



PEACE CORPS THE GAMBIA

OPEN TO: All Interested Candidates
POSITION: Program Manager Health
SALARY RANGE: GMD 751,978 – GMD 1,165,567, negotiable based on salary history and experience.
OPENING DATE: 3 OCTOBER 2023
CLOSING DATE: 17 OCTOBER 2023
WORK HOURS: Full-Time (40 hours/week)

Location: Banjul, The Gambia

About Peace Corps The Gambia

Peace Corps is a bilateral autonomous, international agency of the United States Government with operations in more than 60 countries. It operates in The Gambia by the invitation of the Government of The Republic of The Gambia. Peace Corps/The Gambia has memoranda of understanding with the Ministries of Agriculture, Education, Health, and other partners that outlines broad areas of agreement of cooperation regarding the work of Peace Corps Volunteers in the country. Volunteers are assigned to government and non-government agencies and organizations, community-based organizations, colleges, and schools who partner to enable Volunteers to provide capacity building in education and community health while building cultural understanding between Americans and Gambians.

Objective of the Position

The intended outcome of this position is to improve comprehensive support for Peace Corps Trainees and Volunteers (PCT/Vs). Program support will build a better foundation for all post activities.

Under the direct supervision of the Director of Programing and Training. This position requires strict adherence to ethical standards of confidentiality and professional conduct. In addition, the candidate should be flexible, highly organized, creative, and able to multi-task and work independently.

Major Duties and Responsibilities (Critical Job Elements)

Programming

- The Program Manager will supervise and co-ordinate the projects under his/her jurisdiction to ensure the appropriateness and high quality of volunteer assistance. In doing so, the Program Manager will manage and develop the program and supervise 25-50 volunteers.
- The Program Manager will serve as a liaison with the Gambia government, international agencies such as UNDP, FAO, and NGOs and ensure that volunteers are trained and assigned to adequately serve the country's needs.

- Writes and interprets summary reports on PC/TG activities for the Government of The Gambia.
- Explores new areas of PC/TG involvement in the sector based on the priorities of government ministries and partner development agencies.
- Reviews and evaluates requests for volunteers based on Peace Corps programming criteria. Develops work and living sites through meetings with appropriate village-level and/or organizational contacts, meetings with potential host families, and review of volunteer feedback on appropriate activities in the region.
- Evaluates the technical and administrative viability of proposed projects and volunteer assignments.
- Recommends to the Director of Programming and Training acceptance or decline of requests for volunteer placements.
- Writes project plans, when appropriate, and writes Volunteer Assignment Descriptions.
- Ensures the timely submission of all reports with accompanying explanatory memoranda.
- In collaboration with the training manager, identifies the skills necessary for the performance of volunteer assignments, designs the training program, establishes the training objectives to ensure attainment of adequate levels in all skills, and develops a training plan for trainees and volunteers.
- In collaboration with the training manager, identifies training staff and resources and assists in selection of training sites.
- Monitors the training program and trainees' progress to ensure the attainment of training goals and objectives and the smooth transition from training to volunteer service.

Volunteer Support

- Coordinates the program and supervises the volunteers assigned to the sector. Coordinates the implementation of Peace Corps world-wide initiatives as directed by the Director of Programming and Training.
- Maintains close relationships with partners, including volunteer counterparts, supervisors, and community members to coordinate arrival of volunteers at their sites with the availability of housing, transportation, working materials, and services of partners.
- Conducts site surveys, suggests work assignments, develops community support for volunteers, and assists volunteers to identify secondary project areas.
- Working with the safety and security coordinator and the Peace Corps medical officer, determines the suitability of sites for volunteer placement, and makes recommendations to the country director.
- Provides technical advice and/or suggests resources to volunteers and their counterparts/supervisors.
- Researches and prepares the relevant section of the PC/TG Integrated Planning and Budget System, assembles, and provides statistics and data for the preparation of budget plans and other data collection needs that may arise.
- In collaboration with the training manager, plans and conducts annual in-service training for volunteers in the sector.
- Counsel's volunteers on personal and cross-cultural adaptation problems and refers volunteers to other supporting counselors if needed in concurrence with Peace Corps medical officer.
- In collaboration with the training manager, revises training objectives and modifies training design and plans to reflect changes in position description and skills necessary for volunteers.
- With the country director and appropriate government officials, reviews projects and formulates policies governing them.
- Maintains program records including government and volunteer reports, related technical and administrative reports, reports of site visits, monitoring and evaluation of volunteer performance; writes and distributes regular program reports to all participating or interested parties.
- Organizes and participates in periodic programming evaluation to determine if project goals and objectives are being met.

- Provides information for volunteers regarding site visits, office hours, training events etc.
- Participates in volunteer workshops, ISTs, Phase II training.
- The Program Manager performs other duties as assigned by the Director of Programming and Training.
- Conducts pre-placement visits to potential volunteer sites to assess appropriateness of volunteer placements. Conducts site visits to assess volunteer job performance, job satisfaction, skill transfer activities, adequacy of volunteer housing and resource support, and PCV integration into his/her community; negotiates upgrades in volunteer housing support and/or safety-security needs with host country and/or village officials on an as-needed basis.
- Reviews and provides written response to correspondence directed to him/her or forwarded by the country director. Reviews volunteer reports on their work activities and responds, including suggestions of how problems identified by the volunteer can be addressed. Corresponds with volunteer job supervisors and/or ministry officials on issues related to the volunteers' service.
- Conducts formal interviews with trainees during their initial pre-service training period to monitor their progress in training and to determine the appropriate site and assignment for the volunteers in-country.
- Writes, edits, and prepares official documentation relating to individual volunteers. This includes "Limited Official Use" classified early termination documents and the Description of Service.
- Supervises, edits, and occasionally contributes to the volunteer-written sector newsletter.
- Researches and writes post programming documents including volunteer recruitment documents such as the
- Writes, edits, and prepares official documentation relating to individual volunteers. This includes "Limited Official Use" classified early termination documents and the Description of Service.
- Supervises, edits, and occasionally contributes to the volunteer-written sector newsletter.
- Researches and writes post programming documents including volunteer recruitment documents such as the Volunteer Assignment Descriptions; project plans; yearly project reports for the Integrated Planning and Budget System; sector reviews; Peace Corps strategy statement documents; training calendars; and reporting cables to Peace Corps Washington regarding the status of projects or issues pertaining to volunteers.
- Conducts needs assessments to determine program consultancy needs. Drafts written requests to PC/Washington to secure consultants for programming assistance including identifying consultancy goals/objectives, preparing statements of work for consultants to be utilized, identifying qualifications of consultants, drafting budgets to identify consultancy costs; supervises and evaluates the consultants' work.
- In collaboration with the training manager, prepares and/or reviews training designs for volunteers in his/her technical area including writing training goals/objectives; determining resources and consultants to be used for the implementation of training programs for volunteers, develops training schedules and documents to evaluate the effectiveness of the training programs. Determines and secures technical resource information to be used in the training programs.
- Conducts formal interviews with trainees during their pre-service training program to monitor and evaluate the trainee's progress in training and to determine any training program content alterations or additions. Provides consultation and counseling to PCVs experiencing problems during their service and refers volunteers to other supporting counselors if needed in concurrence with the Peace Corps Medical Officer.
- In conjunction with the Director of Programming and Training, Deputy Director of Programming and Training/Training Manager, and other Program Managers, develops yearly training calendars identifying the type and number of trainings to be staged. Assists in developing budgets for individual training events.
- Participates in senior staff meetings and offers suggestions or opinions relative to discussion of any policies, practices and issues affecting the overall operation of the in-country Peace Corps program.

- Participates on a time-available basis in the formulation of government and NGO strategy development meetings.
- Furthers the goals of equal employment opportunity (EEO) by taking positive steps to assure the accomplishment of federal equal opportunity program objectives and by adhering to non-discriminatory practices regarding race, color, religion, national origin, marital status, political affiliation, age, sex, sexual orientation, handicapping condition, membership in an employee organization or any other non-merit factors.
- Ensures consistency in application of post policies and procedures.

Supervision

- Supervises a team of 1 or more members (direct reports)
- Actively participates in the recruitment and hiring for open vacancies.
- Prepares onboarding and orientation plan for new direct reports.
- Coordinates the annual leave plan for all direct reports and in conjunction with other staff in the unit.
- Reviews for accuracy and completeness and approves leave requests; reviews and approves timesheets in a timely manner.
- Works with direct reports to develop annual Individual Development Plans (IDP); discusses the progress throughout the year (at least quarterly) and adjusts the plan as needed.
- Ensures that direct reports complete mandatory training in a timely manner.
- Sets goals for performance and deadlines.
- Organizes workflow and ensures employees understand their duties or delegated tasks.
- Conducts private mid-year and annual performance reviews with all direct reports; provides constructive feedback and coaching.
- Schedules regular (weekly, biweekly, monthly, etc...) one-on-one meetings with direct reports wherein you offer both constructive and positive feedback.
- Assists in resolving issues: Uses tools (e.g. coaching, open door, modeling) to promote direct report success
- Identifies and resolves workplace problems; uses corrective action tools (verbal, written, cure notices) as needed.
- Shares timely updates or reports with your supervisor about projects, personnel, issues etc.
- Works with other supervisors to resolve conflicts between departments.
- Ensure adherence to legal and organizational policies and procedures.

Other Duties

- Ensure complete confidentiality regarding all information related to PC staff, volunteers, and operations.
- Provide training to staff and Peace Corps Volunteers as requested.
- Serves as back-up support for and/or carries out the duties and responsibilities of the Program Assistant Health, and or Other Program Managers when deemed necessary by the Director of Programing and Training for the successful management of Peace Corps operations in The Gambia. 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 Supervisor.

Temporary Assignment of Duties

If there is a time at post, due to the COVID-19 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/The Gambia the PSC may be temporarily assigned during that period, as determined by the Peace Corps Country Director (CD), 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.

Standard Roles and Responsibilities

- A. **Occasional Money Handler:** Occasional Money Handler may be requested to courier cash and /or purchase orders to various vendors who furnish supplies and/or services to PST/IST training site, or other locations as directed by the Contracting Officer. The PSC may also be requested to courier cash to PC trainees or volunteers. The PSC 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 PSC 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 Contracting Officer.

B. **Safety and Security**

- **Program Manager**
Addresses safety and security proactively by ensuring appropriate assignments for Volunteers and adhering to Peace Corps site development policies and procedures. Identifies and immediately communicates Volunteer safety and security concerns or issues to the Safety and Security Manager (SSM) and the CD. Ensures 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. Incorporates appropriate site-specific safety and security related information into site history files. Ensures designated host country counterparts participate in counterpart orientation/training and are prepared to work with and support Volunteers, including their role in Volunteer safety and security. Maintains communication with each Volunteer and solicits periodic feedback, including information about Volunteer safety and security. Maintains a calendar of Volunteer site visits and completes appropriate number of site visits to assess Volunteer progress, safety, and security, and to provide technical guidance and moral support. Monitors Volunteer compliance with Peace Corps policies, especially related to safety and security, and initiates corrective action as necessary. 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.

C. **Inherently Governmental Function (IGF):**

- **May be designated limited supervisory responsibilities** if assigned by the Country Director and with the approval of the Regional Director. Personal services contractors (PSCs) may only supervise other PSCs. (See MS 732 and the Overseas Contracting Handbook)

Logistics & Level of Effort & Duty Station

Duty station is the main office located in Banjul, The Gambia. May be required to work in another town during 13 weeks of training. May be required to travel up country. May require telework or remote work from home. Performs duties during a 40-hour work week. Events may require occasional work in the evenings and on weekends and

holidays. May carry a duty phone.

Typical work schedule is Monday through Thursday from 8:00am to 5:30pm and Friday from 8:00am to 12:00pm, with flexibility to work additional hours on weekends or on an as-needed basis.

Minimum Requirements

To be selected for this position, the applicant must be legally eligible to work in The Gambia, must not have been employed in intelligence-related activities and must submit an application that clearly documents how they meet each of the following requirements:

- Education/Certification: Bachelor's degree in public health or related field
- Five up to six years of experience managing sector-related programs gained within the last ten years in a United states or other agency, international organization or other development organization
- Five up to eight years of experience working with senior government officials
- Speaks, one local language fluently, and also speaks, reads, and writes English at a conversational level
- One or more years of experience working in the Sub-Region and familiar with the Gambian and American cultural norms and variances.
- Five up to six years of experience managing sector-related programs gained within the last ten years in a United states or other agency, international organization or other development organization
- Experience working in a cross-cultural environment.

High proficiency in Microsoft products with experience in Excel, Word, PowerPoint, and Outlook Ability to plan, prioritize, evaluate urgent tasks, and goal setting. Experience in developing training materials, implementing training courses or facilitating training or related activity

Preferred Qualifications

- Experience working with Volunteers.
- Master's degree in public health or related field
- Ability in working successfully as a member of a team.
- At least one day up to one year of experience or supervising a team gained within the last five years

How to Apply

Applicants should submit applications early, not waiting for the deadline, as application packages must be complete, submitted, and received by the closing date/time to be considered. There are no exceptions.

1. Submit a complete application hard copy to the address below or electronically in one email to GM-Announcements@peacecorps.gov with the subject line including: "Program Manager Health" and your full name.

Attn of DMO
78 KAIRABA AVENUE
FAJARA, KSMD, BANJUL, THE GAMBIA

2. Attach all required and any supporting documentation. Required documentation is listed in the Required Documents Section.
3. Emails which require documents to be downloaded from a cloud service will not be accepted. Examples include Dropbox, Google Drive, or any other cloud service
4. Send the email before 11:59 PM on the closing date of this announcement.
5. Submit all documents in one email, if possible. Peace Corps does not accept attachments which exceed a combined total size of 20MB.

The deadline for submitting applications is **17 OCTOBER 2023**.

Required Documents

It is the responsibility of the applicant to ensure the application is fully complete and all required documents are emailed

before the closing deadline of this announcement. An incomplete application or any missing required documents will result in the candidacy not being considered. Send an email, as specified in the How To Apply Section, with all required attachments listed in this section.

1. Government issued identification (e.g. passport, B.I.)
2. Detailed resume or CV that includes:
 - Professional positions held in the last 5-10 years identifying duties, responsibilities, dates and location of employment, and reasons for leaving.
 - Schools attended, dates of attendance, qualifications obtained.
3. Cover letter
4. List of 3 professional references. Include the following for each reference: Full name, your relation to the person, email address and contact number(s)
5. Any other documentation (e.g., essays, certificates, awards, copies of degrees earned) that addresses the qualification requirements of the position as listed above.

Equal Employment Opportunity Policy: Peace Corps The Gambia provides equal opportunity and fair and equitable treatment in employment to all people without regard to race, color, religion, sex, national origin, age, disability, political affiliation, marital status, or sexual orientation.