



US PEACE CORPS – KYRGYZ REPUBLIC

Position	REGIONAL COORDINATOR
Department/Unit	Programming and Training
Location	Bishkek, Kyrgyz Republic
Reports To	Director of Programming and Training (DPT)
Version Date	20 May 2019

STATEMENT OF WORK (SOW)

POSITION SUMMARY

The **Regional Coordinator** has the primary responsibility for the implementation of the Peace Corps program in their assigned region. Under the supervision of the Director of Programming & Training and with coordination from the Program Managers, Regional Coordinator is responsible for the management and support of those Volunteers living and working within an assigned geographic region of the Kyrgyz Republic. The Regional Coordinator works to ensure that the communities where Volunteers live and work are appropriately prepared to receive a Volunteer, and help Volunteers to become self-sufficient, secure, and productive. Regional Coordinator monitors Volunteer performance in regards to their work, cultural adaptation, and language acquisition, and remain in regular contact with relevant Kyrgyz partners and authorities in the assigned region. They work closely with other members of the Peace Corps staff to address Volunteer, program and training priorities, including planning, evaluation and reporting.

Quality of work is judged by teamwork with other staff and satisfaction expressed by the host country partners, officials and host families as well as Volunteers with whom the Regional Coordinator works. Regional Coordinator encourages and maintains a healthy, productive team management focus and spirit within the office and with Volunteers and local partners; collaborate with all staff in all facets of their work, providing support and suggestions for developing and refining the project and training program.

Specific Duties and Responsibilities

Site Identification and Preparation

- Collaborates proactively with regional and local Kyrgyz partners to identify appropriate site placements for incoming Volunteers.
- Working with colleagues from all units, revises site selection criteria, site development procedures, and relevant checklists and forms to ensure consistent data collection.
- Schedules visits to prospective sites in timely and efficient manner, and meets with workplace supervisors and colleagues, potential host families, local officials, community organization leaders, potential counterparts, police and other relevant authorities.
- Identifies appropriate housing for volunteers including identifying host families who meet Peace Corps Kyrgyz Republic's (PC/KR's) criteria. Prepares the selected host family to host an American Volunteer and explains their role in supporting the Volunteer in their integration.
- Plans and organizes regional host family orientation meetings and provide training to host families and Volunteers on cross-cultural adaptation; provide training during pre-service and in-service training events and other workshops, as needed.
- Builds strong local community networks; facilitates community coordination between all relevant organizations, neighbors and counterparts.

- Represents Peace Corps in formal and informal discussions at prospective sites, clearly and accurately describing the agency mission, as well as roles and responsibilities of the Volunteer, work colleagues, counterparts and host families so that expectations are realistic.
- Using established criteria, prioritizes visited sites according to readiness to receive and work productively with a Volunteer and documents rationale for sites selected and those eliminated.
- Ensures all identified sites meet PC/KR's minimum standards for site selection and criteria for housing, including the identification and testing of safe transportation options.
- Collects and documents detailed housing, workplace, counterpart and site information, including matching needs and interests of Volunteers to the selected site, to be shared at site matching meetings and with assigned Volunteers.
- Communicates regularly with partners, sites and colleagues regarding the status of site development.
- Updates and processes site information into VIDA database and prepares complete and consistent site profile information for assigned Volunteers.
- Maintains site history files, both electronic and hard copies, compliant with Peace Corps' Record Management policies and procedures.

Volunteer Support

- Acts as primary point of contact at the Peace Corps Kyrgyz Republic (PC/KR) office for assigned Volunteers, providing coaching on cross-cultural, workplace, counterpart, community members and housing issues, and setting realistic expectations regarding service.
- Develops collegial relationships with Volunteers and provides timely, proactive, and responsive communication through phone calls, text messages, emails, visits at site, at the Peace Corps office, or during training events.
- Advises Volunteers on how to establish and maintain positive relationships with community members and work colleagues. Intervenes, when necessary, and if appropriate, involving other Peace Corps staff members as necessary.
- Helps Volunteers define areas of strength and weaknesses in their professional skills and service, and develop realistic plans to achieve project goals while building Volunteer resiliency.
- Uses best judgement to analyze and address Volunteer needs related to PC/KR policies, such as allowances, transportation and host family payments. Refers Volunteers to multiple sources of information and resources within Peace Corps and outside of Peace Corps, as appropriate.
- Works with colleagues from all units, revises site visit procedures and timelines, and relevant checklists and forms to ensure consistent quality of support and data collection.
- Meets regularly with members of the Volunteer Support Team, both formally and informally, to describe pending issues with particular Volunteers or themes, which may need to be addressed through changes in training, procedure, or policy.
- Visits each Volunteer per post policies to review work plan (schedule), observe living conditions, meet with work colleagues, host family members, counterparts and community members in order to assist with any issues raised.
- Keeps accurate notes regarding Volunteer communication using the VIDA database.
- Monitors and evaluates Volunteer work throughout service, providing timely and constructive feedback regarding work, integration and cross-cultural development.
- Reads each Volunteer's Report Form (VRF) and provides feedback in a timely manner.
- Approves and documents Volunteer's leave in accordance with PC/KR's policy and procedures.
- Advises Volunteers on Peace Corps policies and monitors adherence to policies, documenting non-compliance as needed.

Training Support

- Participates in planning meetings for training events, and contributes training ideas based on assets and challenges in Volunteer assignments.
- Identifies training needs for Volunteers and counterparts in his/her assigned region.
- Develops and facilitates assigned sessions at pre-service and in-service training events.

- Trains host family members about expectations prior to Volunteers arrival and again with Volunteers after Volunteers have moved to their sites.

Programming Support

- Cooperates daily with all Programming and Training staff, as well as colleagues in other work units, to create and implement a coherent and realistic plan for the Peace Corps Kyrgyz Republic program.
- Contributes to the completion of reports to Kyrgyz partners and Peace Corps headquarters.
- Stays up-to-date with Peace Corps priorities, initiatives, and recommended practices and uses this knowledge to assist and inspire Volunteers.
- When appropriate, maintain working relationships with organizations and agencies in an effort to encourage maximum participation in, and support for programming efforts.

Community and Regional Network Management

- Significant amount of time spent in local communities within assigned region and throughout Kyrgyzstan.
- Responsible for developing positive community networks, including working relationships with local community leaders, government officials, supervisors, counterparts, host families and other community members.
- Leads the effort in mobilizing communities to collaborate with Volunteers.
- Introduces new Volunteers to these existing networks, coaches them on how to establish and maintain these networks.
- Develops a strategic plan for his/her assigned region, including focus of work assignments, number of volunteer generations and coordinated activities within the region.

Safety & Security Support

- Per Peace Corps Manual Section 270, all members of the Peace Corps staff must be familiar with the Peace Corps Kyrgyz Republic (PC/KR) post Emergency Action Plan (EAP) and their responsibilities in the event of an emergency. Participates in the review, design and implementation of the post Emergency Action Plan (EAP).
- Knowledgeable and supportive of Peace Corps safety and security policies and procedures, including the timely reporting of suspicious incidents, persons or articles.
- Addresses safety and security proactively by ensuring appropriate assignments for Volunteers and adhering to Peace Corps site development policies and procedures. **Identifies and 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.
- **Act as duty officer** to support PCVs during emergencies on a 24/7 basis on a rotating schedule with other staff.

Vehicles

- To the extent Contractor is allowed to operate a US government owned, leased, or rented vehicle (GOV) to perform their job duties, the Contractor must operate that vehicle safely at all times and only operate it for official business purposes as defined in 31 USC 1334.

- Contractor is encouraged to refrain from texting or from engaging in any behavior that distracts attention from driving safely at any time. Except in an emergency situation, Contractor shall not text message (i) when driving a GOV; (ii) when driving a privately-owned vehicle (POV) while on official government business; or (iii) while using electronic equipment supplied by the government while driving any vehicle (even during off-duty hours).

Worldwide Availability

- 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.

Occasional Money Handler

- The PSC 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 Volunteers 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.
 - May be designated a sub-cashier after approval by CFO/GAP. Responsibilities as a sub-cashier include performing limited cash disbursements as directed by the DMO, 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)

Level of Effort

- Performs duties during a 40 hour work week as indicated in the contract. Schedule may change, based on post requirements and may include evenings, holidays and weekends work and to carry a duty phone.

Core Expectations for All Staff

1. *Represent and promote the Peace Corps' mission and three goals.*
2. *Create a framework for a safe, meaningful and effective experience for Peace Corps Volunteers/Volunteers and staff.*
3. *Engage with all Peace Corps partners in a spirit of cooperation and learning.*
4. *Strengthen a culture of performance improvement by collecting, analyzing, and sharing information for effective decision-making.*
5. *Perform with diligence, strive for excellence, and maintain a healthy balance between professional and personal life.*
6. *Adapt in a timely manner to meet changing needs and conditions.*
7. *Respect the diversity of beliefs, cultures and lifestyles of the Volunteers/Volunteers, staff, counterparts and communities we serve.*
8. *Collaborate with fellow staff and Volunteers/Volunteers to create an atmosphere of inclusion, mutual learning, open communication, accountability and trust.*
9. *Ensure that Peace Corps' management of its human, material and financial resources is efficient, cost-effective, and socially and environmentally sustainable.*
10. *Consistently follow and implement Peace Corps policies in both letter and spirit.*
11. *Show up to work on time, be professional /respectful in your in-person and written communications, respect confidentiality of sensitive information.*
12. *Dress appropriately for the occasion while working, come to meetings prepared, follow-through with assigned tasks in a timely manner, and not report for work while under the influence of alcohol or drugs, etc.*

Other Duties

- Performs other duties and tasks as assigned or required to support the mission of Peace Corps Kyrgyz Republic

Required Skills and Experience

Minimum:

Education: Bachelor's Degree in Education or Social Sciences.

Experience: Minimum 2 years' experience working in English education, community development or program management involving community-level implementation.

Language: Fluent in English, Kyrgyz and Russian. Ability to communicate at a high level (both oral and written) in English, Kyrgyz across multiple levels of contacts.

Desired Skills and Experience:

- Experience working as an English teacher at either secondary school or university.
- Experience in training design and facilitation.
- Experience managing or coordinating projects
- Strong experience in coaching, mentoring, and leading individuals and teams
- Strong interpersonal skills and the ability to deal with a diverse range of people, especially across cultures.
- Knowledge of community and educational development will be considered as asset.
- Experience working at the local level with government authorities and the Kyrgyz Republic administration.
- Administrative and computer (MS Office Word, Excel, PowerPoint, Outlook) skills, and an ability to maintain records and produce clear written and oral reports.

Additional Requirements:

- Ability to travel (30-40% of the time) extensively throughout the Kyrgyz Republic.