

Djibouti, Djibouti

October 30, 2013

VACANCY ANNOUNCEMENT NUMBER: 26-13

OPEN TO: Eligible Family Members (AEFMs) – All Agencies
POSITION: Community Liaison Office (CLO) Coordinator
OPENING DATE: October 30, 2013
CLOSING DATE: November 15, 2013
WORK HOURS: Full-time; 40 hours/week
GRADE: FP-06

The U.S. Mission Djibouti is seeking one Eligible Family Members (EFM) for employment in the position of Community Liaison Office Coordinator in the Management Section of the Embassy.

A copy of the complete position description listing all duties and responsibilities is available in the Human Resources Office. Contact 21 45 30 00.

BASIC FUNCTION OF POSITION

The Community Liaison Office Coordinator (CLO) develops and manages a comprehensive program to maintain high morale. The CLO identifies the needs of the post community and responds with effective programming, information and resources, and referrals. Serving as the community advocate for employees and family members, the CLO advises post management on quality of life issues, recommends solutions, and advocates effectively for employee/ family friendly policies.

Duties

The duties of the CLO are defined in eight areas of responsibility: employment liaison, crisis management and security liaison, education liaison, information and resource management, guidance and referral, welcoming and orientation, community liaison, and events planning. The CLO develops and administers a program plan across the 8 areas, which is client-driven and responsive to post-specific needs.

Employment Liaison:

- Advocates for family member employment opportunities within the Mission and on the local economy and recommends policy initiatives to post management.
- Advertises employment opportunities within the Mission and on the local economy.
- Serves on the Post Employment Committee and advocate for family member preference and a formalized post hiring policy.
- Promotes negotiation of reciprocal bilateral work agreements.
- Encourages and facilitates alternative employment options such as telework and home-based businesses.
- Organizes and facilitates career planning workshops and employment seminars for family members.
- Informs family members on EFM employment programs managed by the DOS and USAID.
- Informs family members on employment resources.
- Encourages and assists family members to apply

for functional training. • Administrates the post Summer Hire Program. • Coordinates and maintains post's Family Member Employment Report (FAMER). • Publicizes FLO employment database.

Crisis Management and Security Liaison:

• Relays critical security information between post management and the community. • Represents the interests and concerns of community members when security or crisis situations arise. • Serves on the Emergency Action Committee with primary responsibility for rumor control. • Works with RSO to organize security briefings, contingency planning seminars, and town meetings to disseminate information and ensure emergency preparedness. • Develops and maintains a warden system database for all employees and family members that include safe haven information. • Provides and explains evacuation regulations and allowances to community members. • Provides departure and safe haven info to FLO during an evacuation. • Works in the FLO Office as an evacuated CLO as circumstances and funding permit. • Crisis aftermath - works with post management to rebuild the community.

Education Liaison:

• Establishes and maintains liaison with schools used by post families. • Provides information and referral service on educational options available to employees and family members at post. Provides current information and resources on overseas schools, Washington area schools, boarding schools, education allowances, special needs resources, home schooling, distance learning, adult education opportunities and child care issues. • Facilitates programs that support students and youth at post. • Prepares annual School Summary Reports for the Office of Overseas Schools and the annual Child Care Report for FLO.

Information and Resource Management:

• Gathers, maintains and disseminates information to the community, post management, and appropriate functional offices in the Department. • Pursues and develops resources within and outside the Mission to best serve constituent needs. • Establishes and maintains a community resource center that includes Internet/Intranet access. • Develops and consolidates written resource materials under welcome/orientation/reentry, as well as other areas of CLO responsibility. • Develops client database, publish a newsletter and CLO page on post website. • Markets the CLO program to the community and post management to garner support for programs. • Submits semi-annual activity report to FLO. • Submits updated post information to OBC.

Guidance and Referral:

• Provides confidential support to individuals and groups within the community. (Divorce, spouse/child abuse, adoption, death, mental health concerns) • Utilizes available resources to address concerns and meet needs. • Recommends referrals as appropriate. • Represents individual and/or collective concerns to post management as appropriate and helps formulate solutions and family friendly policies.

Welcoming and Orientation:

- Provides pre and post arrival information and resources to ensure successful acclimation to post environment.
- Organizes and maintains an effective sponsorship program.
- Organizes post welcome activities.
- In close collaboration with the Human Resources Office, coordinates official post orientation program for USDH.
- Coordinates reentry workshop for departing employees and family members.

Community Liaison:

- Establishes and maintains an effective working relationship with all agencies and sections of the Mission.
- Publishes newsletter for embassy-wide distribution.
- Pursues and develops effective working relationship with local community organizations and resources that benefit members of the post community and enhance quality of life at post.
- Serves as community representative on Mission committees (IAHB, EAC, and PEC).
- Attends country team and regularly scheduled briefings with MGMT and the AMB or DCM
- Develops an effective working relationship with CLOs from Missions in the region (Addis Ababa, Asmara, Nairobi, Cairo, etc.).

Events Planning:

- Coordinates the development and implementation of relevant programs to enhance post morale in the following three categories: U. S. traditions; Host country culture; Social, educational and recreational activities
- Encourages volunteerism through community outreach.
- Facilitates morale-enhancing seminars and workshops organized by other groups or individuals at post.

Supervisory controls:

The CLO reports directly to the Management Officer. The employee and supervisor develop a mutually acceptable project plan that includes identification of work requirements, scope of program, and timelines for completion. Within the parameters of this plan, the CLO functions independently and has responsibility for implementation and administration of the program.

The CLO functions independently when responding to client or collective issues. Frontline response to sensitive and complex issues requires immediate assessment of the gravity of the situation and a timely response to the client (s) as to the appropriate initial action. This necessitates mature and measured judgment on the part of the CLO until he or she can subsequently inform the supervisor of potentially controversial issues with individual or widespread impact. In responding to quality of life issues and concerns, the ramifications of faulty advice or inappropriate course of action may be seriously detrimental to final resolution and have larger morale implications. In this capacity, the CLO is a front-line responder. For performance evaluation purposes, the rating officer is the Management Counselor and the reviewing officer is the DCM. At Post where the CLO reports to the Management Officer, the reviewing officer is the Management Counselor.

Supervisory responsibilities: None

Participation in post committees/boards: High degree of judgment required in dealing with the community. The CLO is a full member of the Management staff team, attends regularly scheduled Management meetings and meets one on one with the Management Counselor on a regular basis. The CLO attends country team and is a member of the Emergency Action Committee (EAC), Post Employment Committee (PEC), Interagency Housing Board (IAHB), and association board at post. The CLO meets on a regular basis with the Ambassador or DCM.

Program funding responsibilities: Federal law prohibits the use of appropriated funds to support the CLO program. The CLO Coordinator works with other organizations at post to defray the cost of programs that are not self-supporting, or to obtain advance funding for activities. CLOs with supportive and viable employee associations at post submit an annual or semi-annual budget proposal request for financial support. The CLO may also organize in-house fund-raising activities in support of programs.

QUALIFICATIONS REQUIRED

NOTE: All applicants must address each selection criterion detailed below with specific and comprehensive information supporting each item.

1. **Required Education:** Completion of High School Degree is required.
2. **Required Prior Experience:** Requirement for 3 to 5 years in an area involving problem solving for a diverse, complex customer or client population, including advocacy on behalf of others, effectively working with officials at all levels of an organization; as well as interpreting, adapting and applying regulatory or procedural materials.
3. **Language Requirement:** Level 4 (Fluent) Speaking/Reading English is required. **(English language proficiency will be tested)**
4. **Skills and Abilities:** Ability to analyze and define long-term goals, determine effective use of resources, and implement programming responsive to community needs. • Ability to recognize, evaluates, and manages potential conflicts inherent to serving the needs of a diverse community. • Ability to deal with all levels of post management in the identification and resolution of morale issues and implementation of responsive policies. • Ability to coordinate with other elements of the Mission to ensure program success. • Ability to develop and maintain effective contacts in local business, educational, and service communities. • Ability to listen and respond to quality of life concerns in a professional and sensitive manner. The CLO is a caregiver who often deals with issues that are subjective in nature and relate directly to overall mental and physical well-being of the client(s) or community as a whole.
Must be able to introduce and adapt American lifestyles to Djiboutian culture and society.
Must be able to operate Microsoft Office Suite programs.
Successful candidate must be granted a Top Secret clearance.

SELECTION PROCESS

When equally qualified, US Citizen Eligible Family Members (AEFM) and U.S. Veterans will be given preference. Therefore, it is essential that the candidate address the required qualifications above in the application.

ADDITIONAL SELECTION CRITERIA:

1. Management will consider nepotism/conflict of interest, budget, and residency status in determining successful candidacy.
2. Current employees serving a probationary period are not eligible to apply.
3. Currently employed US Citizen EFMs who hold a FMA appointment are ineligible to apply for advertised positions within the first 90 calendar days of their employment.
4. Currently employed NORs hired under a Personal Services Agreement (PSA) are ineligible to apply for advertised positions within the first 90 calendar days of their employment, unless currently hired into a position with a When Actually Employed (WAE) work schedule.

TO APPLY

Interested candidates for this position must submit the following for consideration of the application:

1. Universal Application for Employment as a Locally Employed Staff or Family Member (DS-174); **and**
2. A combination of both; i.e. Sections 1 -24 of the UAE along with a listing of the applicant's work experience attached as a separate sheet; **or**
3. A current resume or curriculum vitae that provides the same information found on the UAE; plus DS -174
4. Candidates who claim US Veterans preference must provide a copy of their Form DD-214 with their application. Candidates who claim conditional US Veterans preference must submit documentation confirming eligibility for a conditional preference in hiring with their application.
5. Any other documentation (e.g., letters of employment; essays, certificates, awards; driving license; and copies of degrees earned) that addresses the qualification requirements of the position as listed above.
6. If an applicant is submitting a resume or curriculum vitae, s/he must provide the following information equal to what is found on the UAE.

Failure to do so will result in an incomplete application.

- A. Position Title
- B. Position Grade
- C. Vacancy Announcement Number (if known)
- D. Dates Available for Work
- E. First, Middle, & Last Names as well as any other names used
- F. Date and Place of Birth
- G. U.S. Citizenship Status (Yes or No) & status of permanent U.S. Resident (Yes or No; if yes, provide number)
- H. U.S. Social Security Number and/or Identification Number
- I. Eligibility to work in the country (Yes or No)

- J. Special Accommodations the Mission needs to provide
- K. If applying for position that includes driving a U.S. Government vehicle, Driver's License Class / Type
- L. Days available to work
- M. List any relatives or members of your household that work for the U.S. Government (include their Name, Relationship, & Agency, Position, Location)
- N. U.S. Eligible Family Member and Veterans Hiring Preference
- O. Education
- P. License, Skills, Training, Membership, & Recognition
- Q. Language Skills
- R. Work Experience
- S. References

SUBMIT APPLICATION TO

U.S. Embassy, Harramouss
 Human Resources Office
 P.O. Box: 185
 Djibouti, Djibouti

POINT OF CONTACT

Human Resources Office
 Telephone: 21 45 30 00
 E-Mail: DjiboutiHR@state.gov
 FAX: 21 45 30 20

DEFINITIONS

1. **Eligible Family Member (EFM)** - An individual related to a US Government employee in one of the following ways:
 - Spouse or same-sex domestic partner (as defined in [3 FAM 1610](#));
 - Child, who is unmarried and under 21 years of age or, regardless of age, is incapable of self-support. The term shall include, in addition to natural offspring, stepchildren and adopted children and those under legal guardianship of the employee or the spouse when such children are expected to be under such legal guardianship until they reach 21 years of age and when dependent upon and normally residing with the guardian;
 - Parent (including stepparents and legally adoptive parents) of the employee or of the spouse, when such parent is at least 51 percent dependent on the employee for support;
 - Sister or brother (including stepsisters and stepbrothers, or adoptive sisters or brothers) of the employee, or of the spouse, when such sibling is at least 51 percent dependent on the employee for support, unmarried, and under 21 years of age, or regardless of age, incapable of self-support.

2. **US Citizen Eligible Family Member (USEFM)**- For purposes of receiving a preference in hiring for a qualified position, an EFM who meets the following criteria:
 - US Citizen; and,
 - EFM (see above) at least 18 years old; and,
 - Listed on the travel orders of a direct-hire Foreign, Civil, or uniformed service member assigned to or stationed abroad with a USG agency that is under COM authority, or at an office of the American Institute in Taiwan; and either:
 1. Resides at the sponsoring employee's or uniformed service member's post of assignment abroad or at an office of the American Institute in Taiwan; or
 2. Resides at an Involuntary Separate Maintenance Allowance (ISMA) location authorized under 3 FAM 3232.2.

3. **Appointment Eligible Family Member (AEFM)** - EFM (see above) eligible for a Family Member Appointment for purposes of Mission employment:
 - Is a U.S. citizen; and
 - Spouse or same-sex domestic partner (as defined in [3 FAM 1610](#)) or a child of the sponsoring employee who is unmarried and at least 18 years old; and
 - Is listed on the travel orders or approved Form [OF-126](#), Foreign Service Residence and Dependency Report, of a sponsoring employee, i.e., a direct-hire Foreign Service, Civil Service, or uniformed service member who is permanently assigned to or stationed abroad at a U.S. mission, or at an office of the American Institute in Taiwan (AIT), and who is under chief of mission authority; and
 - Is residing at the sponsoring employee's post of assignment abroad or, as appropriate, office of the American Institute in Taiwan.
 - Does not receive a Foreign Service or Civil Service annuity
4. **Member of Household (MOH)** - An individual who accompanies a direct-hire Foreign, Civil, or uniformed service member permanently assigned or stationed at a U.S. Foreign Service post or establishment abroad, or at an office of the American Institute in Taiwan. An MOH is:
 - Not an EFM; and,
 - Not on the travel orders of the sponsoring employee; and,
 - Has been officially declared by the sponsoring USG employee to the COM as part of his/her household.

A MOH is under COM authority and may include a parent, unmarried partner, other relative or adult child who falls outside the Department's current legal and statutory definition of family member. A MOH does not have to be a US Citizen.

5. **Not Ordinarily Resident (NOR)** – An individual who:

- Is not a citizen of the host country; and,
- Does not ordinarily reside (*OR*, see below) in the host country; and,
- Is not subject to host country employment and tax laws; and,
- Has a US Social Security Number (SSN).

NOR employees are compensated under a GS or FS salary schedule, not under the LCP.

6. **Ordinarily Resident (OR)** – A Foreign National or US citizen who:

- Is locally resident; and,
- Has legal, permanent resident status within the host country; and,
- Is subject to host country employment and tax laws.

EFMs without US Social Security Numbers are also OR. All OR employees, including US citizens, are compensated in accordance with the Local Compensation Plan (LCP).

CLOSING DATE FOR THIS POSITION:

November 15, 2013

The US Mission in Djibouti provides equal opportunity and fair and equitable treatment in employment to all people without regard to race, color, religion, sex, national origin, age, disability, political affiliation, marital status, or sexual orientation. The Department of State also strives to achieve equal employment opportunity in all personnel operations through continuing diversity enhancement programs.

The EEO complaint procedure is not available to individuals who believe they have been denied equal opportunity based upon marital status or political affiliation. Individuals with such complaints should avail themselves of the appropriate grievance procedures, remedies for prohibited personnel practices, and/or courts for relief.