Program Support Officer
Phnom Penh Cambodia

This assignment has been negotiated in good faith with the Partner Organisation, and the information contained was correct at the time of acceptance of the request.

However, while we take responsibility for matters under our direct control, all assignments and arrangements are subject to change due to the inherent low levels of predictability in developing country environments. This assignment may be amended or withdrawn to reflect changes in circumstances.

GENERAL DETAILS

<table>
<thead>
<tr>
<th>Assignment Title</th>
<th>Program Support Officer</th>
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<tbody>
<tr>
<td>Partner Organisation</td>
<td>ASEAN Regional Mine Action Center (ARMAC)</td>
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<td>Website of Partner Organisation</td>
<td><a href="http://www.aseanmineaction.org">www.aseanmineaction.org</a></td>
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<td>Duration of Assignment</td>
<td>12 months</td>
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<td>Start Date</td>
<td>27 May 2019</td>
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1. PARTNER ORGANISATION OVERVIEW

The Heads of States/Government of ASEAN Member States adopted the establishment of ASEAN Regional Mine Action Center (ARMAC) in 21st ASEAN Summit, held on 18 November 2012, in Cambodia. In 2013, the TOR of ARMAC and appointing Cambodia as host country were adopted. Cambodia provided the building and renovation done with support from Government of People Republic of China in period of 2014-2015. Finally, ARMAC is inaugurated on 25 May 2016 and in 2017 ARMAC started to operationalise aftermath of the recruitment of key personnel. Main activities of organisation is:

- enhance awareness programs on the dangers of ERW among affected communities;
- facilitate appropriate medical and rehabilitation assistance for victims of ERW, upon request from the affected ASEAN Member States; and
- assist interested ASEAN Member States (AMS) in research and knowledge sharing on the effects of ERW and efforts to address them, including through writing proposals for technical assistance projects and funding, at their specific and individual request.
2. ASSIGNMENT OVERVIEW

Currently, there is only one ARMAC personnel – Technical Officer of Mine Action (TOMA) in charge of project/programme formulation and implementation which is a challenge when more and more projects/programmes will be formulated and implemented in the following months. Although, ARMAC is going to recruit project/programme officer(s) for/as budgeted in the coming projects/programmes, there is an apparent need for the support to the TOMA to communicate with such project/programme officer(s) in project/programme implementation and monitoring. Also, the TOMA will need the support from the experienced hands to formulate other project/programme proposals to support the mine action programmes in the affected ASEAN Member States (Cambodia, Lao PDR, Myanmar, Thailand and Viet Nam). TOMA and the Programme Support Officer (volunteer) will need to make frequent travel to the project/programme countries to attend/organise the events (conference, workshop, training, meeting, monitoring and evaluation...etc).

ASSIGNMENT OBJECTIVES

- To support the TOMA to formulate project/programme proposals
- To support the TOMA in monitoring and evaluation of the project/programme
- To ensure the inclusion of all people directly affected by the volunteer assignment in the course of your work with the partner organisation and host community, including implementing strategies that relate to:
  a. promoting gender equality and empowering women,
  b. disability inclusion, and
  c. child safeguarding.

3. DUTIES AND RESPONSIBILITIES OF THE VOLUNTEER

In consultation with their line manager and relevant stakeholders, Australian volunteers complete a work plan in the first three (3) months of their assignment. The duties below are an indication of the type of work that may be involved in meeting the Assignment Objectives:

- Assist the TOMA to formulate project/programme proposals in line with the Work Plan 2019-2021. It is an added value in this formulation if the Programme Support Officer has knowledge/experience on mine action. Otherwise, the TOMA and when required, ARMAC’s partners (GICHID, UNMAS, mine action authority/centre demining operators...etc) can provide their inputs on various mine action expertise to help the Programme Support Officer to formulate the proposals.

- Assist the TOMA in monitoring and evaluation of project/programme including preparation of reports when necessary. For multi-year project/programme, the evaluation is prepared by the project/programme officer or independent consultant/firm – the TOMA and Programme Support Officer are just to ensure this is done properly. However, there are small scale project/programme especially the one-off training/workshop which require the TOMA and Programme Support Officer to produce the report by themselves.
• Assist the TOMA in organising the conference/workshop/training/meeting. It usually consists of two main tasks – admin/logistic and substance (produce relevant documents for the events and report after the event). Programme Support Officer is required to do the latter while the former is covered by ARMAC admin personnel.
• Assist the TOMA in documentation of the projects/programmes.
• Share knowledge on the project/programme formulation, implementation and monitoring and evaluation with other ARMAC personnel.

4. SELECTION CRITERIA

Qualifications, Essential Skills & Experience
• Degree in international relation, social sciences, human security or other relevant fields
• Certification in project management
• Understanding the inter-governmental organisation working mechanism, especially ASEAN Way
• Understanding the humanitarian work
• At least 5 years of experience on project management
• Strong presentation and communication skills both in written (briefing documents, reports) and verbal
• Experience in the mine action is an added value but not a requirement

5. ASSIGNMENT INFORMATION

Line Manager
Executive Director

Staff Supervision
• To provide job knowledge and completion
• To practice good time management including communication and notice at the appropriate time
• To imply the coordination system with related staff and/or any others
• To provide efficiency, transparency and accountability in the daily works

Working Relationships
• To create and maintain the good working environment with other staff
• To support one another in the team-working mechanism
• To maintain good and constant communication among co-workers
Hours & Days of Employment
From 8.00 am to 5.00 pm, Monday to Friday with 1 hour lunch break

Leave Entitlements
All volunteers are entitled to 20 days annual leave per 12 months, unless otherwise advised. Same conditions and terms as local colleagues apply, including national holidays.

Professional Indemnity Insurance
Professional indemnity insurance is not provided for Australian volunteers. You should consult your partner organisation about the need for professional indemnity insurance for your role prior to your departure, and where required, you are advised to obtain adequate professional indemnity insurance from a reputable insurance provider.

Note: A volunteer must not act as a medical practitioner without adequate professional/medical indemnity insurance. This must be provided by the partner organisation, Australian organisation (if applicable) or self-arranged by the volunteer. This applies to all clinical medical activities undertaken by midwives, nurses, doctors, paramedics, physiotherapists etc.).

Other Conditions
If required to work after hours, volunteer is entitled to time off in lieu because there is no overtime pay provisions.

The office is located in a “shop house” near Tuol Tom Poung (The Russian Market) area. The volunteer will have access to a PC or laptop computer and internet connection is quite reliable. Printing and photocopying facilities are available in the office (but no fax). The workstation is a simple wooden desk, with comfortable, adjustable office style chair. Disruptive power outages are rare, but do happen. The office is shared with the Program Coordinator. Phnom Penh is a relatively small city to navigate; volunteers usually ride a bicycle and the office can be easily reached in 10-20 minutes from the main expat areas. There is secure parking at the office for a bicycle or a motorbike.

Language Skills and Level Required

English

Language Support
Language support is provided during the in-country orientation period. Most often, additional resources for further development later in the assignment will be available if required.
6. **LIVING AS A VOLUNTEER**

Cambodia’s capital city, Phnom Penh, is the cultural, commercial and political hub, in an otherwise rural country. It is located in the south-central region of Cambodia, at the confluence of the Tonle Sap and Mekong rivers. Phnom Penh is a significant global and domestic tourist destination and is known for its combination of traditional Khmer origins and French colonial influences. As a major city of 1.5 million people, Phnom Penh is well equipped with services and facilities. Throughout the year, Phnom Penh offers a wide range of tourist activities as well as traditional festivals; the city celebrates Chinese New Year in January and Khmer New Year in April, in addition to the Water Festival in October, amongst many others. Although security can be a concern at times, most areas and many activities are considered safe. The city is very multicultural and a wide range of foods are available. There are also a range of transport options to other major centres in the region.

ARMAC Permanent Secretariat is located in the city centre of capital of Cambodia. The location is generally accessible. The office building is nearby the embassies in which is considered as well-known area in the 7 Makara district and amenities available nearby the building are grocery store, restaurant, ATM, medical clinic and pharmacy.

In the daily basis, ARMAC Permanent Secretariat required the personnel to dress formally during the office work.

7. **ALLOWANCES & SUPPORT**

These allowance levels are based on the Cost of Living in the host country location. Allowances will be reviewed periodically and may increase or decrease. Volunteers will be given notice of any change to the allowance level.

**Living Allowance**

AUD 1,100 per month

**Accommodation Allowance**

AUD 553 per month

**Housing**

Assistance with the identification of suitable, secure and affordable accommodation will be provided by the In-Country Management Team.
**Other Allowances & Support**

All Australian Volunteers program volunteers receive the following:

- Pre-departure Briefing in Melbourne
- In-country Orientation on arrival
- Pre-departure vaccination expenses
- Visa expenses
- Pastoral care, assignment monitoring and security guidance
- Return airfare to country of assignment
- Psychological and medical advice and support services
- Re-entry support services
- Settling in allowance (assignments longer than 6 months)
- Re-settlement allowance (assignments longer than 6 months)

8. **PREPARING YOUR APPLICATION**

As a part of your online application you will be required to answer the following questions through a video recording (if you are unable to submit through the online video due to accessibility please contact the Recruitment Coordinator).

*Response to Selection Criteria*

a) Why do I feel that volunteering internationally is the right thing for me to be doing at this time in my life?

b) What are the biggest personal adjustments I’m likely to have to make to be accepted as a useful colleague and engaged community member in this assignment?

c) The Australian Volunteers Program is committed to ensuring the inclusion of all people directly affected by the volunteer assignment, such as the partner organisation and host community. What is your personal experience and/or understanding of social inclusion.

d) How do I match the Qualifications, Essential Skills & Experience? Include your most relevant experiences, results and achievements responding to each of the selection criteria in Section 5.

*Personal Circumstances Constraints*

The Australian Volunteers Program recognises and values the enhanced skills and expertise of returned volunteers as a result of their volunteering experience. The program is also designed to maximise international volunteering opportunities for all Australians. With this in mind, if a returned volunteer and a candidate who has not volunteered previously apply for the same role, preference will be given to the latter, providing they meet the personal and professional selection criteria for the role.

We are NOT able to accept applications from people with the following personal circumstances due to security, cultural, legal or visa restrictions in this location:

- Applicants with accompanying children
• Same sex partners who wish to accompany applicants as part of the program may face issues in applying for and being issued with a visa

• Applicants with partners to whom they are not legally married and who wish to accompany applicants as part of the program may face issues in applying for and being issues with a visa

• Applicants with a criminal record where a criminal conviction may be relevant to the inherent requirements of the assignment.

9. HOW TO APPLY

All applications must be submitted online through the Australian Volunteers Program website. If you haven’t already done so, you will need to register on our website prior to applying.

_Aboriginal and Torres Strait Islander people are encouraged to apply for this assignment._