements of the host country.
- (g) Initiates, negotiates, and executes agreements with host country agencies and other partners in accordance with Peace Corps policies and procedures.
- (h) Performs representational functions with the host country government, the U.S. Embassy Country Team, USAID, and other agencies, as needed.
- (i) Ensures performance of the authorities related to the Kate Puzey Act that have been delegated to the Country Director of the Post under Attachment K of MS 114 *Delegation of Authority*.
- (j) Ensures, to the extent practicable and appropriate:
  - (1) documentation of any assault, harm, or injury committed by:
    - (i) a host-country national assigned to facilitate Volunteer work; or
    - (ii) member of a host family; and
  - (2) that such information is taken into account when considering future placements of Volunteers and the provision of any funds or other benefits by the Peace Corps.
- (k) Ensures that appropriate orientation or information is provided to host families and a designated person at a Volunteer's initial workplace regarding the awareness and prevention of sexual assault and sexual harassment, as required by the Farr-Castle Act. (*See Safety and Security Instruction 420 Guidance for Host Family and Counterpart Orientation/Information on Sexual Assault and Sexual Harassment.*)

#### **5.4 Office of Overseas Programming and Training Support**

- (a) Advises the Associate Director for Global Operations on matters relating to the programming and training for Volunteers and the related, training of in-country staff.
- (b) Leads the process of defining training areas that meet the criteria of excellence, demand, synergy, training and impact.
- (c) Leads the process of developing core and technical training modules (building blocks), including monitoring and evaluation tools and indicators that are standardized and designed for the generalist Volunteer as well as developing and providing training for overseas staff to deliver the modules.
- (d) Is the principal office for the agency's liaison with other government, non-governmental and international organizations regarding international development programming, training and evaluation.
- (e) Manages the agency's data gathering, synthesis and analysis through the Volunteer Reporting Tool, Post Project Status Reports, Training Status Reports and Initiative Reports to produce annual Sector Training and Initiative Summaries and Fact Sheets and to provide performance data for the agency's Strategic Plan reporting.
- (f) Manages the Language Proficiency Interview (LPI) program providing tester training, monitoring Post performance, developing language training program guidance, and developing alternative models to train testers.
- (g) Using content developed by Peace Corps units/offices, develops e-learning training modules to meet identified learning objectives.
- (h) Promotes continual learning for overseas staff through distance learning opportunities and collaboration with Posts and Regions for in-country and sub-Regional Programming, Training, and Evaluation (PTE) staff training.
- (i) Ensures performance of the authorities related to the Kate Puzey Act that have been delegated to the Director of the Office of Overseas Programming and Training Support under Attachment K of MS 114 *Delegation of Authority*.

#### **5.5 Peace Corps Response**

- (a) Coordinates with Posts to identify specialized needs for Peace Corps Response Volunteers and develops assignments to meet those needs.
- (b) Recruits, selects, and places Peace Corps Response Volunteers.
- (c) Coordinates with other Headquarters offices to clear and process Peace Corps Response Volunteers for service.

- (d) Provides information on the PCR program to staff at Headquarters, Regional Recruiting Offices, and Posts.
- (e) Assesses the viability and appropriateness of opening PCR programs in countries with and without an active Peace Corps program and advises Associate Director for Global Operations on findings.
- (f) Coordinates with the Office of Communications to develop marketing materials to help recruit Peace Corps Response Volunteers and for potential partnering organizations.

## **5.6 Office of Global Health and HIV**

- (a) Coordinates the agency's participation in the U.S. President's Emergency Plan for AIDS Relief (PEPFAR), including participation in interagency leadership and technical groups supporting country-level implementation of PEPFAR.
- (b) Coordinates closely with OPATS to support Regions and Posts in adopting evidence-based health and HIV activities consistent with Peace Corps and global health policies and priorities.
- (c) Actively contributes to identifying and negotiating expanding partnerships to support broader Peace Corps contributions to global health programs.
- (d) Oversees the development and implementation by Posts of PEPFAR budgets and activities.

## **6.0 Effective Date**

The effective date of this Manual Section is the date of issuance.