



## Statement of Work

### 1. Background

- a. Summary:** The Programming and Training Coordinator (PTC) is responsible for providing administrative support to programming and training staff and training-related coordination between all units at Peace Corps/Lesotho. The PTC is integral in ensuring that all Peace Corps/Lesotho training activities run smoothly by organizing conference logistics, managing Peace Corps/Lesotho's online learning management system, and assisting the Training Manager (TM) in ensuring that Peace Corps Volunteers and Trainees receive a high-quality learning experience throughout their Peace Corps service. The PTC also serves as one of the diversity champions for Peace Corps/Lesotho. The PTC contributes to the overall efficiency and quality of operations by being a supportive and cooperative member of the Peace Corps/Lesotho team as it works to fulfill the vision, goals, and objectives of Peace Corps in Lesotho.
- b. Country Program Information:** The Peace Corps, an agency of the US government, is the largest non-Basotho development volunteer organization in Lesotho with over 100 Peace Corps Volunteers assigned across all 10 districts as teachers, health educators, and co-facilitators of community development. We have been operating in Lesotho for 54 years, in collaboration with the government of Lesotho, and in support of Lesotho's development goals.
- c. Reference Materials:**
  - i. Overseas Financial Management Handbook (OFMH)
  - ii. Overseas Contracting Handbook:
    - Supplies and/or Services Contracts
    - Competition
    - Micro-Purchases
  - iii. Medical Technical Guidelines:
  - iv. Training Design and Assessment Handbook
  - v. Volunteer Service Handbook
  - vi. Calendar of Training Events

### 2. MAJOR DUTIES AND RESPONSIBILITIES

- a. Program Support**
  - Maintain programming and training (P&T) staff central calendar for site visits, site identification, training events, leave, and other events
  - Assist P&T staff with general secretarial support as needed (scanning, photocopying, laminating, binding, etc.)
  - Serve as records management liaison for the P&T unit
  - Review internal reports, handbooks, training schedules, and other documents prepared by the P&T unit for spelling and grammar, ensures that company format policies are followed, and recommends revisions

- Together with the Volunteer Safety, Security, and Support Assistant (VSSSA), is responsible for ensuring all required information is entered into the Volunteer Information Database Application (VIDA) for new trainee cohorts and their sites
- Support accurate and timely documentation of site history files by scanning, organizing, and filing site visit forms after staff site visits
- Take meeting minutes from all P&T meetings and disseminates to P&T staff
- Manage internal application processes for Volunteers, including, but not limited to: committees, opt-in In-service Trainings (ISTs), and Pre-service Training (PST) resource Volunteers; drafting and sending out application information; collecting completed applications; preparing packets for review by other staff; and filing
- Maintain current and up-to-date lists of Volunteers with additional responsibilities (committee membership, peer support network (PSN), district safety representatives (DSRs), Peace Corps Volunteer Leaders (PCVLs), third-year Volunteers, etc.)
- Support P&T staff in preparation for training class arrival: downloads resumes, aspiration statements, and other information; compiles information for programming staff on trainees as per request, including, but not limited to, PST housing surveys
- Serve as P&T liaison for Volunteer library projects: liaising with Ministry of Education and Training (MOET) and Africa Library Project (ALP); making presentations at PST about library projects; and advising/assisting PCVs on library projects
- In coordination with program managers (PMs) for each project, organizes regular Project Advisory Committee (PAC) meetings
- Performs other programming-related duties or assignments, when deemed necessary by the Country Director (CD), Director of Programming and Training (DPT), and/or Supervisor, for the successful implementation of Peace Corps program(s) and/or operations in Lesotho.

## **b. Training Support**

### **i. General Training Support**

- Liaise with training and administrative staff to order supplies and resources needed for all training events, including transportation payments for counterparts, Volunteers, and/or technical trainers
- In collaboration with training manager (TM) and finance team, develop and maintain a database of hotel venues for different training activities and events. Gather information from different hotels/workshop venues and develops a standard cost card for each venue in March each year
- In consultation with the TM and finance team, book workshop venues at least two months before training events: contacts appropriate venues to check availability; drafts requests for quotations; follows applicable United States Government contracting guidelines; negotiates for favorable pricing; drafts conference contracts and selection memos for review and signature by Director of Management and Operations (DMO) or Deputy Director of Management and Operations (DDMO)
- Maintain inventory of training-specific materials and order, as necessary, training equipment for all training events (e.g. speakers, projectors, etc.)
- Compile evaluation reports for PST and ISTs and share with relevant stakeholders
- Facilitate invitation of guests for training and related events (including PST and IST guest speakers, and others).
- Enter PCV Language Proficiency Interview (LPI) scores into VIDA in a timely manner
- Prepares calendar of training events/agendas (COTE) for PST, COS, ISTs, PAC, and other events as necessary.

- Performs other training-related duties or assignments, when deemed necessary by the CD, DPT, and/or Supervisor, for the successful implementation of Peace Corps program(s) and/or operations in Lesotho.

## **ii. PST Support**

- Coordinate logistics and sessions for the arrival retreat for new training groups
- Compile training binders for each trainee before the beginning of PST.
- Serve as organizational expert in Peace Corps' online learning management system (LMS). Ensure that a new course is open for each cohort. Collect and upload materials into the LMS. Assist other staff in adding content and materials to the course. Responsible for the overall look and feel of the course. Update these resources as necessary through PST and the remainder of the training continuum
- Open and update a folder in office share at the beginning of each PST.
- During PST, update trainees' contact information in VIDA and share it with relevant staff.
- During PST, work with PMs to prepare documents needed for site announcement process (maps, pictures, site packets, etc.) before site announcement.
- Collect and compile host Volunteer visit (HVV) letters of interest and works with the finance unit on transportation fares for Trainees and other logistics
- Schedule PST logistics meetings, take meeting minutes and action items, and share the minutes prior to subsequent meetings
- During PST, work with training staff to compile resources needed for off-site trips and practice teaching activities
- Coordinate PCT visits to the office and Maseru during PST. Ensure that tours are planned and informative. Coordinate with Regional Security Officer (RSO) and consular officer for PST presentations.
- Work with or help PST Logistician in clearing and requesting advances
- Participate in the search for new PST villages or venues.
- Responsible for documenting the 27-month training continuum, maintaining appropriate records, and sharing with appropriate stakeholders.

## **iii. IST Support**

- Compile resources and workshop materials for all training events; ensure that all resources and workshop materials are complete prior to the start of the training event and loaded into the appropriate transport.
- Ensure that LMS course is updated for each training event, including uploading documents, ensuring that assessments are developed, etc.
- Act as a workshop coordinator for all training events, including, at the request of the TM, traveling to attend the first day or two of a training
- Compile and update draft training event schedules together with the relevant stakeholders and disseminates final version to staff and Volunteers.
- Coordinate with P&T teams to determine Volunteer lodging nights for travel to workshops, trainings, and other events in Maseru and the districts, communicating specifics to the VSSSA for bookings to be made.

## **iv. Diversity Champion**

- Work collaboratively and proactively with other programming and training staff to ensure the integration of ICDEIA concepts and approaches in all Peace Corps Lesotho-produced guidance, resources and tools as well as training delivery.

- Plan and deliver all required diversity-related training sessions during PST and ISTs. Adapt standard training sessions to the Lesotho, Southern Africa, and current context. Recommend additional training sessions to be included based on current events and expressed Volunteer needs.
- Provide training to staff with regards to supporting Volunteers of diverse backgrounds, during Language Training of Trainers (LTOT), General Training of Trainers (GTOT), or other training opportunities
- Serve as staff liaison for the Volunteer Diversity Committee. Attends periodic meetings of the Volunteer Diversity Committee. Supports Volunteers in planning diversity-related activities and events.
- Stay informed of current events in the United States and Lesotho that may negatively impact the mental and emotional health of Volunteers. Provide support, safe space, and education to Volunteers and staff related to these events.
- As needed, coordinate with Peace Corps Medical Officers (PCMOs), Peer Support Network (PSN), and other stakeholders to support Volunteer mental and emotional wellbeing.
- Stay informed of diversity-related organizations and/or support networks within Lesotho and Peace Corps and share this information with staff and Volunteers as needed
- Serve as permanent Peace Corps staff member on the U.S. Embassy Maseru Diversity, Equity, Inclusion, and Accessibility (DEIA) Council
- Contribute diversity-related articles to the Volunteer newsletter on a regular basis

**c. Resource Management**

- Work with staff and Volunteers to determine Information Collection Exchange (ICE) and other resource needs.
- Order ICE materials from HQ.
- Market and distribute ICE materials to Volunteers in collaboration with PMs, Programming and Training Specialists (PTSEs), TM, and Language, Cultural, and Homestay Coordinator (LCHC), including writing featured resource articles for the monthly newsletter
- Maintain checkout system of ICE resources from Volunteer Resource Centers (VRCs), including collecting PC-issued materials from departing Volunteers
- Track returned P&T materials: collect from Volunteers and sign off on the Early Termination (ET)/Close of Service (COS) checklist
- Upkeep the Information Resource Center (IRC) section of the VRC (e.g., shelving new and re-shelving existing resources).
- Dispose of resources that are no longer needed/in good condition (in accordance with policy)
- Perform other duties or assignments, when deemed necessary by the CD, DPT, and/or Supervisor, for the successful implementation of Peace Corps program(s) and/or operations in Lesotho.

**d. Inventory Reconciliation Clerk (IRC)**

- After being appointed by the CD, is responsible for the reconciliation of the inventory in the health unit.
- Conduct a physical inventory, with the assistance of the PCMO(s), of all controlled substances and specially designated items quarterly. Report results to the Country Director. Follow Technical Guideline (TG) in conducting the physical inventory.

**e. Task Sharing:**

- Serve as back-up support for and/or carries out the duties and responsibilities of the Receptionist or Executive Assistant when deemed necessary by the CD, DMO, and/or Supervisor for the successful implementation of Peace Corps program(s) and/or operations in Lesotho.
- Serve as Whereabouts phone holder in the absence of the VSSSA, including entering Whereabouts information into VIDA
- Make hotel reservations for Volunteers in Maseru in the absence of the VSSSA
- In the absence of the VSSSA, manage the Volunteer leave request process, including entering information into VIDA

**f. Other tasks**

- Given that as a result of the COVID-19 pandemic there will be a lengthy period where there are likely to be limited or no Peace Corps Trainees and/or Volunteers (jointly referred to as “Volunteers”) at Peace Corps/Lesotho, the PSC may be temporarily assigned during the COVID-19 pandemic, as determined by the Peace Corps 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 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.

- Performs other duties or assignments, when deemed necessary by the Country Director, Director of Programming and Training, and/or Supervisor, for the successful implementation of Peace Corps program(s) and/or operations in Lesotho.

**3. Work Requirements and Guidelines:** The Contractor must follow all work requirements and guidelines as listed in Clause I of the personal services contract.

**4. Safety and Security**

- Immediately communicates Volunteer safety and security concerns and issues to the Safety and Security Manager (SSM) and CD.
- Knowledgeable and supportive of Peace Corps safety and security policies and procedures, including the timely reporting of suspicious incidents, persons, or articles.
- Acts as duty officer, as needed.

**5. Roles and Responsibilities**

- a. Supervised and evaluated by the Training Manager
- b. Requires outside contacts with:
  - i. Hotels and conference venues for training events;
  - ii. Ministry of Education and Training and/or African Library Project
  - iii. Vendors and contractors as needed

- c. **Occasional Money 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). Maybe 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 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. ([See OFMH 13](#)).

## 6. Logistics:

- a. Work will mainly be performed at Peace Corps/Lesotho's office located in Maseru, Lesotho. With supervisor permission and in accordance with Peace Corps/Lesotho's policies, work may also be approved from an approved telework location (typically, the contractor's home). This position may require some travel, including overnight travel, within Lesotho to assist with coordination of training logistics.
- b. The Contractor will be provided with a desktop and/or laptop for completing their work, as well as a smartphone.

## 7. Level of Effort

- a. The Contractor will normally work a 40 hour workweek. The position may require occasional work on nights, weekends, and/or holidays when planned around training events. This occasional work will be compensated with credit hours, when requested and approved in advance.
- b. The Contractor may be required to carry a duty phone on a rotating basis. This may require responding to emergencies and being available 24/7 during the duty officer period (typically one week per quarter). The Contractor must remain within a prescribed distance of Maseru during this duty officer assignment.

## 8. Qualifications

### a. Required Qualifications

- Bachelor's degree in any subject
- At least two years of work experience with event, conference, or workshop coordination
- At least five years of work experience providing administrative support services
- At least five years of work experience working in a cross-cultural context (working with people from different cultures, backgrounds, etc.)
- Strong interest in intercultural diversity, equity, and inclusion (ICDE&I) and supporting people from different backgrounds
- Demonstrated proficiency with the Internet, computers and common computer applications, including the Microsoft Office suite (Word, Excel, PowerPoint, and Outlook) and online conferencing software (Zoom, Skype, Teams, etc.)
- Strong organizational skills
- Attention to detail
- Ability to manage multiple projects simultaneously
- Excellent verbal and written communication skills in both English and Sesotho

- Proven ability to work independently and with limited supervision

**b. Desired Qualifications**

- Bachelor's degree in business studies or related field
- At least two years of work experience with Peace Corps, another international Volunteer organization, or an international organization similar in size to Peace Corps
- At least one year of experience working in records management
- At least one year of experience working online learning management systems or platforms (Moodle, Blackboard, or other)
- Work experience providing ICDE&I training, support, or education OR experience working as a diversity point of contact or support person within an organization
- Experience delivering training to groups of ~50 people
- Excellent interpersonal communication skills
- Ability to cultivate contacts in private businesses, nonprofit organizations, and government ministries
- Ability to work within and across teams effectively
- Ability to respect confidentiality and handle sensitive information discreetly
- Ability to negotiate with vendors
- Previous experience with procurement