



Peace Corps Tunisia

Personal Services Contract Statement of Work

Position Title: Language and Cross-Cultural Coordinator (LCC)

Work Hours: Performs duties at assigned Post during a 40 hour work week at a set schedule as indicated in the contract. However, during Pre-Service Training and other Peace Corps Volunteer training events, LCC will need to be available throughout the duration of the training and possibly live on site.

Position Summary: The Language and Cross-Cultural Coordinator is responsible for designing, planning, organizing, monitoring, and evaluating the Peace Corps trainees' and volunteers' language learning and cross cultural skills training during Pre-Service Training (PST), in-service training, and throughout the length of Peace Corps Volunteer service.

The LCC will be required to travel as needed to support training events, conduct site identification, provide direct support to PCVs, or to address other PC needs, and may need to travel internationally to participate in trainings for Peace Corps staff.

LCCs must use a range of support and communication skills including active listening, interactive coaching, and timely and consistent follow-through on requests for support and/or assistance and/or program adaptations. The LCC should foster and develop personal and professional growth, celebrate accomplishments, and promote best practices.

MAJOR DUTIES AND RESPONSIBILITIES:

Supporting Training

- Develops Pre-Service Training language schedule and curriculum, including plan for session designs, activities, and assignments.
 - Ensures the integration of the cultural, technical, medical, health, and safety components of training into the language curriculum whenever possible, in classroom sessions as well as in practice language sessions.
 - Oversees the compilation and development of all Tunisian Arabic language and cross cultural materials (e.g., worksheets, reference sheets, other resources) to be used by Trainees and Volunteers, including those used for independent study
 - Conducts site visits to monitor Trainees' language acquisition. Holds individual interviews with both Trainees and Language and Cross-Cultural Facilitators (trainers) to discuss language-learning progress.
 - Develops a comprehensive testing approach and coordinates the testing schedule for all Trainees.



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- Helps Trainees to identify their individual learning needs and provides support in locating and training tutors at their permanent site placements.
 - Designs and implements an ongoing language improvement and evaluation process that will help Peace Corps Post improve language training in the future.
- Provides documentation on Trainees' performance in language training, in support of decisions to recommend or not recommend each Trainee to become a Volunteer.
- Compiles copies of all language-training materials and names of resource persons with recommendations for future use in a way that can be easily referenced for the next training.
- Involved in recruitment, hiring, and supervision of Pre-Service Training (PST) Language and Cross-Cultural Facilitators (LCF), including developing SOW for the position, coordinating and conducting interviews, recommending selection, supervising performance, and facilitating professional development.
 - Conducts a thorough and extensive Training of Trainers (TOT) prior to PST for all LCFs.
 - Assists LCFs with the design of language seminars and activities.
 - Monitors language classes and provides structured feedback to each LCF at regularly scheduled intervals.
 - Conducts additional TOT as necessary throughout PST and actively assists LCFs with the design and production of training materials.
- Works with Director of Programming and Training (DPT), Director of Management and Operations (DMO), Training Manager, and other involved staff to compile all budget requirements for the PST language component and monitor expenditures for materials and activities.

Trainee and Volunteer Homestay

- Works with Homestay Coordinator (HC) and other Peace Corps staff to develop a host family selection strategy.
 - Assists with site visits to identify potential host families, completes homestay surveys insuring that families meet criteria, and educates families on the role of Peace Corps and the expectations of the homestay experience.
 - Assists HC in selecting homestay families.



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- Takes part in delivering the homestay program orientation agenda. With the HC closely monitors the homestay program and provides necessary support and feedback to host families and Trainees.
- Collaborates with the HC on the design and evaluation of homestay family assignments and activities.
- Maintains open lines of communication with the Trainees throughout the program; is able to comment on the Trainees' cultural adaptability.

Other Support

- Attends all staff meetings and functions.
- Actively participates as member of core training staff.
- Supports Trainees and serves as a cross-cultural informant and language coach.
- Participates in assessment of Trainees throughout the training, providing constructive feedback to PC and PST staff.
- Prepares correspondence, reports, and other documents related to program and/or training.
- Keeps accurate and complete records (hard copy and electronic) of all training materials used for each training event.
- Acts as translator and interpreter for PC and PST staff as needed.

POSITION ELEMENTS:

Supervision Received: The **Language and Cross-Cultural Coordinator** reports to the Director of Programming and Training.

- The position also coordinates closely with Training Manager (TM), Program Manager (PM), Director of Management and Operations (DMO), Peace Corps Medical Officer (PCMO), and Safety & Security Coordinator (SSC). Coordinates closely with Language and Cross-Cultural Facilitators (LCF).

Available Guidelines: Peace Corps Manual, Training Handbook, PST Handbook, PCV Handbook, guidance from HQ and/or other Peace Corps EMA Posts, supervisor's instructions.

Exercise of Judgment: Exercises judgment within the confines of job responsibilities.

Authority to Make Commitments: None. All authorizations rest with the DPT, DMO, and CD

Nature, Level, and Purpose of Contacts: The incumbent will interact with Peace Corps staff, Trainees, Volunteers, and host families.

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 the duties of this position is one year.



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Money Handling Responsibility

This position may be required to courier cash and/or purchase orders to various vendors who furnish supplies and/or services to PST training site, or other locations as directed by the Contracting Officer. This position may also be required to courier cash to PC trainees or volunteers, or any parties involved in the Peace Corps events or related activities. This position 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, this position 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.

Safety and Security Duties

Assists the Training Manager in developing, assessing and redesigning competencies and training sessions as required. Evaluates and reports Volunteer/Trainee acquisition of safety and security competencies. Supports the safety and security systems that are in-place for pre-service training, including reinforcing Trainee roles and responsibilities related to personal safety and security. Knowledgeable and supportive of Peace Corps safety and security policies and procedures, including the timely reporting of suspicious incidents, persons or articles.

REQUIRED QUALIFICATIONS:

Education: University Bachelor's degree, plus a minimum of three (3) years of related work experience. Master's Degree in a related field preferred.

Prior Work Experience: Minimum of three (3) years of related work experience, preferably with American or international organizations, and preferably organizations that achieve their mission through volunteerism. Related work experience to include: managing volunteers or staff, designing training programs and/or workshops, training session design and delivery, monitoring and evaluation. Minimum of two (2) years experience in supervising or coordinating staff or volunteers.

Language Proficiency: Fluency in English, French, and Arabic (written and spoken) is required, as is an ability to quickly and accurately translate from Arabic to English or French and vice versa. Ability to speak other languages spoken in Tunisia is desirable.

Knowledge, Skills, and Attitudes:



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- Skill and experience in designing, implementing, and delivering interactive training methodologies
- Ability to address a wide range of learning needs with limited resources
- Empathy and understanding of the complexities of the process of cross-cultural integration
- Skill as a trainer, facilitator, and mentor in a cross-cultural setting
- Skill and ability to deal with personnel management issues: recruitment, training, evaluation, and development and leadership of a team or group.
- Proficiency in use of the internet and with Microsoft programs: Outlook (email), Excel, PowerPoint, Word, etc.
- Ability to work independently and proactively.
- Ability to work successfully within a multi-cultural team.
- Ability to maintain confidentiality and a strong sense of integrity.
- Strong communication and interpersonal skills, conflict management skills, diplomacy and tact with staff, Volunteers, Trainees, community members and members of government.

DESIRED QUALIFICATIONS: A strong knowledge of Peace Corps, its mission, and its approach to development. Highly organized, analytical, and professional, with an ability to successfully network on behalf of the Program.