



## PERSONAL SERVICES CONTRACTOR (PSC) VACANCY ANNOUNCEMENT

**OPEN TO:** All Interested Candidates  
**POSITION:** Program Manager – Peace Corps Response  
**LOCATION:** Monrovia, Liberia; with regular travel throughout Liberia as needed  
**OPENING DATE:** Friday, February 19, 2021  
**CLOSING DATE:** Friday, March 5, 2021  
**WORK HOURS:** Full Time; 40-44 hours per week; Typically Monday through Friday from 8:00 am to 5:00 pm, with flexibility to work additional hours or on weekends on an as-needed basis.

### **About Peace Corps Liberia**

Peace Corps is an autonomous, international agency of the United States Government with operations in more than 60 countries. It operates in Liberia by the invitation of the Government of Liberia. Peace Corps/Liberia has memoranda of understanding with the Ministries of Education and Health that outlines broad areas of agreement of cooperation regarding the work of Peace Corps Volunteers in the country. Volunteers are assigned to government and non-government agencies and organizations, community based organizations, universities, colleges, and schools who partner to enable Volunteers to provide capacity building in education and community health while building cultural understanding between Americans and Liberians.

**Reports to:** Deputy Director of Programming and Training (DDPT)

### **Basic Functions of Position**

Under the direct supervision of the Deputy Director of Programming and Training (DDPT), the Peace Corps Response (PCR) Program Manager is directly responsible for developing, managing and implementing, and evaluating Peace Corps Response projects in the areas of education, health, and any other relevant areas. S/he is responsible for providing supervision and support to PCR Volunteers (PCR/V), and working closely with the training team to identify and supplement PCR/V training needs. The Response Program Manager serves as a member of the in-country Peace Corps senior staff participating in the development and implementation of in-country policies; negotiating projects with middle to senior level Government of Liberia officials and/or NGOs; and participating in decisions which affect the overall operation of the in-country PCR program.

This position requires strict adherence to ethical standards of confidentiality and professional conduct. In addition, the candidate should be flexible, highly organized, creative, and able to multi-task and work independently.

## **Major Duties and Responsibilities**

### **Programming and Management (30%)**

Develops and manages the Peace Corps Response program and any assigned subordinate staff. The Peace Corps Response program reflects and serves the needs of Liberia. The duties include:

- Reviews and evaluates Government of Liberia (GOL), NGO partner, and donor development documents and sector reports to determine host country development needs and initiatives.
- Participates in the annual project review and any other project strategy documents or reports, as assigned
- Acts as direct liaison with senior GOL officials, NGO partner organizations, and international donor agencies to:
  - Participate as a contributing member of GOL and other task groups in relevant areas at the discussion of the GOL/Partner Organization and under the guidance of the the DPT/DDPT.
  - Ensure that GOL/Partner organizations are aware of Peace Corps Response priorities, initiatives, and innovations
  - Identify areas of collaboration and mobilize GOL/Partner Organization resources for program support
- Develop and continually refine areas of engagement for the PCR project plan by identifying new initiatives with the guidance of the Country Director (CD), DPT, and DDPT, and in alignment with GOL priorities.
- Develops multi-year project frameworks in coordination with GOL partners and under the guidance of the CD, DPT, and DDPT. Project frameworks include:
  - Determines project goals and objectives, skill levels necessary for Volunteers who will serve in the project, and resources necessary for implementation.
- Coordinates with Peace Corps Headquarters on the identification of formalized response programs that serve the needs of Liberia and fit to Liberia's specific context
- Works with Programming and Training staff, USAID Liberia, GOL ministries, and local NGOs to identify PCR sector coordinator and NGO Liaison positions that serve the needs of Liberia and strengthen Peace Corps Liberia's 2 year volunteer programs and secondary projects.
- Develops Statements of Work for Sector Coordinator and NGO Liaison positions under the guidance of the DDPT/DPT, and coordinates with HQ PCR for the successful recruitment of PCRVs
- Identifies Volunteer technical resource support needs and develops project budgets for Volunteer technical support.
- Supervises any subordinate staff who may be assigned by providing on-going supervision, training, and feedback in the areas of general programming, site identification, and Volunteer support strategies and policies.
- Evaluates all subordinate staff via official performance appraisal twice a year in coordination with DPT and DDPT.
- Reviews Volunteers' bi-annual reports on their work activities and responds with feedback at regular intervals to the standards defined by Peace Corps Liberia policy.
- Reviews and evaluates requests for Volunteers based on programming criteria contained in the "Peace Corps Programming and Training Handbook", and through supervisory guidance.

- Conducts formal interviews with the Volunteers during their initial pre-service training period and monitors their progress in training to recommend the appropriate site and assignment for the Volunteer. Coordinates with the DPT, DDPT, Training Manager, Safety and Security Manager (SSM), and Peace Corps Medical Officer (PCMO) for final approval of Volunteer site placement.
- Identifies problems common to Volunteers and develops and initiates policy or program changes designed to resolve the problem. All policy developments are subject to supervisory approval unless otherwise stipulated.
- Serves as a member of post's small grants committee, including review of grants submitted by Community Health Volunteers.
- Makes recommendations to the DPT on job specific requests (JSR), project plans, and project status reports (PSR).

### **Volunteer Support (25%)**

Provides and coordinates timely, locally appropriate technical, personal, and administrative and safety and security support to PCRVs through site visits, office visits by PCRVs, email and phone communications. The duties include:

- Conducts and/or coordinates pre-placement site visits to potential Volunteer sites to assess appropriateness of site.
- Personally conducts at least one site visit per Volunteer during their service to assess job performance, job satisfaction, skill transfer activities, adequacy of Volunteer housing and resource support, and Volunteer integration into his or her community.
- Negotiates and/or coordinates upgrades in Volunteer housing support and/or safety-security needs with host country officials on an as needed basis.
- Provides individual consultation and counseling to Volunteers experiencing cultural adaptation, site or job assignment problems, etc. Consultation and counseling may occur through site visits, in-person meetings at the office, phone or video conferencing, or other means as appropriate to the situation.
- Evaluates the effectiveness of all on-going projects by measuring the achievement of project goals and objectives by:
  - Developing and conducting surveys of Volunteers' activities.
  - Documenting volunteer accomplishments and areas that need improvement.
  - Identifying constraints to successful project implementation
  - Working with Volunteers and Local partners/Communities to redefine project activities to ensure the project's success if needed.
- Reviews Volunteers' requests for job or site transfers and makes recommendations to the DPT for action to be taken.
- Reviews and provides written response to all Volunteer correspondence directed to him/her or as assigned by the DDPT, to the standards and within the allotted timeframe as set by Peace Corps Liberia policies.

### **Volunteer Training (15%)**

Responsible for Volunteer technical training within the area of Community Health.

- Works closely with the DPT, DDPT, Training Manager, Sector Program Managers, Program and Training Specialists and other appropriate staff in the design and delivery of sector technical training.
- Periodically reviews, updates, and/or generates technical training curricula, technical training continuum, and technical volunteer resources, to align with PC initiatives, GOL priorities, global best-practices, and local contexts.
- Identifies Volunteer training needs and information gaps and coordinates with programming and training team to strengthen the overall training program, including the development of PST/IST sessions, sector summits, or special training events as needed.
- Determines resources and consultants to be used for the implementation of pre-service and in-service training (PST/IST) programs for Volunteers, and works closely with the training team and Sector Program Managers to develop training schedules and resources.
- Identifies PCRVs to assist with training events as needed and as appropriate and submits suggestions to Programming and Training Team, SSM, and PCMO for agreement and approval.
- Provides and/or coordinates technical training and programming assistance to other technical teams and non-health sector Volunteers on any areas that fall within the purview of the Response Manager, or as assigned by supervisors

#### **General Management and Administration (15%)**

As a senior staff member at post, provides input and works on tasks effecting overall post management and the success of the Peace Corps program.

- Is knowledgeable on all policies and procedures in the Peace Corps Manual and interprets and explains policies to Volunteers.
- Reviews policies included in the Peace Corps Liberia Volunteer Handbook (e.g., policies related to out-of-site and leave, safety and security, reimbursement, etc.) and makes recommendations for amendments that will strengthen the overall program
- In conjunction with senior staff members, reviews and/or develops criteria or procedures to support the execution of Peace Corps Liberia policies.
- In conjunction with Senior Staff, develops annual staff development training calendars, identifying the type and number of workshops to be staged.
- Develops sections of the Integrated Planning and Budget System (IPBS) pertaining to the project and other areas as assigned by the DPT/DDPT.
- Participates in senior and general staff meetings and the IPBS and offers suggestions for improving the operation of the Peace Corps Liberia program. This includes but is not limited to budget matters, Volunteer challenges and issues, administrative matters, and post staffing.
- Serves as a role model to all staff by maintaining professionalism at all times, including maintaining proper dress codes, being punctual, meeting deadlines, attending meetings, abiding by communication policies, and practicing any other professional standards as defined by PC Liberia policy.

#### **Monitoring, Reporting, and Evaluation (MRE) (5%)**

Coordinates with the Monitoring and Evaluation Specialist for the collection of data and information from PCRVs; conducts evaluative and reflective activities regarding the project and related PC activities, and writes and contributes reports on Peace Corps Response projects. The duties include:

- Is knowledgeable in all relevant reporting tools and operations, and mentors other staff and Volunteers on reporting tool use, particularly the Volunteer Reporting Tool and Forms (VRT/F).
- Participates in monitoring and evaluation meetings and activities relevant to the health program and organization-wide initiatives as needed.
- Supervises PCRVs and their counterparts to monitor and complete reporting documentation to Peace Corps on their activities in coordination with the Monitoring and Evaluation Specialist.
- Liaises with Grants Coordinator to secure small grant funds and encourage prompt and accurate reporting by PCRVs for their grants.
- Oversees the preparation of the health program sections for relevant annual reports.

### **Safety & Security (5%)**

Reviews Volunteers' safety and security regularly in coordination with post's Safety & Security Manager (SSM), makes safety and security recommendations, enforces safety and security policy at all times, and executes actions as necessary under the guidance of the SSM, DDPT, DPT, and Country Director.

- Addresses safety and security proactively by ensuring appropriate assignments for Volunteers and adhering to Peace Corps site development policies and procedures. Identifies and immediately 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. 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.
- Adheres to Peace Corps policies at all times, including, but not limited to, strict adherence to Peace Corps confidentiality policies and volunteer safety and security protocols.

### **Other (5%)**

- Periodically serves as post duty officer responsible for weekend and after-hour emergencies
- Meets all assigned deadlines in a timely and professional manner
- Attends all relevant meetings including staff retreats, PTE, Operations, and Volunteer support.
- Performs other duties or assignments, when deemed necessary by the Country Director, DPT, and/or DDPT, for the successful implementation of Peace Corps program(s) and/or operations in Liberia.

### **REQUIRED QUALIFICATIONS**

- Education:

- Bachelor's degree in any field
- Prior Work Experience:
  - Minimum of 5 years experience in program/project management
  - Minimum of 3 years professional experience working for an international organization in Liberia or the region
  - Minimum of 3 years of experience managing, coaching, and/or supervising staff or others
  - Minimum 2 years of experience in a position that required facilitation, training, and presentation development to diverser groups of learners
  - Minimum 2 years of experience in a position contributing to the creation of personnel positions, statements of work, and the hiring process
  - Minimum 2 years of experience in a position that required a demonstrated generalist understanding of sectors relevant to the development of Liberia, including public health, education, agriculture, gender equity, community economic development, and youth development
- Aware of and sensitive to best practices in gender equity, teamwork, and conflict resolution (to be tested/ assessed during interview process)
- Fluent in English, with advanced written and verbal command of the language (to be tested/ assessed during interview process)
- Proficient in software programs including Microsoft Office (Excel, PowerPoint, Word), and remote collaboration tools (Zoom, WhatsApp, Skype) (to be tested/ assessed during interview process)
- Must be willing and able to travel at least 20-25% of the time

### **DESIRED QUALIFICATIONS**

- Education:
  - Master's degree or higher in any field related to international development or program management
- Work Experience:
  - Prior work experience with Peace Corps or other USG agency
  - Prior work experience with international volunteers
- Ability to plan, manage, and support a dynamic team in accordance with United States Government (USG) standards and regulations
- Excellent team-building skills
- Demonstrated problem solving, critical thinking, and conflict mitigation skills
- Strong organizational skills with attention to detail
- Deadline driven focus and ability to work in a fast-paced multicultural environment

### **To apply:**

- Please submit a cover letter addressing all the requirements stated in this advertisement, a resume or curriculum vitae, and the names and contact information for 3 references via email to: [LR-Jobs@peacecorps.gov](mailto:LR-Jobs@peacecorps.gov) with subject line: "Response Program Manager"
- No phone calls please
- **Deadline for application is Friday, March 5, 2021**
- **NOTE:** Only selected candidates will be contacted for interview
- Please visit our website at <http://liberia.peacecorps.gov> for additional information about Peace Corps