

# VSA Assignment Description

Assignment title	Operations and Finance Mentor
Country	Bougainville
Location	Chabai
Partner organisation	Nazareth Centre for Rehabilitation
Duration	One Year



41315

## 1. Assignment goal

Nazareth Centre for Rehabilitation (NCfR) is well managed with ongoing options to ensure financial sustainability.

## 2. Assignment outcomes

### Outcome 1

NCfR staff have the confidence and skills to effectively manage the financial aspects of the centre

#### Outputs

- Assess the current financial systems and processes that are in place and suggest any areas for improvement
- Assess the levels of skills and confidence of local staff to carry out the necessary financial management processes including monthly and project financial reporting
- Provide necessary training to address any identified capacity gaps
- Provide ongoing mentoring as staff utilise the updated systems and undertake the required financial reporting

### Outcome 2

NCfR has effective operational management processes in place and the centre is being run by confident and competent staff.

#### Outputs

- Work with relevant staff to create/ and or update an operational work plan ensuring all aspects of NCfR run smoothly without needing daily input from the director.
- Assess the level of confidence of staff to utilise the new operational guidelines Provide ongoing on the job training and mentoring to utilise the updated plans
- Work with appropriate staff to fine tune the systems and process as necessary

### Outcome 3



NCfR has options for ongoing future income and funding, leading to a more security financial future. These options to include economic development

#### **Outputs**

- Assess the current funding streams available to the centre
- Assist with consolidating current small income streams provide strengthened financial security
- Provide suggestions to improve project reporting ensuring that there are clear processes in place to accurately determine and record costs and profits
- Assist staff to research and implement alternative income streams
- Assess the viability of employing an Operations Manager and advise the Director

**As needs on the ground may change over time, the volunteer is encouraged to review and update the assignment description on arrival in consultation with the partner organisation and VSA programme manager.**

### **3. Reporting and working relationships**

The volunteer will work alongside the NTC Coordinator and Administration Officer. Throughout the assignment they will seek guidance from the NCfR Director

The volunteer will report to the NCfR Director

The volunteer and The Nazareth Centre for rehabilitation will have an ongoing relationship with the VSA programme manager in terms of assignment monitoring, reporting, professional advice and personal support.

### **4. Capacity building**

Capacity Building will be achieved by

- One on one Training
- Training workshops and coaching and mentoring
- Team building to create a seamless work environment

### **5. Person specifications (professional)**

#### **Essential**

- A Finance qualification and relevant experience in a varied finance role.
- Computer literate and experience developing and implementing both finance systems, and office administrative systems and processes
- People management experience including on-the job training and mentoring of a team.
- Experience in establishing innovative funding streams
- Experience in grassroots type businesses

#### **Desirable**

- Experience working in a not for profit organisation
- Knowledge of organisation capacity assessments and human resources strategic planning

### **6. Person specifications (personal)**

#### **Essential**

- Excellent organisational and communication skills
- Strong process improvement skills
- Ability to work in a cross-cultural and limited resource environment



- A willingness to learn and use Tok Pisin

### **Desirable**

- Knowledge of domestic violence and refugee organisations (not necessary as the area that this assignment will work in covers many of the other aspects of NCfR's work)
- An understanding of issues likely to impact on effective office management and economic growth in a developing country context
- Experience in or an understanding of the realities of working in a remote location with limited access to resources

### **Additional information**

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#### **Residency status**

VSA volunteers must be New Zealand citizens or have New Zealand permanent residency status, and currently living in NZ.

#### **Partner organisation**

The volunteer's partner organisation will be Nazareth Centre for Rehabilitation

As part of the volunteer's contract, successful candidates will be required to take part in a pre-departure briefing course run by VSA in Wellington and complete all required pre-reading.

#### **Final appointment**

Final appointment will be subject to satisfactory medical and immigration clearances (costs covered by VSA), partner organisation acceptance, and successful completion of the pre-departure briefing course.

#### **Family status**

VSA supports partners to accompany volunteers on assignments of six months or longer. However, volunteers with accompanying dependents will not be considered for this assignment.

#### **Fundraising**

Volunteers are encouraged to fundraise at least \$1000 with the support of VSA's fundraising team. Accompanying partners are encouraged to raise the same amount. All funds raised will help VSA keep its programmes in action and support future volunteers.

#### **Vaccination requirements**

Potential volunteers are advised that VSA's insurers require volunteers to be inoculated, prior to departure, in accordance with the instructions of VSA's medical adviser. VSA covers the cost of any required vaccinations.

#### **Vulnerable Children Act**

While on assignment, VSA volunteers may be required to work with children and/or may choose to participate in informal activities in their own time that involve interactions with children (such as coaching teams or teaching English). VSA is committed to the protection of vulnerable children and adults, which also includes meeting our commitment under the Vulnerable Children Act 2014.

The information requested during the application process is necessary to assist VSA to determine applicant suitability to work and/or interact regularly with children, and is part of a series of pre-selection checks undertaken on all applicants for VSA assignments.

#### **Volunteer package**

The volunteer's package includes the following:

- **Reimbursements and grants**

1. Volunteers will receive an establishment grant of **NZ\$750** to help them set up in their country of assignment. For volunteers with an accompanying partner (whether or not that partner is also a VSA volunteer), VSA will pay an establishment grant of **NZ\$1100** per couple.



2. For two year assignments, the volunteer will receive a rest and respite grant of NZ\$1000 on completion of the first year.
3. A resettlement grant of NZ\$200 will be paid for each month the volunteer is on assignment. This is payable on completion of the assignment, for up to a maximum of 24 months.
4. The volunteer will receive a monthly living allowance of PGK 1,810
5. A location grant of NZ \$2,000 will be paid if leave is taken out of Bougainville after 6 months. We do encourage you to do this.

- **Accommodation**

Basic, comfortable furnished accommodation will be sourced by VSA.

- **Airfares and baggage allowance**

VSA will provide the volunteer with economy airfares to and from New Zealand for their assignment plus a baggage allowance.

- **Insurance**

VSA will provide travel insurance to cover baggage and personal property, and non-routine medical expenses for the duration of the assignment. Further details of the insurance cover will be provided during the volunteer pre-departure briefing.

- **Utilities**

VSA will reimburse volunteers reasonable expenses for household utilities while on assignment.

**Final terms and conditions relating to the specific volunteer assignment will be confirmed in a personalised volunteer contract prior to departure.**

## **Attachments**

**Appendix 1: Background to the assignment**

**Appendix 2: Living situation**

**Appendix 3: Bougainville**



## Appendix 1: Background to the Assignment

### Assignment focus

The NCfR also owns the Nazareth Training Centre (NTC), which caters food and accommodation for the participants of workshops and seminars. In addition, it has a venue available for other organisations such as government departments and institutions to hire for seminars/workshops. The NTC is an important revenue earner, however as a vital business unit, it is in a weak position with neither business plan nor a manager with good experience.

As identified in a 2017 completed organisation capacity assessment (OCA) of the NCfR, conducted by VSA volunteer Nimal Siripala, there is a peculiarity in building the capacity of NTC. While NTC remains a popular training and retreat facility (primarily as organisations like to support the work of the NCfR), it was not operating efficient and didn't have appropriate business and administrative processes in place.

During the latter part of 2017 and through 2018 NCfR had a volunteer who assisted on a half time basis with setting up and training of correct accounting and financial reports. NCfR now has a computerised stand alone accounting system.

The next step is to ensure that this data is used to provide accurate reports of profit and costs.

NCfR would benefit greatly from having a well training operations manager who can oversee the activities, and ensure operations are run in a financially stable manner.

### Partner organisation

The Nazareth Rehabilitation Programme began functioning in 1998 and in 2001 the programme was moved to Chabai Mission, Selau and it was renamed the Nazareth Centre for Rehabilitation (NCfR). The Chabai Mission is situated 15 to 20 minutes from Kokopau on northwest Bougainville island. The Nazareth Congregation of Sisters is based in Chabai as is the project's Safe House. The programme and centre were initially established to address the issue of violence in the lives of women, children and youth and to provide counselling services.

The work of the NCfR is highly respected in the ARoB for its provision of social services and has a strong working relationship with police, the court system, the Department of Police, Corrective Services and Justice and communities throughout the ARoB. Currently the NCfR is managing a number of facilities for the ABG or national government, including the soon to be opened Mabiri Juvenile Rehabilitation Centre.

Over the past decade the NCfR has implemented programmes in conjunction with several international NGOs and it has received support or funding from Australian Aid, United Nations Development Programme, the New Zealand Aid Programme, Australian Volunteers International (AVI), Horizon3000 and Volunteer Services Abroad (VSA). However, a lack of funds in the past has not prevented the programme from operating – largely due to commitment from the Sisters of Nazareth in providing counselling services and office/rehabilitation centre space at the mission in Chabai.

Activities of the NCfR include:

1. Provide counselling, shelter (3 safe houses) and basic paralegal aid to women.
2. Alcohol and drug awareness and education for youths.
3. Hire out centre for trainings, conferences and meetings.
4. Management and operation of rehabilitation centres

### Working situation

The Chabai Mission, Selau, is situated 15-20 minutes from Kokopau on North West Bougainville island or 30 minutes by boat or road from Buka. The NCfR in Chabai comprises a refuge for victims of domestic violence (safe house), classrooms, a training centre, modest housing for the Centre Manager and Sisters of Nazareth, and two guesthouses for visitors.

VSA could rent a house in the nearby in Kona village, approximately 10-15 minutes' walk from Chabai Mission. The three-bedroom house has recently been renovated and now has mains water, a toilet/shower and power-generator. Or accommodation can be provided at Chabai, this would be a Standalone two-bedroom house. Power is supplied by generator each day from approx. 6.30pm to 9.30pm, plus during the day as needed.



The volunteer will be provided with a modest desk when at the NCFR. The volunteer may also occasionally work from home



## Appendix 2: Living Situation

### Buka

The ARoB is tropical, often rainy and humid with temperatures between 25 to 35 degrees' year round.

Buka is the administrative centre of the ARoB and the location of the Autonomous Bougainville Government (ABG). Buka also has the ARoB's only post office, general hospital and university centre. Buka is separated from Bougainville Island by the Buka Passage (a narrow strait between the ARoB two main islands). Fibreglass open boats (banana boats) run back and forth across the channel transporting people and goods each weekday and less frequently on weekends. The main road in Buka is tar-sealed and suitable for bicycling.

Most VSA accommodation is close to the road that runs into Buka. This road has a regular PMV service. The accommodation has a gas oven for cooking, tanked rainwater supply shower and flush toilet. The house is on mains power supply and operates on an 'easy-pay' (meter) system. Buka does experience some power problems with the mains generator and occasionally may operate on a load share system, although usually there is 24-hour power. Other volunteers are close by.

The airport in Buka has regular scheduled flights to other destinations in Papua New Guinea (PNG). There are five flights weekly between Buka and Port Moresby via Air Niugini, although there are regular changes to flight schedules without notification of passengers (re-check your flight details 3 days before scheduled departure). The ship that services Buka-Rabaul-Lae also travels overnight to these destinations. Public motor vehicles (PMVs) travel the road on a daily basis between Buka and Arawa and on down to Buin. These are usually 10-seater or open backed Land-cruisers although there are some larger trucks also used for transporting people and goods. Roads are unsealed except in Buka and Arawa

There is limited western-style social life on the island with the main activities being swimming, snorkelling and fishing. Volunteers have joined local sports clubs such as soccer and netball. Volleyball is also very popular. There are potentially excellent tramping tracks, though there can be land access issues unless accompanied by a local. There are no hotels, but several basic guesthouses and restaurants have been established over the last 10 years. Kuri Lodge and Reasons Bar on the Buka Passage provide a popular evening gathering place for Buka residents and visitors.

Buka has an excellent weekday market with a good variety of fresh produce. Fresh fish is less available. Trade stores offer a variety of basic imported food and goods. Some frozen goods are available. A local bakery produces bread (white only) and other simple baked goods. Fresh dairy products are limited and only occasionally available.

Phone and internet communication is improving with Digicel 3G now available in Buka. Cellphones are widely used for communication.

It is recommended volunteers take precautions not to get bitten by mosquitoes. Malaria is endemic in the ARoB and the use of prophylaxis is mandatory. Dengue Fever is also prevalent.

### The Nazareth Centre for Rehabilitation – Chabai

The Chabai Mission, Selau, is situated 15-20 minutes from Kokopau on North West Bougainville island or 30 minutes by boat or road from Buka. The NCFR in Chabai comprises a refuge for victims of domestic violence (safe house), classrooms, a training centre, modest housing for the Centre Manager and Sisters of Nazareth, and two guesthouses for visitors.

VSA is renting a house in the nearby in Kona village, approximately 10-15 minutes' walk from Chabai Mission. The three-bedroom house has recently been renovated and now has mains water, a toilet/shower and power-generator. However, mobile phone coverage (and therefore internet) is very limited in the area, and is only available in certain hotspots. The volunteers in the area have a satellite phone for emergencies.



### Appendix 3:

The ARoB emerged from nine years of civil conflict in 1998, suffering social trauma and with much of the island's infrastructure in tatters. The process of re-building and determining the region's political future follow a difficult and uncertain path. It will continue to take a combined effort, supported where appropriate by funding and technical assistance from international sources, to emerge as a fully functioning society. The ongoing desire of some for independence and the scarcity of development funding from Papua New Guinea create a challenging political and developmental environment.

While the autonomous region has had a particularly difficult colonial and post-colonial history, the people of Bougainville continue to demonstrate tremendous resilience in the face of these challenges. Bougainvilleans are a hardworking, proud and happy people, and continue to display innovation and strength in spite of complex political and social challenges.



For more information on ARoB, see:

- ABG Website: [www.abg.gov.pg](http://www.abg.gov.pg)
- Bougainville Travel: [www.bougainville.travel](http://www.bougainville.travel)
- Bougainville News: [www.bougainvilnews.com](http://www.bougainvilnews.com)
- Radio Broadcasting Service: <http://www.bougainville.typepad.com>
- New Zealand Aid Programme in PNG: <https://www.mfat.govt.nz/en/aid-and-development/our-work-in-the-pacific/aid-partnership-with-papua-new-guinea/>

### VSA in the ARoB

New Zealand, from the signing of the cease-fire in April 1998, has indicated a willingness to help the people of the ARoB help themselves. VSA, with funding from the Ministry of Foreign Affairs and Trade (MFAT) New Zealand Aid Programme, has been involved in the rehabilitation and reconstruction phase of the ARoB's recovery since May 1998.

Since 1998, VSA has built up a programme involving project management and volunteer placement in sectors including health, construction, education and governance. VSA volunteers are currently based in Buka, Arawa and Buin and they are supported by a field office in Buka and a sub-office in Arawa. The Programme Manager and Programme Officer are based in Buka and travel approx. 4 to 5 weekly to Arawa and Buin

### General security

The physical, psychological, and cultural damage resulting from a decade of civil strife will take many years to heal. The peace process is still fragile and it will take time before people gain confidence and build trust within their communities and with outsiders.

Volunteers must be aware of, and accept the heightened risk, and adopt behaviour that reflects due caution. This includes taking precautions such as not moving around after dark alone, keeping the house secure and keeping items of value out of sight. All VSA volunteers to the ARoB must sign a set of security protocols that set out behaviour, designed to minimise risk.

VSA has confidence in the peace process and a commitment to the people of the ARoB. The Programme Manager is constantly monitoring the security situation. VSA has found the people of Bougainville to be incredibly hospitable, friendly and keen to watch over VSA volunteers as needed.

