

## ATTACHMENT I – STATEMENT OF WORK



<b>POSITION:</b>	<b>VOLUNTEER SUPPORT ASSISTANT (VSA)</b>
<b>REPORTS TO:</b>	DIRECTOR OF PROGRAMMING AND TRAINING (DPT)
<b>WORKWEEK:</b>	STANDARD 40-HOUR, 5-DAY WORKWEEK (IN EMERGENCIES OR ON OCCASION MAY BE ASKED TO WORK IN ADDITION TO OR OUTSIDE STANDARD WORKING HOURS)
<b>DUTY STATION:</b>	PEACE CORPS OFFICE, BANGKOK (DUSIT DISTRICT) (DOMESTIC AND INTERNATIONAL TRAVEL AS REQUIRED)

### General Description:

The primary role of the Volunteer Support Assistant (VSA) is to provide administrative support to the Programming and Training (P&T) Team. The primary responsibilities of the VSA are supporting the site identification and development process; supporting exchange of Volunteer-generated materials; maintain the Whereabouts reporting system; supporting Volunteers with homestay issues and housing issues; managing the administrative filing for P&T in coordination with the Program Assistants and the security-related filing in coordination with the Safety and Security Manager (SSM). In addition, the VSA will act as the back-up to the Safety and Security Manager (SSM). The VSA works closely with both the P&T team and the SSM, but reports to the DPT who manages their day to day workload.

### Responsibilities:

#### **PROGRAMMING AND PEACE CORPS VOLUNTEER (PCV) SUPPORT—65%**

Supports PCVs with concerns, questions or issues related to their housing or homestay at site. Collects and maintains all housing checklists and ensures that all PCV housing meets the minimum standard. Helps communicate with landlords, host families, or counterparts related to housing concerns. Visits the site of the PCV if needed to help resolve a housing issue or perform a housing check.

- Evaluates Trainees and Volunteers' home stays and host families to ensure conformity to established criteria Ensures host families and local officials are willing and able to provide appropriate support to Trainees and Volunteers and that they meet outlined standards.
- Coordinates host family orientations for SSM and PCMO to train on safety, security and health matters related to Trainees and Volunteers.
- Assists Training Manager and DPT in developing safety and security systems for pre-service training and supports safety and security training objectives, including reinforcing Trainee roles and responsibilities related to personal safety and security.
- Assists in the development and revision of PCV support materials and resources such as putting together the PCV Handbook every year with feedback from all offices and developing the Close of Service (COS) handbook and other similar documents.
- Assists in the maintenance of electronic Peace Corps files, particularly the Volunteer Information Database (VIDA). Assists in training staff in the usage of VIDA and monitors

completeness and accuracy of information contained in VIDA. Also maintains documents in PCV personal files.

- Supports the DPT in scheduling and arranging site visits, sending letters to the sites, working with the driver and other logistics.
- Supports programming and training events with administrative and program support such as helping SSM organize and coordinate the consolidation drill, contributing to the 100% visits during the first three months of PCV service, and other similar tasks.
- Supports the site identification process by performing some of the site identification visits, particularly those that focus on housing, host family and safety issues.
- Works with the program assistants to update all site identification reports and files and organize them for when they are needed
- Works closely with Program Managers on housing changes and is responsible for viewing houses before a housing change.

#### **SAFETY & SECURITY—25%**

- Serves as the backup Safety and Security Manager, and stays up to date on all required training for designated safety and security staff. Carries the SSM phone monthly and when the SSM is on leave, unavailable, or as needed.
- When serving as backup Safety and Security Manager, ensures that Volunteer incidents are reported and responded to appropriately according to Peace Corps systems and procedures. Follows up on Volunteer incidents, including site visits if they are needed.
- Inputs Site Contact Forms, including PCV's contact information, into VIDA. Ensures that any reported changes are accurately reflected so the database is kept up-to-date. Maintains Site Contact Form electronic and physical files.
- Understands Volunteer Whereabouts system, inputs and edits information in VIDA and generates reports.
- Immediately communicates Volunteer safety and security concerns and issues to the Safety and Security Manager (SSM). Knowledgeable and supportive of Peace Corps safety and security policies and procedures, including the timely reporting of suspicious incidents, persons or articles.
- Provides support to the SSM and post leadership during emergency situations.

#### **OTHER DUTIES—10%**

##### **MANAGES THE PROCESS OF GETTING VOLUNTEERS TICA ID CARDS.**

- Coordinates with TICA on Volunteers VISA and Stay Permit.
- Provides to the Admin team the details related to the ISTs, warden trainings, and consolidation drills (participants list, sites, arrival day, etc.)

**Sub-Cashier Designation:** May be designated a sub-cashier after approval by OCFO/GAP. Responsibilities as a sub-cashier include performing limited cash disbursements as directed by the Director of Management and Operations, proper disbursing and collecting of funds, proper accounting for funds advanced, safeguarding funds advanced, and accepting personal responsibility and financial liability for funds after successful completion of the requisite training for performing sub-cashier duties. (See MS 760 and OFMH 13)

**Occasional Money Holder:** The contractor 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 contractor may also be requested to courier cash to PC 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 Contracting Officer.

**TDY:** The Contractor is subject to worldwide availability and may be requested by the Peace Corps to be reassigned or transferred permanently to another Peace Corps Post/Headquarters or perform temporary duties (TDY) as required and to travel to other assignments within Peace Corps' as assigned. Any such reassignment or transfer shall be subject to agreement of the Contractor. The Statement of Work as defined will remain the same; however the duties may be subject to change as determined by the Contracting Officer.

**Safety and Security:** Addresses Volunteer safety and security by adhering to Peace Corps site development 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.

**Other Duties as Assigned:** May perform other duties as assigned by the Country Director or DPT as needs require.

**COVID-19:** 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/Thailand, 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.

## **Position Qualifications**

### Minimum Required Qualifications:

- Education Experience: Bachelor's degree in Education, Social Work, Sociology, Psychology, Law, or related field

- Work Experience: 3 years in administrative or programmatic roles similar to this SOW
- Demonstrated organizational skills, ability to multi-task and manage many administrative tasks at once with attention to detail
- Strong written and oral communication skills
- Strong inter-personal and teamwork skills
- Capacity to relate to people from a diverse range of social and cultural backgrounds
- Willingness to support victims of crime in professional and supportive manner according to Peace Corps policy and guidelines
- Ability to maintain a high level of confidentiality, sensitivity, and discretion
- Demonstrate fluency in both English and Thai, both written and oral (will be evaluated)
- Commitment to diversity, inclusion, and equity
- Demonstrated problem-solving and decision-making skills
- Proficiency working with computers, including Microsoft Office Suite, and smart phones
- Demonstrated ability to work independently with limited supervision
- Excellent record keeping and files management
- Ability to travel up to 40% of the time

**Preferred Qualifications:**

- Education Experience: Master's degree in a field related to the position
- Work Experience:
  - 5-10 years experience in administrative or programming roles
  - 5-10 years working with international organizations
- Knowledge of safety and security and cultural context in Thailand
- Experience with emergency/ disaster response, planning, and assessment
- Experience with incident reporting
- Experience with victim support/ advocacy
- Experience with gender based violence (GBV) prevention and risk reduction
- Experience working with foreigners or cultural minority groups at Peace Corps or another international organization of similar size

**Other Information, including Benefits:**

- Expected Start Date: After successful US Embassy background check and reference checks
- Insurance: Group Health Insurance, Life Insurance, and Workmen's Compensation
- Bonus: Eligible for 13th month bonus
- Paid Holidays: Approximately 20 paid holidays/year
- Annual Leave: 11 annual leave (paid personal vacation) days/year to start
- Salary: Salary is negotiable within pre-determined range, based on salary history
- Training: Staff development funds and training opportunities as available

**Application Period: Monday, March 14, 2022 through Wednesday, April 13, 2022**

**To apply:** Submit a complete resume to [PCThailandJobs@peacecorps.gov](mailto:PCThailandJobs@peacecorps.gov) during the application period listed above.

Notes:

- Only short-listed candidates will be contacted.

- One or more positions may be filled from this announcement.
- Peace Corps may consider international applicants, but reserves the right to prioritize host country national candidates.
- Contracting Officer reserves the right to accept late applications on an ad hoc basis
- Candidates must indicate if they have ever previously served as a Peace Corps Trainee, Volunteer, or Staff member.
- Peace Corps reserves the right to withhold an offer from any candidate with a prior history of poor performance or conduct as a Peace Corps Trainee, Volunteer, or Staff member.
- Peace Corps reserves the right to withhold an offer to any candidate that is a relative or household member of any current Peace Corps staff member.
- Peace Corps will not discriminate against an applicant because of that person's race, color, religion, sex (including gender identity, sexual orientation, and pregnancy), national origin, age (40 or older, except when the applicant is beyond the mandatory retirement age of 60 years old), disability, or genetic information.