



**REF NO:** PSC-01-2023

**PERSONAL SERVICES CONTRACTOR (PSC) VACANCY ANNOUNCEMENT**

**OPEN TO:** All interested candidates. Preference will be given to candidates who are residing in Togo or are citizens of Togo at the time of application.

**POSITION:** Quality Assurance Specialist (QAS)

**SALARY:** Compensation starting at 17,098,379 FCFA, negotiable based on salary history and experience. Benefits include meals allowance, transportation allowance, medical insurance, and annual bonus.

**OPENING DATE:** Tuesday, February 21<sup>st</sup>, 2023

**CLOSING DATE:** Tuesday, March 7<sup>th</sup>, 2023

**WORK HOURS:** This is a full-time position, requiring a minimum working schedule of 40 hours per week.

**LOCATION OF THE POSITION:** This is a Personal Services Contract (PSC) position to be based at the Peace Corps Togo office in Lomé.

**LENGTH OF CONTRACT:** The anticipated contract will be for a base period of one year, with up to four option year periods, exercisable at the unilateral option of the Peace Corps based on satisfactory performance, continued need for the position, and availability of funds.

**NOTE: Any applicants who are not Togolese citizens must already have the required work and/or residency permits to be eligible for consideration.**

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The United States Peace Corps, a United States government agency leading Volunteer programs in 65 countries around the world, is seeking a **Quality Assurance Specialist**.

The **Quality Assurance Specialist (QAS)** will champion a culture of quality assurance (QA), continuous quality process improvement, and system simplification at Post. A key goal of quality assurance is to optimize systems and processes and make it easier to accomplish Post priorities while ensuring compliance with Agency policies. In order to advance the quality assurance agenda, the QAS will take the lead on integrating a QA approach into relevant Post activities, serve as Records Liaison/Records Management point of contact, and train and support staff in QA related areas. The QAS will play a supportive role in the coordination of site management and site history documentation, ensuring that

clear guidance and systems are in place to assist Post staff in adhering to high quality and complete site management planning, execution and documentation. The QAS will be responsible for the oversight of VIDA (Volunteer Information Database Application) at Post, providing trainings to Post staff on topics including site management and the latest VIDA updates. The QAS will also be responsible for tracking deadlines and completion status of all mandatory trainings for Post staff, in addition to directly providing trainings when necessary. Similarly, the QAS will support Post through preparations for Office of Inspector General (OIG) audits and evaluations, along with presenting recurring findings to assist Post in proactively addressing common issues. The QAS will track OIG and Regional Peace Corps Safety and Security Officer (PCSSO) recommendations, and support staff in order to bring timely closure to any outstanding recommendations. The QAS will be a key resource in providing quality assurance and process simplification input to Post and the Agency.

**Major responsibilities include, but are not limited to (please see attached statement of work):**

- **Continuous Quality Improvement Process:** Post champion for adopting a quality assurance and compliance culture.
- **Volunteer Site Management (including Site History Files):** Post champion for adopting a quality assurance approach for site management and promoting compliance with site management documentation.
- **Volunteer Information Database Application (VIDA) Point of Contact (POC):** Responsible for oversight of VIDA at Post, ensuring VIDA is used by all relevant staff throughout the Site Management, Volunteer Management, and Emergency Action Plan (EAP) Event Management processes.
- **Tracking Mandatory Staff Trainings**
- Supporting **Follow-up on Recommendations** from the Office of Inspector General or other offices

**Minimum Qualifications:**

Applicants must address each required qualification listed below with specific and comprehensive information supporting each item using the attached application form. Failure to do so will result in a determination that the applicant is not qualified.

- B.S., B.A. or higher degree
- Five years of professional work experience
- Experience with records management, audit, compliance, project management or Volunteer management
- Strong background in data standardization, process facilitation and management (organizational development, tracking tasks and processes and ensuring accurate documentation)
- Professional oral and written English proficiency
- Professional oral and written French proficiency
- Advanced computer proficiency in MS Office: Windows, Excel, Word
- Experience working with database management software.
- Demonstrated intercultural competence, diversity, equity, inclusion, and accessibility related skills and experience
- Demonstrated ability to synthesize, interpret, and apply regulations

- Versatility; ability to take initiative to resolve problems
- Detail-oriented and organizational skills
- Demonstrated ability to work effectively in a multi-cultural team
- Strong written and oral communication skills
- Experience effectively coordinating complex processes across multiple business units
- Experience in planning and delivering training
- Ability to pass a background check and maintain a security clearance

**For Further Information:** The complete statement of work listing all of the duties and responsibilities may be obtained on Peace Corps/Togo's website at <https://www.peacecorps.gov/togo/contracts>. Candidates can download the required application form at the same website. The point of contact is [TG-Jobs@peacecorps.gov](mailto:TG-Jobs@peacecorps.gov).

#### **Applicability:**

All applicants under consideration will be required to pass medical and security certifications.

*Incomplete applications will not be considered.*

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), disability, or genetic information.

#### **How to Apply:**

A complete application will include:

- A cover letter in English
- A current curriculum vitae or resume in English
- Copies of most recent diplomas
- Work certificates to support your previous employment
- A valid police record (*casier judiciaire datant de moins de trois mois*), and
- The completed application form (available to download at <https://www.peacecorps.gov/togo/contracts>).

**Incomplete applications will not be considered. Please ensure that you have submitted all requested documentation.**

Do not submit any other documentation with your application. The application should be submitted to:

E-mail Address: [TG-Jobs@peacecorps.gov](mailto:TG-Jobs@peacecorps.gov)

Subject Line: PSC-01-2023\_Surname, First Name

**Note:** Paper applications **will not** be considered. Due to the high volume of applications received, we will only contact applicants who will be invited to an interview. Thank you for your understanding.

**Limitations:**

- Award of this contract is contingent on availability of funds, reference checks, completion of a security and medical certification.
- Peace Corps reserves the right to not evaluate or to withhold an offer of a personal services contract to an individual that has a history of poor performance or conduct as a Peace Corps Trainee, Volunteer, or staff member (USDH, PSC, or FSN).
- Peace Corps reserves the right to withhold an offer of a personal services contract to an individual that is a relative or household member of a current Peace Corps staff member.
- Individuals who have current or prior connections with intelligence activities or agencies through employment, related work, or even family relations may be ineligible for a personal services contract.
- The selected individual will be required to comply with any medical and/or training requirements specified for their position in accordance with public health and/or occupational health or safety policies.

## Statement of Work (SOW) for Quality Assurance Specialist

### 1. Background

#### a. Summary

The Quality Assurance Specialist (QAS) will champion a culture of quality assurance (QA), continuous quality process improvement, and system simplification at Post. A key goal of quality assurance is to optimize systems and processes and make it easier to accomplish Post priorities while ensuring compliance with Agency policies. In order to advance the quality assurance agenda, the QAS will take the lead on integrating a QA approach into relevant Post activities, serve as Records Liaison/Records Management point of contact, and train up and support staff in QA related areas. The QAS will play a supportive role in the coordination of site management and site history documentation, ensuring that clear guidance and systems are in place to assist Post staff in adhering to high quality and complete site management planning, execution and documentation. The QAS will be responsible for the oversight of VIDA (Volunteer Information Database Application) at Post, providing trainings to Post staff on topics including site management and the latest VIDA updates. The QAS will also be responsible for tracking deadlines and completion status of all mandatory trainings for all Post staff, in addition to directly providing trainings when necessary. Similarly, the QAS will support Post through preparations for Office of Inspector General (OIG) audits and evaluations, along with presenting recurring findings to assist Post in proactively addressing common issues. The QAS will track OIG and Regional Peace Corps Safety and Security Officer (PCSSO) recommendations, and support staff to bring timely closure to any outstanding recommendations. The QAS will be a key resource in providing quality assurance and process simplification input to Post and the Agency.

#### b. Country Program Information

In 1961, United States President John F. Kennedy established the Peace Corps, an independent US Government Agency, to promote world peace and friendship through the service of American Volunteers abroad. The Peace Corps has 3 goals:

- To help the people of interested countries in meeting their need for trained men and women.
- To help promote a better understanding of Americans on the part of the peoples served.
- To help promote a better understanding of other peoples on the part of Americans.

In Togo, the first Peace Corps Volunteers arrived at the invitation of the Togolese government in 1962. Except for the 2020 – 2022 COVID-19 pandemic period, the program has been continually active since then, and to date has hosted over 3000 Volunteers. Prior to evacuation for COVID-19, the program brought in approx. 50 trainees each year, giving a total in-country presence that on occasion exceeded 100.

With the return to service, Volunteer are eventually expanding to serve across four of the five districts of Togo in three different sectors:

- Promoting Agricultural Education for Sustainability (PAGES), where Volunteers assist smallholder farm households to achieve food and nutrition security, sustainable livelihoods, and increased resilience.

- Targeting English Education for Change (TEECH), where Volunteers work with girls and boys in public schools to strengthen their communication skills in English and have more equitable access to academic and/or professional opportunities.
- Community Health Education and System Strengthening (CHESS), where Volunteers assist rural communities to obtain improved health outcomes through education and strengthened Ministry of Health systems.

### c. Reference Materials

Materials the Personal Services Contractor (PSC) must frequently refer to while performing their duties and responsibilities include US Government-wide and Peace Corps-specific laws, regulations, rules, policies, procedures, and guidance. This includes the Peace Corps Manual and associated referenced documents (Manual Section 270; Safety and Security Instructions (SSI) 401, 410, 415, 420, and 430; Medical Technical Guidelines (TG) 204, 385, 110) and other guidance published on the Peace Corps Intranet, as well as the Peace Corps/Togo Staff Handbook, Post Site Management Manual, and the Peace Corps/Togo.

## 2. Major Duties and Responsibilities

### Continuous Quality Improvement Process

Post champion for adopting a quality assurance and compliance culture.

- Designs and oversees a yearly compliance calendar for reoccurring tasks and deadlines at Post.
- Works with office/department heads to identify reoccurring tasks, trainings, Post policies, or periodic reviews and reports that are mandated by agency policy/procedure and are required to be tracked. Adds key deadlines to the compliance calendar, to assist all departments with compliance.
- Distributes compliance calendar or task reminders periodically to assist managers and staff in proactively meeting compliance related deadlines.
- Provides status updates to Country Director (CD) and supervisors on completed and outstanding tasks.
- Integrates a QA approach into relevant Post activities. (e.g., administration of annual performance improvement or compliance tools, such as the Administrative Management Control Survey (AMCS)).
- Reflects on current practices, identifies potential risks and areas for improvement, and works with relevant parties to document and implement.
- Works with Post leadership and Post Equity Council to identify opportunities for the integration of equity/ICDEIA into core business practices across operational units.
- Serves as the Records Management POC (Records Liaison) for Post.
  - Coordinates distribution, completion, and return of annual File Plan to the Records Management Office.
  - Advises Post on records management questions and issues.
  - Collaborates with Senior Staff to ensure required documents are appropriately stored at Post (e.g. MOUs, other agreements etc.), and monitors to ensure expiration timeframes are known and tracked.
- Coordinates with Regional Quality Assurance Experts, PCSSOs, and Regional Security Advisors (RSAs), where applicable.

- Coordinates with Office of the Chief Compliance Officer (OCCO) in informing and adopting compliance best practices.
- Other quality assurance related duties as assigned.

### **Site Management (including Site History Files)**

Post champion for adopting a quality assurance approach for site management and promoting compliance with site management documentation.

- Serves as resource and technical expert on site management process and procedures and can assist Director of Programming and Training (DPT) (and other Post staff as applicable) in meeting site management requirements.
- In collaboration with DPT and other responsible staff, is responsible for training and mentoring staff in adhering to site management requirements.
- Under the DPT's leadership, helps coordinate Post planning meetings regarding site ID and site visits to ensure all requirements from Site Management Guidance, including key Manual Sections, Safety and Security Instructions (SSIs), and Medical Technical Guidelines (TGs) are accounted for in the planning and implementation stages of site management (e.g.: Manual Section (MS) 270 – Volunteer/Trainee Safety and Security, SSI 401 Site History Files, SSI 410 Housing Standards and Inspection, etc.).
- Monitors compliance with required site management documentation in VIDA; advises staff on status and required actions.
- Supports DPT to ensure Post's site management manual is aligned with current Regional Site Management Guidance.
- Coordinates with programming staff, Peace Corps Medical Officers (PCMOs), and Safety and Security Manager (SSM) to ensure that site selection materials are fully completed and approved by the relevant parties with any appropriate programming, safety, security or health related considerations properly documented in VIDA.
- Conducts ongoing and routine quality checks on site management documentation (e.g. Housing Information, Community Information, Volunteer Request Form, Site Contact Form information) in VIDA to ensure alignment with policy and approval process and site history files.
- Provides supervisor and Post staff with periodic updates on site management and history file compliance, highlighting missing documents and/or data points for follow-up.
- Assists with occasional data entry as directed by supervisor in order to ensure compliance.

### **VIDA Point of Contact (POC)**

Responsible for oversight of VIDA at Post, ensuring VIDA is used by all relevant staff throughout the Site Management, Volunteer Management, and Emergency Action Plan (EAP) Event Management processes.

- Serves as the principal Point of Contact for VIDA and liaises with the Office of the Chief Information Officer (OCIO)/HQ VIDA Product Manager for relevant VIDA updates and troubleshooting of the VIDA system at Post.
- Serves as Post VIDA administrator with special permissions to edit data.
- In consultation with VIDA Product Manager at OCIO/HQ, trains relevant staff on VIDA capabilities and on-going enhancements.

- Works with responsible staff to conduct ongoing review of Volunteer and site data within VIDA, ensuring that information is accurate and complete as outlined in agency guidance. The QAS should not be the originator of data.
- Conducts ongoing and routine quality checks on key Volunteer information (e.g. phone numbers, e-mails, GPS coordinates, site visit information) to ensure alignment with policy.
- Ensures Post's naming convention for site names and site geographic areas are followed consistently in VIDA.
- Works with appropriate staff to ensure there is documentation in VIDA of: a) adverse safety, security, health or programmatic concerns for sites that result in Peace Corps not placing a Volunteer, or b) other incidents or events that raise concerns for Volunteer safety and well-being.
- Works with SSM to ensure that EAP events are properly documented.

#### **Tracking Mandatory Staff Trainings**

- Tracks status of all mandatory staff trainings in collaboration with Senior Leadership.
- Provides periodic updates to supervisors on staff compliance with mandatory trainings.
- Coordinate with administrative staff to ensure that all staff (inc. part time, short term, and intermittent) are appropriately enrolled in mandatory training (e.g. staff are entered into a personnel tracking system).
- When staff are unable to complete on-line trainings, ensures that staff complete and appropriately record (e.g. in Learning Space) off-line trainings; may also facilitate off-line training sessions for staff.

#### **OIG/PCSSO Recommendation Support and Follow-Up**

- Tracks Office of Inspector General (OIG) and Regional Peace Corps Safety and Security Officer (PCSSO) recommendations for Post, along with other formal recommendations from other offices if appropriate.
- Provides periodic (monthly/quarterly) reports to CD, SSM, and other relevant Post staff on status of open recommendations.
- Supports Post leadership, as appropriate, to track work on addressing open OIG/PCSSO recommendations. Coordinates with other parties outside of Post as necessary, under direction of CD.
- Assists Post with organizing, collecting, and submitting documentation to support closure of OIG/PCSSO recommendations, as appropriate.
- Coordinates with Region, and as appropriate Office of Safety and Security (OSS) and OCCO, to discuss challenges related to addressing OIG/PCSSO recommendations, and to share best practices.
- Periodically presents OIG recurring recommendations to Post staff.
- Facilitates process improvement solutions to proactively address recurring recommendations, as appropriate.
- Supports Post preparations for OIG evaluations and audits.
- Supports Post during OIG visits, as appropriate.

#### **Additional Responsibilities**



- Performs other duties or assignments, when deemed necessary by the Country Director and/or DPT if applicable, for the successful implementation of Peace Corps program(s) and/or operations in Togo.
- May serve as back-up support for and/or carries out the duties and responsibilities of other positions or in collateral roles when deemed necessary by the Country Director and/or Supervisor for the successful implementation of Peace Corps program(s) and/or operations in Togo. For example, this could be during periods when those individuals are on leave and/or during lapses of staffing or periods of staffing shortages.

#### **COVID-19 and Other Flexibilities:**

- 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/Togo, 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**

Interact effectively and appropriately with cultural differences and similarities by demonstrating cultural humility and self-awareness of one’s own cultural programming, effectively navigating intercultural situations, practicing perspective taking by seeking to understand the values, beliefs, attitudes, and worldviews of others.

Engage with differences and similarities in a way that effectively and appropriately contributes to a culture of access and belonging by demonstrating awareness of systemic inequities and one’s own social identities and perspectives, seeking to understand others’ and one’s own experiences with dominant and marginalized identities, building relationships with a range of people from a variety of dominant and marginalized identities and navigating opportunities to foster equity and inclusion using a culturally effective and appropriate approach.

### **4. 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 SSM and the CD. Assists Program Managers/Associate Peace Corps Directors (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

- Position is a member of the Executive unit.
- Position is supervised by the Country Director; technical guidance on site management will be provided by the Director of Programming and Training (DPT).
- Position has no direct reports.
- 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). 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. (See [OFMH 13](#)).

## 6. Logistics

The duties and responsibilities of the QAS are primarily executed from the office in Lomé. Travel to the field may be required approx. 5% of the time. The QAS will carry a 24/7 duty phone on a rotational basis (approximately one week per quarter).

## 7. Level of Effort

QAS will maintain a regular 40-hour office schedule. The QAS may be requested to carry a duty phone on a rotational basis.

## 8. Minimum Qualifications

- Minimum of Bachelor of Science (B.S.), Bachelor of Arts (B.A.), or equivalent degree
- Minimum of five years of professional work experience
- Experience with records management, audit, compliance, project management or Volunteer management
- Strong background in data standardization, process facilitation and management (organizational development, tracking tasks and processes and ensuring accurate documentation)
- Professional oral and written English proficiency.
- Professional oral and written French proficiency.
- Advanced computer proficiency in MS Office: Windows, Excel, Word
- Experience working with database management software.

- Demonstrated intercultural competence, diversity, equity, inclusion, and accessibility related skills and experience
- Demonstrated ability to synthesize, interpret, and apply regulations
- Versatility; ability to take initiative to resolve problems
- Detail-oriented and organizational skills
- Demonstrated ability to work effectively in a multi-cultural team.
- Strong written and oral communication skills
- Experience effectively coordinating complex processes across multiple business units.
- Experience in planning and delivering training.
- Ability to pass a background check and maintain a security clearance.

**9. Other:** Must be able to function well both as a team member and independently. Must be capable of maintaining confidential and sensitive information regarding co-workers.