MS 125 OFFICE OF GLOBAL OPERATIONS: ORGANIZATION, MISSION, AND FUNCTIONS

Effective Date: June 23, 2011
Responsible Office: Office of Global Operations
New Manual Section

1.0 AUTHORITY

Peace Corps Act, 22 U.S.C. 2501, et seq.

2.0 PURPOSE

The purpose of this Manual Section is to describe the organization, mission, and functions of the Office of Global Operations (Global Operations).

3.0 ORGANIZATION

Global Operations is headed by the Associate Director for Global Operations who reports directly to the Deputy Director. Global Operations includes sub-offices, consisting of the Regions, the Office of Overseas Programming and Training Support (OPATS), Peace Corps Response (PCR) and the Office of AIDS Relief (OAR), with each office headed by a Director who reports directly to the Associate Director for Global Operations.

4.0 OFFICE MISSIONS

4.1. Office of Global Operations

The mission of Global Operations is to oversee and coordinate the strategic support and management of Peace Corps overseas operations. Global Operations provides direction to the operations of its sub-offices to ensure that they advance the goals of the Peace Corps. Global Operations also encourages efficiencies by streamlining agency operations, disseminating best practices among the Regions, and providing an organized cohesive voice for the Regions and overseas posts (Posts) with agency leadership. Global Operations provides leadership, staffing, and resources to foster alignment, manage development, coordinate programming initiatives, and track both progress and effectiveness of Peace Corps overseas operations.

4.2 Regions

The mission of each Region is to direct the management and support for country-level operations and ensure that resources are available for Volunteers to serve effectively. Each Region includes Posts where Volunteers serve. Each Region is headed by a Regional Director (RD).

4.2.1 Posts

The mission of each Post is to ensure that the day-to-day, in-country operations create an environment for Volunteers and staff to work successfully and to perform their duties and responsibilities. Each Post is headed by a Country Director (CD). The CD has authority and

responsibility to manage and coordinate Peace Corps country activities under the guidance of the RD and in accordance with Peace Corps policies and procedures. The CD manages the annual Post budget and approves all major expenditures; controls physical and monetary assets; implements Peace Corps policies and adopts in-country procedures; and exercises responsibility for programming, training, support, safety and security, and administrative actions relating to Volunteers and staff.

4.3 Office of Overseas Programming and Training Support

The mission of OPATS is to provide proactive, strategic leadership in the areas of programming, training and evaluation by designing, implementing, and evaluating programming and training systems, resources, and activities that build staff and Volunteer capacity. OPATS identifies, develops and disseminates standardized training packages, including core training modules, monitoring and evaluation tools and indicators, applies technology to the promotion of innovation and learning, and provides training and development opportunities to overseas staff.

4.4 Peace Corps Response

The mission of PCR is to provide short-term assignments for Peace Corps Response Volunteers that address urgent needs of host countries and are consistent with Peace Corps' programming and operating guidelines.

4.5 Office of AIDS Relief

The mission of OAR is to provide agency-level policy guidance, overall leadership, and general supervision, direction, and coordination of Peace Corps' domestic and foreign HIV/AIDS activities. OAR is also responsible for coordinating the agency's participation in the President's Emergency Plan for AIDS Relief (PEPFAR) or other U.S. Government sponsored HIV/AIDS initiative for developing countries.
.

5.0 OFFICE FUNCTIONS

5.1 Associate Director for Global Operations

a) In coordination with other Peace Corps offices, develops and implements policy, procedures, goals, and objectives necessary to effect Post openings or closings, the efficient management of overseas Volunteer operations, Regional operations and program development activities based at Peace Corps Headquarters.

b) In coordination with OPATS and the Regions, directs the planning and implementation of Volunteer training, programming and support.

c) Coordinates with the Office of Safety and Security to ensure that safety and security programs for Volunteers and overseas staff are implemented.

d) Collaborates with the Office of Volunteer Support (VS) regarding medical care and related services provided by VS to Volunteers.

e) Coordinates with the Office of Intergovernmental Affairs to establish and maintain collaborative relationships with other governmental and private foreign affairs agencies to ensure effective coordination and support for overseas projects.

f) Coordinates with Human Resource Management to recruit qualified candidates for staff positions, particularly for the CD, Director of Programming and Training, and Director of Management and Operations positions.

g) Advises the Director and senior staff on matters related to Peace Corps programming, training and support for Volunteers, Trainees, and overseas staff.

h) Performs representational functions with embassies, State Department, USAID, and other agencies, as needed.

5.2 Regional Offices

The Regional Director:

a) Supervises CDs and provides day-to-day administrative, logistical, and technical support to country-level operations.

b) Administers the Regional budget and staffing plans; and allocates Volunteer resources and resources for country programs and projects.

c) Supervises the development, implementation and monitoring of programs that provide Volunteers with the training and support necessary to serve effectively.

d) Reviews and monitors country-level programming to ensure consistency with local development needs and conformance with Regional and world-wide Peace Corps priorities.

e) Collaborates with VS and the Office of Safety and Security to ensure that programs related to safety and security and medical care and related services are effectively implemented.

f) Coordinates with the Office of Intergovernmental Affairs and Partnerships to identify and collaborate with foreign development assistance agencies, both governmental and private.

g) Performs representational functions with embassies of countries in the Region, State Department, USAID, and other agencies, as needed.

5.2.1 Posts

The Country Director:

a) Provides leadership to achieve program goals at the Post.

b) Manages the day-to-day operations at the Post by developing and implementing overall policy, procedures, goals, and objectives for activities at the Post in accordance with Peace Corps policies and procedures.

c) Administers internal planning, personnel, financial, budget and other administrative functions for the Post.

d) Advises the RD on Post programming, training, resource allocation, safety and security, and medical support for Volunteers and staff.

e) Responds to host country and Volunteer needs by supervising the development and implementation of programs that provide Volunteers with the training and support necessary to serve effectively.

f) Supports Volunteers in their efforts to achieve the goals of the agency, insuring that the activities of Volunteers are responsive to the needs and requirements of the host country.

g) Initiates, negotiates, and executes agreements with host country agencies and other partners in accordance with Peace Corps policies and procedures.

h) Performs representational functions with the host country government, the U.S. Embassy Country Team, USAID, and other agencies, as needed.

5.3 Office of Overseas Programming and Training Support

a) Advises the Associate Director for Global Operations on matters relating to the programming and training for Volunteers and the training of in-country staff.

b) Leads the process of defining training areas that meet the criteria of excellence, demand, synergy, training and impact.

c) Leads the process of developing core and technical training modules (building blocks), including monitoring and evaluation tools and indicators that are standardized and designed for the generalist Volunteer as well as developing and providing training for overseas staff to deliver the modules.

d) Is the principal office for the agency's liaison with other government, non-governmental and international organizations regarding international development programming, training and evaluation.

e) Manages the agency's data gathering, synthesis and analysis through the Volunteer Reporting Tool, post Project Status Reports, Training Status Reports and Initiative Reports to produce annual Sector, Training and Initiative Summaries and Fact Sheets and to provide performance data for the agency's Strategic Plan reporting.

f) Manages the Language Proficiency Interview (LPI) program providing tester training, monitoring post performance, developing language training program guidance, and developing alternative models to train testers.

g) Using content developed by Peace Corps units/offices, develops e-learning training modules to meet identified learning objectives.

h) Designs, coordinates, and manages Overseas Staff Training (OST) in Washington and promotes continual learning for overseas staff through distance learning opportunities and collaboration with Posts and Regions for in-country and sub-regional staff training.

5.4 Peace Corps Response

a) Coordinates with Posts to identify specialized needs for Peace Corps Response Volunteers and develops assignments to meet those needs.

b) Recruits, selects, and places Peace Corps Response Volunteers.

c) Coordinates with other Headquarters offices to clear and process Peace Corps Response Volunteers for service.

d) Provides information on the PCR program to staff at Headquarters, Regional Recruiting Offices, and Posts.

e) Assesses the viability and appropriateness of opening PCR programs in countries with and without an active Peace Corps program and advises Associate Director for Global Operations on findings.

f) Coordinates with the Office of Communications to develop marketing materials to help recruit Peace Corps Response Volunteers and for potential partnering organizations.

5.5 Office of AIDS Relief

a) Coordinates the agency's participation in PEPFAR, including participation in interagency technical working groups (TWG) supporting country-level implementation of PEPFAR.

b) Coordinates closely with OPATS to support regions and posts in adopting evidence-based HIV prevention, mitigation and care activities consistent with PEPFAR and Peace Corps policies and priorities.

c) Actively contributes to identifying and negotiating expanding partnerships to support broader Peace Corps contributions to the global response to HIV.

d) Oversees the development and implementation by Posts of PEPFAR budgets and activities.

6.0 EFFECTIVE DATE

The effective date is the date of issuance.