



Vacancy Announcement

Language and Cross-Cultural Coordinator

The United States Peace Corps is a non-political, non-religious organization that will bring Americans to Viet Nam to serve as Peace Corps Volunteers. Volunteers will co-teach English language classes with Vietnamese teachers in secondary schools. The Peace Corps is serving in Viet Nam at the invitation of the Government of Viet Nam and working closely with Ministry of Education and Training with a goal to improve the English language skills of teachers and students. Peace Corps Volunteers commit to two years of service, will live with host families, and will support and co-lead additional school related activities in accordance with the school leadership. A new cohort of Volunteers will arrive each year. The Peace Corps was founded by U.S. President John F. Kennedy in 1961 to promote world peace and friendship.

General information about the Peace Corps can be found on www.peacecorps.gov.

Position Title: Language and Cross-Cultural Coordinator

Opening Date: February 26, 2021

Submission Date for first review: March 22, 2021, Open until filled

Area of Consideration/Who may apply: All applicants must be a naturalized citizen or permanent resident of Viet Nam who are legally able to work within the country.

Point of Contact: Peace Corps Human Resources - PCVietNamJobs@peacecorps.gov

Market Value/Salary (per annum): US\$ 16,364– US\$ 24,536 + benefits

Period of Performance/ Length of Contract/ Work Schedule: *Definite term – five years/* Monday to Friday (40 hours per week). Peace Corps expects this contract to be continuing in nature for the contractor to perform under a series of sequential contracts, subject to the availability of funds.

Place of Performance: Peace Corps Viet Nam, Peace Corps office Ha Noi.

Security Level required: Local Security Certificate

Background information of the position

Under the direct supervision of the Director of Programming and Training (DPT), and in coordination with the Training Manager (TM), the Language and Cross-Cultural Coordinator (LCC) is responsible for the development, preparation, implementation, monitoring and evaluation, and reporting of language and cultural components of training events scheduled throughout a 27-month cycle of Volunteer service. Training events include Pre-Service Training (PST) and In-Service Trainings and workshops for American Peace Corps Volunteers/Trainees (PCV/Ts) and Vietnamese counterparts and community members. Training modalities include interactive presentations, facilitated discussion, experiential activities, e-learning, and blended training.

The LCC develops and refines language materials and approaches to support American Volunteers with on-going, individualized language learning according to local needs/dialects throughout their service. The LCC is also responsible for training and supporting temporary language training staff, tutors, and language testers, and coordinates closely with other permanent staff responsible for other training components to ensure opportunities for language acquisition are appropriately integrated across the training curriculum. In addition, the LCC will assist the Program Manager (PM) s & the TM as required with host family identification, orientation, training, coaching and problem-solving.

The LCC may be required to live outside Hanoi for the duration of PST (up to 14 weeks), and will be required to travel as needed to support training events or other PC needs. The LCC may need to travel internationally to trainings provided to Peace Corps staff. The LCC may also be required to work outside of, or in addition to, normally scheduled hours to support training events and other Post needs. Training events are often six-day work weeks.

The LCC must consistently use a range of support and communication skills including active listening, intercultural competence, interactive coaching, and timely and consistent follow through on requests for support and/or assistance and/or program adaptations. The LCC should foster personal and professional growth in PCT/Vs, celebrate their accomplishments, promote best practices and consistently champion the efforts of PCT/Vs and staff colleagues.

Qualifications

Required:

- Education/Certification: University Bachelor's degree in related subject (such as linguistics or foreign/secondary language instruction) or diploma from a Teacher Training college or institute in language instruction.
- Minimum of 5 years of related work experience, inclusive of at least two years as a language teacher or trainer.
- Experience living or working in rural areas of Viet Nam.
- Experience living or working in multiple areas of Viet Nam (for example, northern and southern provinces).
- Proficiency in oral and written English and fluency in Vietnamese language.
- Familiarity with MS Office suite.

Preferred:

- Experience teaching the Vietnamese language to speakers of other languages, preferably English-speakers.
- Experience instructing foreigners of Viet Nam in areas such as, Vietnamese culture, traditions, values, customs and practices and how they may differ across populations/geographic areas Viet Nam.
- Experience designing and/or adapting language learning curricula, associated lesson plans, and language acquisition assessment tools.
- Experience coordinating a team of staff and/or volunteers.
- Master's degree (or higher) in related subject.
- Relevant certifications or coursework in one or more of the following areas:
 - Language instruction
 - Teacher training
 - Adult education
 - Non-formal education
 - Experiential education
 - Intercultural competence
 - Vietnamese history, society, religions, culture, environment
- Experience living/studying/working outside of Viet Nam.
- Experience teaching secondary students.
- Experience coordinating a team of staff and/or volunteers, especially young professionals.

Duties and Responsibilities / Tasks and Deliverables

Support for Country Program

- Assists and coordinates with the TM to develop a yearly calendar of training events (COTE) that supports development of language competencies by PCTs/Vs, based upon their ongoing training needs and post priorities, in coordination with Programming and Training staff and other stakeholders.
- Stays up-to-date on global materials and requirements related to language and cultural training and ensures post is striving for best practices and meeting required standards.
- Reviews/develops goals, objectives, and session outlines of language and cross-cultural training events/activities with other staff members and makes recommendations for improvement before and after the training events. Suggests innovations, changes, or policies regarding the development of PCT/V language and cross-cultural competence that may enhance Peace Corps operations.
- Reviews evaluations of language and cross-cultural training events/activities and makes recommendations for improvement of future events and assists in preparation of required training reports.
- Visits with and observes PCT/Vs and host families throughout their service in order to provide feedback and coaching, as well as directly assess training outcomes and consider changes needed in training content or methodology.
- Acts as a cultural agent, translator and interpreter for PC and PST staff as needed.
- As appropriate, represents the Peace Corps to partners and at public events.

- Participates in all staff development events, and undergoes additional training as determined by the Director of Programming & Training.

Training Design, Delivery, and Management

Peace Corps conducts extensive pre-service training (PST) to prepare PCVs for their technical assignment, as well as various in-service events that provide PCVs and their Vietnamese partners with timely knowledge and skills in technical and other areas. Together these trainings create a continuum of competency development throughout the 27 months of a PCT/Vs. The LCC ensures that the design and delivery of language and cross-cultural training meet global standards and post objectives to prepare Volunteers for their service. Duties for training design, delivery and management include, but are not limited to, the following:

Training Events:

- In collaboration with all training staff, designs a pre-departure through close-of-service continuum of language development that enable PCT/Vs to achieve Peace Corps goals and program objectives, while maintaining health, safety, and security.
- Oversees the design, creation, reproduction, advance procurement, and inventory of language and cultural training materials, services, and resources needed for training events.
- Collaborates with trainers to design and implement integrated community learning activities which integrate cultural, technical, health and safety and security components of training into the language curriculum whenever possible.
- Develops curricula for Vietnamese cultural sessions and regional/provincial cultural sessions, which leverage global core intercultural sessions. Identify and schedule local experts/trainers/advisers as required to support cultural sessions.
- Assists in conducting PCT/V needs assessments and design responsive training sessions.
- Develops PST calendar and curriculum, including session designs, activities, field trips, and assignments to develop language and intercultural cultural competence.
- Facilitates assigned sessions during host family orientation and counterpart conferences.
- Keeps accurate and complete records of all training materials used for each training event.
- Helps individual PCT/Vs identify their individual learning needs related to language and culture and provide support and guidance to help them meet those needs, including the identification of a language tutor at site and providing strategies for working with tutors.
- Supports PCVs in the field through organizing and conducting Language Refresher Workshops and through providing assistance (guidance and materials development) for the tutoring program.
- Submits language training weekly report to TM on a weekly basis during PST.
- Provides input and cultivates relationships with potential guest speakers with cross-cultural expertise.
- Revises competencies and design, record and evaluate all sessions accordingly.
- Collaborates with the Training Manager to develop on-going, self-directed training support for PCV use at their permanent sites.

Language Training:

- Participates in the recruitment and selection of a team of Language and Cultural Facilitators (LCF) hired to support PST.
- Conducts a thorough and extensive Language Training of Trainers (LTOT) prior to PST for all LCFs.
- Ensures LCFs carry out their responsibilities according to their SOW. Monitors language classes and provides ongoing feedback to each LCF at regularly scheduled intervals according to evaluation criteria and make recommendations for improvements; complete LCF evaluations.
- Identifies, creates, and/or adapts Vietnamese language materials, suitable to Peace Corps Viet Nam's program, for both PST sessions and independent study.
- Modifies language materials and training as needed to highlight provincial differences relevant to PCV assignments.
- Coach LCFs to ensure teaching practices are to a consistent standard of excellence.
- Be ready to substitute as LCF if necessary.

Volunteer/Trainee Support and Assessment

The LCC is a key support and contact person for Trainees and Volunteers in matters related language and cross-cultural competence. Support duties and responsibilities include, but are not limited to, the following:

- Suggests and submits language and cultural materials to be used in pre-departure materials, PCT and PCV handbooks, and other publications.
- Provides language and cultural advice and coaching to Volunteers.
- Provides PCT/Vs with guidance either as a group or on an individual basis, through positive leadership, direct technical assistance, and consultation.
- Continuously coaches PCT/Vs towards Peace Corps' "Core Expectations" regarding professionalism and service, and documents behavioral or policy issues as necessary, in consultation with the TM, PM, and/or DPT.
- Conducts site visits during training and in service to monitor PCT's and PCV's language acquisition. Hold individual interviews with both Trainees and host families to discuss language-learning progress.
- Develops on-going, self-directed training support for PCV use at their permanent sites, including use of e-learning strategies, as feasible.
- Develops and implement a comprehensive testing approach, i.e., Language Proficiency Interviews (LPIs) and coordinates the testing schedule and documentation of results for PCT/Vs.
- Coordinates a pool of Language Proficiency Interview testers—selection, schedule training and organize refreshers on a regular basis.
- Contributes to the development and ensures implementation of trainee assessment and feedback processes for all training events.
- Based on standardized criteria and thorough documentation, works with TM to recommend individual trainees for swearing-in as Peace Corps Volunteers, or as necessary, recommend remedial action or termination of service.
- Provides PCT/Vs with Vietnamese historical/cultural information and behavioral guidance, and encourages the development of intercultural competence and deep knowledge of Viet Nam through relationships and resources at sites.

Program & Training Unit Support

The LCC is a member of the Programming & Training Unit. As required by unit needs and as time allows, the LCC may be asked to:

- In coordination with TM or PM, provide advice and guidance to PCT/Vs, and as necessary, to homestay family members, in order to promote positive and productive intercultural exchange, and to prevent, resolve or mitigate problems within the home; recommends and facilitates housing changes, as needed.
- Participate in the host family identification process.
- Provides general support as needed to Programming and Training (P&T) unit, which requires familiarity with PCVs, projects, sites, and functions of the unit.
- Complete special projects and assignments for the Programming & Training unit as needed.
- Supports other teams as needed taking on back-up support responsibilities and carrying out duties and responsibilities of agreed upon positions when deemed necessary by the Country Director and/or Supervisor for the successful management of Peace Corps operations in Viet Nam.

Standard Roles and Responsibilities

A. Occasional Money Handler (OMH): may be requested to courier cash and /or purchase orders to various vendors who furnish supplies and/or services to Pre-Service Training/In-Service Training sites, or other locations as directed by the Contracting Officer. The PSC may also be requested to courier cash to PC trainees or volunteers. The PSC 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, the PSC 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.

B. Safety & Security:

All members of the Peace Corps team must be familiar with the Emergency Action Plan, their responsibilities in the event of an emergency, and with the procedures for reporting and responding to safety and security incidents.

The duties and responsibilities, particularly as they concern Volunteers and Trainees, include, but are not limited to, the following:

- 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.

- Immediately communicates Volunteer safety and security concerns and issues to the Safety and Security Manager (SSM) and Training Manager.
- 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.
- Acts as Duty Officer as assigned: A Duty Officer is “on call” 24/7 for a one-week period, is restricted from travel during that period, and must be available through the Duty Officer cell phone at all times. The Duty Officer works closely with the Safety and Security Manager.

Evaluation and Selection Criteria: Applications will be initially screened for eligibility in accordance with the required qualifications mentioned above. Those applicants who meet the required qualifications will be scored based on the preferred qualifications. Highest scoring candidates will be called in for an interviews, language and skills test (presentations, excel/word tests). Performance from all interviews and skills test will be considered as a whole package to ensure the best candidate is selected that meets the needs of the Peace Corps mission. Professional reference checks will be conducted for selected candidates.

How to apply:

Please submit the following by email in English (with your name and the position you are applying for in the subject field of the email) as one PDF file to PCVietNamJobs@peacecorps.gov:

1. Application Cover Letter
2. Curriculum Vitae (CV)

Closing date: Applications should be received 6:00 pm Friday, March 22, 2021 for consideration in the first review. Position remains open until filled. Applications for one position maybe considered for any current open position. No phone calls or personal visits related to this vacancy will be accepted. Only short-listed candidates will be contacted.

All applicants must pass a background/security investigation and a medical certification. Any contract offer with the US Peace Corps is contingent upon a candidate’s ability to secure the necessary certifications.

All applicants must be a naturalized citizen of the host country or must have the required work permit or documentation that permits the applicant to work legally in the country in order to be eligible for consideration.

The application must contain all the information necessary to demonstrate that the candidate possesses the education, experience, skills and language abilities required for this position.

Benefits and Allowances:

BENEFITS:

- One-month basic salary Tet Bonus
- Contribution to mandatory insurances pursuant to GVN’s law/ regulations including social insurance, health insurance and unemployment insurance.
- Coverage of additional health insurance 90% for incumbent and each eligible family member
- Annual and sick leave according to local labor law

ALLOWANCES (as applicable):

- Unique Condition Work allowance: 7% of Annual basic salary (upon annual review).
- Miscellaneous Benefits Allowance: US\$1,000 per annum or US\$3,000 per annum

The Peace Corps is both a federal agency and a vehicle through which American citizens offer needed assistance to people around the world and, in doing so, promote greater cross-cultural understanding between Americans and the people of the host countries. The fulfillment of the Peace Corps’ mission to foster greater understanding among the world’s citizens requires that we adhere to the highest standards with respect to equal employment opportunity for all Volunteers, employees, and applicants. The U.S. Peace Corps Vietnam will provide equal opportunity and fair and equitable treatment in employment to all people without regard to race, color religion, ethnicity, sex, national origin, age, disability, political affiliation, marital status, pregnancy and maternity or sexual orientation. The Peace Corps will also strive to achieve equal employment opportunity in all personnel operations through continuing diversity enhancement programs. Discrimination based on factors that have no bearing on a person’s ability to serve and perform his or her duties is not permitted and will not be tolerated.