

Training Director Peace Corps Bolivia Statement of Work

Basic Function of Position

The primary responsibility of the Training Director is to manage the design, delivery and evaluation of competency-based training to prepare Peace Corps Trainees for two years of volunteer service in Bolivia. The Training Director manages the development and implementation of the training continuum, which includes Pre-Service Training, as well as all in-service courses and other workshops for Volunteers. The Training Director creates or recommends appropriate staff training and development programs to improve their capabilities at post. The Training Director directly manages 7 staff members and 2 seasonal contracted trainers at a time, and indirectly manages 10 language facilitators. The Training Director reports to the Programming and Training Officer (PTO).

Major Duties & Responsibilities

Training Leadership, Administration and Management

Is responsible for overall management of the PC Bolivia training program, facilitating a team of trainers, volunteer co-trainers, and staff in the development and implementation of training curriculum and goals, including:

- < Guides Peace Corps/Bolivia program staff in the design, revision, evaluation, and monitoring of a comprehensive set of language, cross-cultural, sector, and core competencies designed to prepare and support Trainees and Volunteers during their service, through Pre-service, In-Service, and Close of service training programs.
- < Develops and implements a training curriculum based on competencies that integrates across sector/technical areas, language, cross-cultural, and core topics (including gender, participatory approaches, experiential learning cycle and non-formal education methods, working with groups, health, safety and security, among others).
- < Participates as a member of the senior staff of PC/Bolivia and represents training interests, concerns and goals within that team. Plays a leadership role in providing input to IPBS process, staff meetings, etc.
- < Behaves professionally at all times, treating colleagues in a respectful manner that enables effective teamwork at Peace Corps/Bolivia.

- < Promotes a sense of collaboration, mutual respect and positive interaction between the training staff, Trainees and Volunteers, and other office staff. Acts as liaison between Training Center Staff and Peace Corps Staff, and facilitates communication between training center staff and other Peace Corps staff.
- < Meets regularly with PTO, AO, CD and Program Managers to inform about training progress, include them in training events/sessions and consults them about program trends, changes or concerns. Keeps Peace Corps staff informed about training events and PST issues during regular staff meetings.
- < Supervises training staff. Directly supervises and monitors performance of: training administrator, language coordinator, technical trainers, and training center support staff, providing leadership, guidance, feedback, evaluations, and appropriate personnel actions as required.
- < Conducts regular training staff meetings as well as particular training area meetings as needed to assure that all staff are informed, updated and consulted of changes in schedule, trends in training, training area needs, successes and on-going training strategies.
- < Provides leadership at the principal training site that stimulates professional growth and teamwork. Ensures a complete understanding by the training staff of Peace Corps policies, performance objectives, training design and budgetary constraints of the training program.
- < Manages Language and Cultural Coordinator as s/he develops and implements a language training program that meets the continuing language learning needs of Trainees and Volunteers.
- < Ensures that the Language & Cultural Coordinator and Technical Trainers develop high quality lesson plans and materials that are related directly to the desired competencies and learning objectives, providing any necessary support on the design of session plans and materials, and reviews and comments on session plans submitted by all trainers, including PC Safety & Security and Medical Officer.
- < Responsible for the preliminary selection of Training Center PSCs; manages the process for selection of new staff, including writing position descriptions for technical trainers. Interviews and recommendation to PTO and/or Director for final selection decision.
- < Leads training / mentoring of new training staff members.
- < Directs implementation and follow-up on all training evaluation systems and trainee assessment processes, providing guidance on their use.
- < Oversees the planning and preparation of training activities and events, including the welcome and orientation of new trainees, swearing-in ceremony, special guest speakers, special events, and other activities that enhance the experience and preparation of Trainees and Volunteers.
- < Monitors training administration and collaborates with the Administrative Officer to ensure that training financial resources, facilities, vehicles, and equipment are properly maintained and reports are submitted as required. Manages on-site payment process in accordance

- with the requirements of the Administrative Officer.
- < Coordinates logistics for all training events.
- < Understands and applies all Peace Corps policies and procedures in all aspects of the administration of training resources, personnel, and the relationship with Trainees and Volunteers.
- < Evaluate training personnel in collaboration with the PTO.

Pre-service Training

- < Develops coordinated pre-service training plan (including pre-training calendar) for PST with PTO, permanent training staff, Program Managers/Assistants and Medical Officer.
- < Ensures that host families are properly recruited, screened, trained, and monitored on all aspects of cultural adaptation, health, and security.
- < Assures integration of language, cross-cultural, and technical components in all segments of the pre-service training program.
- < Monitors the development of new training material and updating of the existing pre-service training design.
- < Coordinates with the medical office on all issues related to the health of trainees.
- < Provides encouragement and moral support to trainees and volunteers and demonstrates concern for their personal well being. Refers Trainees to medical officer when necessary for counseling or more extensive emotional support.
- < Develops the pre-service training syllabus.
- < Works in close coordination and communication with PTO, APCDs, PCMO, and SSC to coordinate the goals and objectives of PST and the role and schedule for the various parties involved.
- < Determines appropriate use and selection of Volunteers to participate in PST.
- < Supervises logistical planning for PST events and schedule.
- < Writes brief weekly PST reports for PTO & CD, focusing on behavioral issues.
- < Provides leadership in the communication of training policies and behavioral expectations to trainees and trainers, and in taking appropriate disciplinary action when these are violated.
- < Designs and leads trainee monitoring and assessment system including:
 - a) Ensures specific, planned feedback to Trainees on a regular basis.
 - b) Provides expertise and leadership in counseling Trainees.
 - c) Conducts regularly schedules training progress evaluation meetings with key Training Staff.
 - d) Provides weekly feedback to CD, PTO and APCDs on trainee behavioral concerns.
 - e) Recommends to CD all Trainees that should or should not be sworn-in as Peace Corps Volunteers with supporting behavioral documentation.

- < Designs and leads the PST monitoring and evaluation system. Within 4 weeks after the swearing-in of each training group, provides CD/PTO with an overall evaluation of the pre-service training program, including input from Trainees and Staff and recommendations for future training.
- < Participates in the site assignment process by preparing final evaluations of Trainees after Pre-Service Training and recommends to PTO and Country Director the readiness of Trainees to perform their Volunteer assignments.

Volunteer In-service Training (IST)

- < Works with programming staff and volunteers to develop a needs assessment for post-PST learning needs, and to develop strategies to meet those needs.
- < In coordination with PTO and Programming and Training Staff develops, yearly calendar of ISTs and training events for Peace Corps Volunteers based upon their ongoing training needs and post priorities.
- < Manages IST Calendar with PTO and oversees completion of successful ISTs carried out by Programming and Training staff.
- < Meets regularly with program area and other staff to ensure that ISTs reflect appropriate integration of Language Curriculum, Cross Cultural Curriculum, Health and Safety Curriculum, etc.
- < Leads the development and implementation of a continuing language learning program for all PCVs in collaboration with the programming staff.
- < Reviews goals, objectives and session outlines for ISTs.
- < Reviews Evaluations of ISTs and Participates in Review to Improve.
- < Designs and carries out particular ISTs and/or specific sessions for ISTs as appropriate.

Staff Development and Training

- < Supports the PTO and the staff development committee in assessing staff training needs.
- < Identifies resources needed for staff development training.
- < Works with the PTO, the staff development committee, and senior staff to develop an annual staff training or professional development plan.
- < Provides guidance and support to Peace Corps Staff interested in language learning.
- < Designs, implements, and evaluates appropriate staff development conferences and workshops.
- < Designs, coordinates, and leads sessions of particular staff conferences and workshops.
- < Ensures that all staff development training conferences and workshops follow a comprehensive planning matrix.
- < Evaluates staff development training conferences and workshops.

Safety and Security

- < Participates in all staff safety and security programs and training.
- < Understands and complies with PC safety and security policies and procedures, and assists other staff and Volunteers in complying with safety and security policies and procedures as outlined in MS270 and the Emergency Action Plan (EAP).
- < Fulfills role as described in the EAP, serving as the lead decision-maker and coordinator for the safety of trainees and training staff.

DESIRED QUALIFICATIONS:

Education:

- < University bachelor degree in adult education, human resources management, or related field required; 10 years of equivalent experience in adult, non-formal education may be substituted for a bachelor's degree.
- < Masters degree preferred.

Prior Work Experience:

- < Six years experience working in a multi-component adult training, competency-based program, preferably in a developing country.
- < Progressive responsibility, including supervision, management and administration of a training center and staff.
- < Four or more years experience in a managerial role, supervising at least two staff members.
- < Prior Peace Corps experience preferred.
- < At least two years work experience in Bolivia preferred.

Post Entry Training:

- < Organized on-the-job training and periodic Peace Corps training conferences.

Language Proficiency:

- < Fluent in English.
- < Fluent in Spanish.
- < Knowledge of Quechua or other Bolivian native language desirable.

Knowledge, Skills, and Attitudes:

- < Knowledge of and demonstrated skills in applying experiential learning methodology in adult, non-formal education.
- < Demonstrated stand-up training skills and ability to make presentations comfortably in front of a group.

- < A sound understanding of sustainable development principles.
- < Knowledge of train-the-trainer approaches, group dynamics and facilitation techniques for outreach and education programs.
- < Must be a very resourceful and creative individual who can design different flexible options to respond to training needs in a scenario of scarce resources.
- < Must be able to communicate and write effectively.
- < Must be able to analyze and evaluate qualitative and quantitative information.
- < Must demonstrate willingness and ability to act as a member of a team,
- < Must be able to reconcile, compromise, and mediate in order to achieve consensus,
- < Must be able to function honestly and effectively while handling Peace Corps and Volunteer's property,
- < Extensive knowledge of Bolivian culture and American culture and their differences; and a demonstrated attitude of respect for Bolivian culture.
- < Knowledge of Peace Corps philosophy and training system, Peace Corps policies and regulations desirable.
- < Skilled at counseling and coaching in cross-cultural settings during times of adjustment.
- < Must have positive attitude.
- < Must have a proven ethical character.
- < Must be computer literate and proficient in Microsoft Office products.
- < Must be a licensed driver with the ability to operate a standard shift, 4-wheel drive motor vehicle.
- < Accepts and gives constructive feedback honestly, in a timely manner, without denial, and without intent to disparage another person's character,

- < Adheres to office systems and procedures including (but not limited to) signing in and out on a daily basis, completing time sheets, apprising the immediate supervisor of leave plans, and arriving at work on time.
- < Willing to work on holidays.

POSITION PARAMETERS:

Supervision Received: The Peace Corps Program and Training Officer (PTO) provides broad administrative supervision for this position. Supervision is focused on providing guidance on policies and priorities and the review of training documents designed, as well as the review of training evaluations. Assignments given usually consist of an outline of work to be done and a deadline for its completion. Completed work is reviewed for adherence to Program documentation, training syllabi and competencies, and PC policies. For disciplinary actions and certain special requests, the Country Director (CD) will provide input to the Training Director and has the authority to make final decisions about any issue of concern with respect to training.

Available Guidelines: Guidelines used in completing assignments consist of the Program and Training System, Training Syllabus, competencies, Project Plans, the Integrated Planning and Budget System (IPBS), and Peace Corps guidelines and memoranda outlining programming and training policy and priorities.

Exercise of Judgment: Peace Corps will design training plans for all projects based on the technical judgment and recommendation of the Training Director. Also, decisions concerning the productivity, reliability, health, and safety of individual Trainees, Volunteer Trainings, and technical trainers are made based on the judgment of the individual occupying this position, such as approval/rejection of Trainees for Volunteer service, training design and its changes, if any.

Authority to Make Commitments: The Training Director is authorized to commit the Peace Corps on all aspects of training design. Budget and financial commitments require the approval of the Country Director, the Administrative Officer and the PTO.

Nature, Level, and Purpose of Contacts: The primary contacts outside of the training center are with Peace Corps program, medical and administrative staff in the central office.

Supervision Exercised: The Training Director is responsible for overseeing the activities of approximately 18 full-time and 2 part-time training staff, providing leadership, guidance, feedback, evaluations, and appropriate personnel actions as required. The Training Director is also responsible for 15-35 Peace Corps Trainees during Pre-Service Training, and 10-60

Volunteers during In-Service Training events. This includes responsibility for the Volunteers' & Trainees' safety and security and overall performance, while they are at training sites, for providing technical advice for re-programming of training when required, and for on-site personnel counseling, discipline and guidance, when necessary.

Time Required to Perform Full Range of Duties: The time required for a qualified individual without experience in Peace Corps to perform fully and adequately duties of this position is at least one year, which is the programming cycle.