



PEACE CORPS - Thailand

Statement of Work

POSITION: VOLUNTEER SUPPORT ASSISTANT

REPORTS TO: COUNTRY DIRECTOR

WORKWEEK: 40 HOUR WORKWEEK

Volunteer Support Assistant Scope of Work

General Description:

The role of the Volunteer Support Assistant (VSA) is to provide administrative support to the Executive team, particularly the Safety and Security Program, to other members of the Executive team, and to the Program and Training (P&T) Team as necessary. The primary responsibilities of the VSA are to maintain the Whereabouts reporting system including the duty phone; help the Safety and Security Manager (SSM) manage housing and site locator documentation; support the SSM in preparing and executing the Emergency Action Plan; managing the administrative filing for the Executive team in coordination with the Safety and Security Manager (SSM) and the Executive and Communications Assistant (ECA), assist the P&T Team with Volunteer housing identification and inspections, periodically serves as the Back-up SSM when the SSM is on leave or otherwise unavailable; and support other units with administrative tasks as required. The VSA reports directly to the Country Director (CD) as the head of the Executive Unit.

Responsibilities:

SAFETY & SECURITY

- 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.
- Manages the duty officer calendar and ensures that duty officer information is reported through the CD to the ARSO on a quarterly basis. Prints the whereabouts report every week for that duty officer. In coordination with that week's duty officer, keeps track of whereabouts messages (sms, email, voice), enters them in VIDA on a daily basis and notifies staff of any discrepancies or PCVs not returned to site within two days of expected date.
- Supports the SSM with periodic trainings to Volunteers and staff on PC safety and security topics.
- Provides support to the SSM and post leadership during emergency situations, helping with contact information, record keeping, and coordination.
- Assists the SSM in maintaining post-crime statistics and analyzing trends. Organizes safety and security resources such as manuals, handbooks, leaflets, pamphlets, slides, videos, and memos and makes their contents and Peace Corps policies known to staff and Volunteers. Helps maintain legible and orderly system for collecting, compiling, filing and disseminating pertinent safety and security information to be made accessible to appropriate Post staff and Volunteers as required

- Supports the SSM in organizing and implementing the annual consolidation drill.
- Serves as the Back-up SSM when the SSM is on leave or otherwise unavailable. At these times, the VSA, as Back-up SSM, will provide the following functions:
 - a. Ensures that Volunteer incidents are reported accurately and responded to appropriately according to Peace Corps systems and procedures. Follows up on Volunteer incidents, including Volunteer support such as police follow-up, preparation of reports, accompanying Volunteers to their sites, etc.;
 - b. completes incident reports in the Consolidated Incident Reporting; and
 - c. Assists CD and senior staff at Post during an emergency situation.

OTHER EXECUTIVE AND ADMINISTRATIVE SUPPORT

- Supports the SSM and the P&T team in maintaining all housing checklists and ensures that all PCV housing meets the minimum standard. The VSA will at times make site visits to ensure compliance with housing standards and help communicate with landlords, host families, or counterparts related to housing concerns.
- Provides backup administrative support to the P&T team when one PA is out of the office for handling out of site forms and helping with letters to sites for site visit.
- 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 COS handbook and other similar documents.
- Assists in the maintenance of electronic PC 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.
- Handles some Volunteer support tasks such as managing the process of getting Volunteers their TICA ID cards

Required Qualifications: The VSA must at a minimum possess the following skills and abilities to effectively carry out the duties of the position:

- Demonstrated organizational skills, ability to multi-task and manage many administrative tasks at once
- Strong written and oral communication skills
- Strong inter-personal and teamwork skills
- Demonstrated proficiency in both English and Thai, both written and oral
- Ability to work with Microsoft Office Suite, and other basic computer knowledge
- A high school diploma (or local equivalent)

Desired/Preferred Qualifications:

- Prior experience in, or ability to function in, a multicultural environment
- Experience with a Volunteer program
- Possess excellent time management skills, attention to details, and a disciplined approach to prioritizing work.
- Knowledge of safety and security practices
- College degree