



## U.S. PEACE CORPS ALBANIA AND MONTENEGRO

Peace Corps

### ATTACHMENT I: Personal Services Contract Statement of Work

**Position Title:** Safety and Security Manager

**Work Hours:** Full Time, Contracted Position

**Basic Function of Position:**

The role of the Safety and Security Manager (SSM) is to support security-related functions (i.e. site inspection and selection, Volunteer site visits, emergency planning, incident response, etc.) that are critical to post operations and Volunteer support for Peace Corps Albania and Montenegro. The Office of Safety and Security provides technical oversight of security related matters and SSM professional development. The SSM reports to the Country Director (CD) who manages day to day workload.

The SSM has primary responsibility for managing appropriate safety and security systems and procedures in compliance with MS 270 and other policies, and develops risk mitigation and response strategies to implement the Post security program. The SSM is responsible for reporting non-compliance with MS 270 to the CD.

Under the direct supervision of the CD, the SSM may also be the contact point with the Peace Corps Safety and Security Officer (PCSSO), Regional Security Advisor (RSA), Embassy security officials, and local law enforcement agencies in carrying out the responsibilities designated below or as directed by the CD.

Technical review, evaluation and training will be conducted during PCSSO visits and through review of reports submitted and other materials produced.

**Experience requirements and qualifications:**

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

Required Qualifications:

- Experience with safety and security programs of Peace Corps
- OR –
- Experience with safety and security programs of similar NGO/development organizations
- OR –
- Relevant professional security or law enforcement experience
- AND-
- Ability to develop and maintain effective working relationships with other organizations, including local law enforcement, criminal justice, emergency management and other NGO/development agencies;

- Ability to analyze crime trends and other risks and propose mitigation strategies;
- Demonstrated organizational and communication skills;
- Demonstrated English proficiency, both written and oral;
- Demonstrated Albanian fluency;
- Ability to work with Microsoft Office Suite, and other basic computer knowledge;
- Ability to conduct training and give presentations, in both English and a local language;
- A high school diploma (or local equivalent); college degree preferred.

**Additional Requirements:**

- Candidate will need to pass a background/security clearance;
- Candidate must maintain a current passport and be willing/able to travel in and out of Albania and Montenegro.

**Highly Desired:**

- Demonstrated proficiency in Montenegrin/Serbo-Croatian.

**Major Duties and Responsibilities:**

**1. Supports and Verifies Safety and Security Policy Implementation:** Provides administrative support and verification that adequate systems are functioning to support Volunteer safety and security in accordance with Peace Corps Manual Section (MS) 270, *Volunteer/Trainee Safety and Security*. This should include, but is not limited to:

- Establishes and monitors post's system to collect site locator form information for the Volunteer Information Database (VIDA), updates the information as needed and controls for accuracy.
- Collaborates with programming staff to develop and monitor a system for site history data.
- Collaborates with programming staff to develop site selection criteria, protocols and a system to ensure that all Volunteer sites have been properly evaluated and documented.
- Participates in the annual completion of the safety and security section of the *Administrative Management Control Survey* (AMCS) and shares results with PCSSO.
- Ensures that a system is in place to monitor Volunteer/Trainee whereabouts.
- Ensures that an emergency communication system is in place that allows Volunteers and staff to communicate in a timely and effective manner in cases of emergency.
- In cooperation with other Post staff, regularly updates and monitors safety and security data in VIDA (i.e. emergency contact information, EAP events, etc.).
- Under direction from the CD, ensures critical PCSSO and/or RSO recommendations are adequately addressed within the timeframe/deadlines outlined.

**2. Coordinates Safety and Security Training:**

- In collaboration with the Director of Programming and Training or equivalent, participates in the design, development and delivery of safety and security related Pre-Service Training (PST) and In-Service Training (IST) sessions. Collaborates with senior staff to ensure appropriate safety and security training is provided to post staff.

- b. Under the technical supervision of the PCSSO, works with the Training Manager to ensure that all safety and security learning objectives are integrated into Pre-Service Training/In-Service Training (PST/IST) and successful completion is documented.
- c. Regularly provides staff safety and security briefings/orientations to ensure that they understand roles and responsibilities with respect to safety and security; conducts emergency preparedness training as appropriate.
- d. Provides an overview of Peace Corps' approach to safety and security and relevant, Post-specific, security concerns/considerations during training-of-trainer (TOT) events.
- e. Trains a back-up to assist with safety and security responsibilities during a crisis or when the SSM is unavailable.

### **3. Supports Home-Stays and Site Identification:**

- a. In coordination with programming and training staff, establishes that safety and security criteria for the selection of home-stay families. When appropriate, participates in the development and delivery of home-stay family orientation.
- b. Visits sites with conspicuous safety and security concerns as needed to recommend for or against final approval (e.g. areas of high crime or risk of natural disaster), or to identify mitigation strategies.
- c. Under the technical supervision of the PCSSO, collaborates with the programming staff and Peace Corps Medical Officer (PCMO) to develop Volunteer site and housing criteria and verifies that PCV sites and housing has been inspected and approved prior to occupancy.
- d. Ensures GPS coordinates are maintained in VIDA for Volunteer sites, consolidation points and other key locations in accordance with Agency procedures. Ensures that GPS data is kept up-to-date based on changes in Volunteer placement. Trains staff on the use of GPS equipment (if applicable) to ensure that any staff involved in site identification and Volunteer visits can capture GPS data.
- e. Compiles documentation on disaster-prone areas and ensures that programming staff are aware of that information as part of the site identification process and the approval process of Volunteer housing.
- f. Works with appropriate staff in mapping Volunteer sites and consolidation points.

### **4. Manages Incident Reporting and Response:**

- a. FOR SEXUAL ASSAULTS - as part of the designated staff at post, manages the security and non-medical follow-up for Volunteer incidents of sexual assault, including but not limited to:
  - i. Assuring that the Volunteer or other Volunteers are safe from imminent or serious threat and taking immediate action to remove victim or others if a serious or imminent threat exists.
  - ii. Communicating with the Assigned Security Specialist for guidance when required and according to the notification protocol.
  - iii. Protecting the confidentiality of information surrounding the sexual assault.

- iv. Coordinates with the Office of General Counsel on the hiring of an attorney to advise a Volunteer on the legal process (when necessary).
  - v. Conduct post-incident assessment to identify any ongoing threats or security concerns and mitigation strategies.
  - vi. Participates in agency Coordinated Incident Response System (CARS) calls when needed.
  - vii. Makes logistical arrangements for Volunteers (e.g. hotel or travel arrangements.)
  - viii. Assists in developing a safety plan in collaboration with the Assigned Security Specialist and the Victim Advocate.
- b. FOR ALL ACCIDENTS – Ensures that reportable incidents are communicated to the CD in accordance with policies and procedures; serves as the point person for completing incident reports in the *Consolidated Reporting System (CIRS)* per the *Consolidated Incident Reporting Guidelines*.
- c. Under the technical supervision of the PCSSO, collaborates with the CD and PCMO to develop reporting, response and follow-up procedures for Volunteer incidents; supports delivery of appropriate support services to victims in a timely manner such as:
- Providing immediate, direct, and follow up support to a PCV in the event of an incident or security situation, as directed by the CD;
  - Referring PCV to necessary medical and emotional support;
  - Assisting PCV to file a police complaint and attending investigative meetings, court hearings or trials;
  - Reevaluating the Volunteer’s site and/or home;
  - Providing additional personal safety training or support; and
  - Disseminating relevant information.

**5. Advises on Safety and Security Policy and Program:**

- a. Under the technical supervision of the PCSSO, makes recommendations to the Country Director for changes in training and program policy and procedures as they relate to Volunteer safety and security based on changes to the security environment at post.
- b. Under the direction of the PCSSO, participates in the Legal Environment Survey and subsequent revisions to accurately advise the CD and PCVs when crime incidents occur.
- c. In collaboration with the CD, assists in developing a plan for implementing PCSSO visit recommendations. This plan will be reviewed by the PCSSO and coordinated with the RSA. Provides regular updates on implementation progress and/or challenges to the CD and the PCSSO.
- d. In collaboration with the CD and under the technical supervision of the PCSSO, prioritizes and executes improvements to post’s safety and security systems.

## **6. Prepares for and Responds to Emergencies:**

- a. Serves as the main technical advisor to the CD and senior staff at Post during an emergency situation.
- b. Coordinates the testing of the EAP with Volunteers and staff at least once per year in accordance with the Agency's EAP testing guidelines. In collaboration with other staff, prepares a written report of the results of the EAP test and submits it to the PCSSO for review before distribution to other relevant parties.
- c. Under the direction of the CD and the technical supervision of the PCSSO, coordinates an annual risk assessment and review of the EAP. Ensures that revisions to the EAP are made as needed.
- d. In coordination with the CD/DMO/RSO/PCSSO, ensures that office emergency drills are conducted according to applicable guidelines.
- e. Under the technical supervision of the PCSSO, develops criteria for the selection of consolidation points and/or regional transit houses and ensures that the sites chosen comply with the criteria. Reviews EAP consolidation point information for accuracy
- f. Tests security equipment such as satellite phones, radios and other emergency devices periodically. Routinely trains users on the operation of all emergency equipment.

## **7. Acts as Safety and Security Liaison:**

- a. Establishes and maintains open communication with both the PCSSO and the RSA, informing them of both problems and progress in the country, such as major incidents, changes in crime data and other information on new policies or programs affecting safety and security.
- b. Develops and maintains contact with Embassy security staff and local law enforcement to obtain crime updates and information needed for assessing the security environment of Post, and to foster relationships that can be leveraged during emergency situations or in response to crime incidents.
- c. Serves as post's primary safety and security contact/intermediary with other non-governmental organizations, volunteer organizations (e.g., VSO, JICA/JOCV, SNV, UNV, etc.) and other development agencies.

**8. Analyzes Crime Trends:** Conducts annual crime trends analysis; shares results with staff and Volunteers as appropriate; and coordinates modifications of post's safety and security program based on findings. Submits annual trends analysis to the Office of Safety and Security (i.e., PCSSO) and Region (i.e., RSA).

**9. Shares Information:** Develops and maintains a legible and orderly system for collecting, compiling, and disseminating pertinent safety and security information to be made accessible to appropriate Post staff and Volunteers as required, including, but not limited to:

- a. Travel warnings and policies (including Post travel/transportation policies);
- b. Safety and security information for visiting PCVs;
- c. Notices to staff and Volunteers about security concerns;

d. Alerts to Program Managers and other staff about site-specific security concerns.

**10. Develops Resources and Policy:** Develops and 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.

**11. Coordinates Duty Officer Program:** In collaboration with the CD and PCSSO, coordinates post duty officer system. Trains designated duty officers on their roles and responsibilities for responding to and reporting of incidents.

**12. Other Duties as Assigned:** May perform other safety and security duties as assigned by the Country Director following consultation with and concurrence of the PCSSO or the Office of Safety and Security.

**13. 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.

**POSITION ELEMENTS:**

**14. Supervision Received:**

Reports directly to the Country Director. Under the direct supervision of the CD, the SSM may also be the contact point with the Peace Corps Safety and Security Officer (PCSSO), Regional Security Advisor (RSA), Embassy security officials, and local law enforcement agencies in carrying out the responsibilities designated below or as directed by the CD.

**15. Supervision Exercised:**

None directly.

**16. Available Guidelines:**

1) Approved Post policies and practices, 2) Peace Corps Manual, 3) Foreign Affairs Manual 4) Federal and State Department Regulations, 5) DMO, CD, DPT, PCSSO and Peace Corps Washington 6) Local Labor Law.

**17. Exercise of Judgment:**

Must exercise sound judgement in interpreting Peace Corps Manual, Foreign Affairs Manual, Federal and State Department regulations.

**18. Authority to Make Commitments:**

Research, negotiate, and suggest solutions within the confines of the job responsibilities. Communicates at all levels as required by the job responsibilities

**19. Vehicle Operations:**

- 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).

**15. Occasional Money Holder:**

- The PSC shall serve as an occasional money holder. This authority allows the PSC to accept interim advances and to provide funds to trainees, Volunteer and/or vendors based on the authorization of direct hire staff (OFMH 13.18.3). The incumbent may be required 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 required to courier cash to PC trainees 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.