

PIMS CODE: 10531637

## Operations and Maintenance Trainer- Water and Sanitation

Majuro Atoll, Republic of the Marshall Islands.

This assignment is part of the Australian Volunteers for International Development program, an Australian Government, AusAID initiative.

AVI has negotiated this assignment in good faith with the Host Organisation, and the information contained was correct at the time of acceptance of the request for an Australian Volunteer. However, while AVI takes 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 This assignment may be amended or withdrawn to reflect changes in circumstances.

### HOST ORGANISATION DETAILS

ORGANISATION:	Majuro Water and Sewer Company - division of Marshalls Energy Company Inc.
WEB ADDRESS:	<a href="http://www.mecrmi.net/MWSC.htm">http://www.mecrmi.net/MWSC.htm</a>

### ORGANISATION PURPOSE, HISTORY AND ACTIVITIES

ORGANISATIONAL CONTEXT:	The government owned Majuro Water and Sewer Company (MWSC) provides water and sewer services to the residents of Majuro Atoll, the capital and largest urban centre in the RMI. The company is the only water and sanitation provider in Majuro.
HISTORY:	MWSC is a division of Marshalls Energy Company based in Majuro Atoll. It is a government entity and is governed by a Board of Directors selected by the National Government (Nitijela).
MAIN ACTIVITIES:	Provision of fresh water, salt water and sanitary sewer services for the Majuro Atoll.
SIZE OF ORGANISATION:	MWSC is comprised of 54 employees, and is a subdivision of Marshalls Energy Company (MEC). The services provided by MWSC serve the population of Majuro Atoll. Latest estimates show there to be about 28,000 people on Majuro in 3600 households. In addition to MWSC, most households also rely on rain water from water catchments.

### ASSIGNMENT DETAILS

CONTEXT AND PURPOSE OF ROLE:	<b>CONTEXT:</b> An island wide basic water and sanitation system was installed during the US trustee period decades ago. However, the equipment has not been properly maintained over the years, largely because the staff has insufficient training and knowledge of the operations. Consultants from off-island do come to Majuro to perform these maintenance tasks, but there is a great need for the local staff to learn these skills. A PACTAM employee also works with MWSC at the management level.
	<b>ALIGNMENT WITH COUNTRY STRATEGY:</b> One of the two priorities of

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	Partnership in the Marshall Islands is to increase access to clean water and sanitation. Currently, the city water is only turned on a few days a week, and of that, much of the water is not clean nor does it reach the whole of the population. This position increases the capacity of the local staff to do manage and improve operations, while also providing the necessary maintenance to the equipment to ensure operations will continue to run in future years.
ASSIGNMENT OBJECTIVE/S:	<p>Volunteers complete a work-plan in the first three months of their assignment in consultation with their line-manager and relevant stakeholders. The duties listed below are an indication of the type of work that may be involved in meeting the Assignment Objectives:</p> <ol style="list-style-type: none"> <li>1. At the end of the assignment, the employees will be able to carry out regular operations and maintenance of the equipment.</li> <li>2. The employees will be able to measure the efficiency of the operations and maintenance of the equipment.</li> </ol>

WORKING RELATIONSHIPS	
LINE MANAGER:	Manager, Majuro Water and Sewer Company
STAFF SUPERVISION:	Mentoring, but no direct supervision.
OTHER STAFF:	Volunteer will be working with local maintenance staff as well as manager.

DUTIES AND RESPONSIBILITIES OF THE VOLUNTEER	
	<p>Volunteers complete a work-plan in the first three months of their assignment, in consultation with their line-manager and relevant stake-holders. The duties listed below are an indication of the type of work that may be involved in meeting the Assignment Objectives</p> <ul style="list-style-type: none"> <li>▪ Train and mentor the operators.</li> <li>▪ Support the establishment of a maintenance system.</li> <li>▪ Contribute to the establishment of standard operational procedures.</li> <li>▪ Help troubleshoot and redesign and repair the system.</li> </ul>

START DATE:	<p>Start: Within 4 to 6 months of the close of applications</p> <p>There are approximately 4 group start dates into each country each year. New volunteers will arrive as a group, be met by the Country manager and participate in important compulsory in-country orientation, including security training and cultural appropriate behaviour.</p> <p>Please note that assignment start dates may vary due to delays in the processing of visa applications or changes in the partner employers circumstances.</p>
DURATION:	<p>24 months</p> <p>The optimum length of Australian Volunteer assignments is 24 months so that relationships can be fully developed and skills passed on to the community.</p>

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## SELECTION CRITERIA

For instructions on preparing your application - refer to the Application Information section

CITIZENSHIP:	<ul style="list-style-type: none"> <li>▪ Australian citizens, Australian permanent residents or New Zealand Citizens resident in Australia are eligible to apply for this assignment</li> </ul>
QUALIFICATIONS:	<ul style="list-style-type: none"> <li>▪ Relevant tertiary, professional or technical qualifications and/or certification; or equivalent work experience.</li> <li>▪ Record of continuous professional development</li> <li>▪ Valid driver's license for manual cars and trucks.</li> </ul>
ESSENTIAL SKILLS & EXPERIENCE:	<ul style="list-style-type: none"> <li>▪ Demonstrated success in building the skills of others through formal and/or informal training and coaching</li> <li>▪ Demonstrated success in consulting with stakeholders and facilitating the work of others to achieve an agreed outcome</li> <li>▪ Successful results in the supervision and improvement of operations and maintenance in a water and sanitation utility.</li> <li>▪ Record of success in establishing or training others in maintenance systems.</li> <li>▪ Record of success in contributing to the establishment or upgrade of standard operational procedures.</li> <li>▪ Record of success in troubleshooting, redesigning and repairing old and poorly maintained equipment.</li> </ul>
DESIRABLE SKILLS & EXPERIENCE:	<ul style="list-style-type: none"> <li>▪ Record of success of living and working in a cross-cultural environment.</li> <li>▪ Applied knowledge of working with reverse osmosis machinery.</li> </ul>
ESSENTIAL PERSONAL QUALITIES FOR SUCCESSFUL VOLUNTEERS:	<ul style="list-style-type: none"> <li>▪ Self awareness, self reliance and resilience</li> <li>▪ A reputation for and commitment to integrity</li> <li>▪ Commitment to team work, coaching, mentoring and developing others</li> <li>▪ Awareness and sensitivity of cross-cultural settings</li> <li>▪ Patience, tolerance and flexibility</li> <li>▪ Respect for the rights of children and commitment to child protection practices</li> <li>▪ Commitment to taking responsibility for own behaviour, particularly in compliance with security guidelines and social, ethical and organisational norms.</li> <li>▪ Ability to cope with cultural isolation and a different standard of living</li> <li>▪ A preparedness to work with limited resources within a challenging environment</li> </ul> <p>Please refer to detailed definitions of personal competencies  <a href="http://www.australianvolunteers.com/volunteer/what-we-look-for.aspx">http://www.australianvolunteers.com/volunteer/what-we-look-for.aspx</a></p>

## WORKPLACE DETAILS AND CONDITIONS OF EMPLOYMENT

WORKPLACE DESCRIPTION:	The MWSC office is located Oceanside in Delap town, Majuro, in the downtown area. Work will take place throughout the atoll when working on maintenance.
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TELECOMMUNICATION S & COMPUTERS:	<p>Optional</p> <p>Your host organisation is counting on your flexibility. If there is no computer in your department, you are doing your host organisation a disservice by using your own laptop for your work. Flexibility means being able to come up with creative solutions to problems at work. If there is no computer, maybe you can help get one purchased for your work place. People also continue to do fantastic work without the aid of computers.</p>
HOURS/DAYS OF EMPLOYMENT:	From 9 am to 5 pm, Monday to Friday.
LEAVE:	<p>Same conditions and terms as local colleagues apply, including national holidays.</p> <p>A minimum of 1 week leave for each 3 months of work will be made available to Volunteers, if the workplace conditions are less than this.</p>
OTHER CONDITIONS:	Hours of work will be regular working hours 8-5, Monday through Friday.
LANGUAGE AT WORK:	<p>Language/s spoken in the workplace: English is spoken to some degree by most workers.</p> <p>An English speaker will carry out their work by: The worker should not have a problem. When needed, there is enough staff available who are competent translators to assist in the training.</p> <p>The level of language competency in Marshallese that a Volunteer will need to carry out this assignment is:</p> <p>XLow: Polite social interaction &amp; demonstrated attempt to learn</p> <p>Language skills from AVI language support &amp; their own effort while on assignment</p>
LANGUAGE SUPPORT:	Basic language training will be available during Orientation in country. If volunteer is interested, more extensive training can be provided.

#### LIVING AS A VOLUNTEER:

LOCATION	The Marshall Islands consists of 29 atolls and five single islands in the central Pacific Ocean, between 4 and 14 degrees north of the equator. There are approximately 1225 islands and islets spread throughout the country, spanning across 750,000 square miles of ocean. The total land area is about 181 sq. km and the mean height of the land is about 2 metres above sea level. Majuro is the capital atoll and about half of the population lives there.
NEAREST MAJOR CITY:	<p>Majuro is the urban centre and national capital of the atoll nation. Most of the atoll is comprised of one road, which is 30 miles (48 km) long and quite narrow. In many places, the lagoon and ocean are visible at the same time. Most of the population is centred in the downtown business area, which includes Delap, Uliga and Rita towns, located at the eastern end of the atoll. Anchoring the far end of the road is Laura town, also populated but a more rural setting. Travel from one end to the other by car is approximately 1.5 hours.</p> <p>There is one large, Western supermarket which stocks most familiar Western foods, though at a higher price than you may be accustomed to. A growing number of smaller, specialty grocery stores are also popping throughout town. There are a number of restaurants to choose from, though options are mostly limited to Western or Chinese cuisine.</p>
LOCAL CONTEXT:	Despite increasing Westernisation, Marshallese society remains highly

	<p>influenced by kinship. The concept of family and community is inextricably tied in Marshallese society. The strong family ties contribute to close-knit communities with a focus on caring, kindness, and respect. The society is matrilineal, and therefore, land is passed down from generation to generation through the mother. Chiefs continue to wield a great deal of power over land ownership and usage, and many of these chiefs are also political leaders in the country.</p> <p>The Marshall Islands is almost 100% Christian, and the church often plays a central role in the local social dynamics. Sundays are set aside for rest, relaxation, and attending church services, and many of the wealthier families picnic on small islands and partake in water sports.</p>
LANGUAGES:	Same as workplace
SOCIAL, RECREATIONAL & SHOPPING OPTIONS FOR VOLUNTEERS:	<p>Water sports are common recreational activities in Majuro. There is an active yacht club with members from around the world. The Club holds monthly meetings and races, and members can join a boat for the races. The Marshall Islands Billfish Club is one of the most popular organizations in the Marshalls, with monthly fishing tournaments and weigh-ins.</p> <p>The coral reefs make for amazing scuba and snorkelling opportunities, both on the small “picnic” islands in Majuro Atoll, as well as the pristine outer islands of the Marshalls.</p>
CULTURAL & SECURITY CONSIDERATIONS FOR LIVING WITHIN THE COMMUNITY	Marshallese are known for their hospitality, and they will do all they can to make you feel welcome upon your arrival. You may end up with a “host” family who will take you under their wing and invite you to family parties and celebrations- an integral part of Marshallese cultural. As a visitor though, it is important to follow local customs. Women should dress conservatively, with skirts below the knee and no tank tops. Men should expect to wear pants and a collared shirt to work, as shorts are too casual. It is also important to note that men and women do not hang out socially, and doing so will likely cause problems.
MOBILITY	<p>Getting around in downtown Majuro is quite easy. Taxis are plentiful and cheap, and they will take you most places in town for \$.50-.75. For ventures out of downtown to the other end of the island, taxis can be negotiated, or it is also easy to rent a car (or golf cart!) for the day.</p> <p>While some people find buying a car useful for their time in Majuro, it is not a necessity. And, with extremely high gas prices and continual vehicle maintenance needed due to salt build-up, it is often much easier to simply use the taxi system.</p>

ASSIGNMENT FUNDING			
LIVING ALLOWANCE*:		ACCOMMODATION ALLOWANCE*:	
AVI:	AUD 1000.00 per month	AVI:	
EMPLOYER:		EMPLOYER:	Will provide accommodation.
		* These allowance levels are based on the Cost of Living in country. They will be reviewed periodically and may increase or decrease. Volunteers will be given notice of any change to the allowance level.	
Accommodation:	The host organization will provide government-approved available housing in a convenient location and with 24 hour security. Housing comes furnished.		

OTHER ALLOWANCES & SUPPORT
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SETTLING-IN:	AUD 1,000 paid prior to start date #
RE-SETTLEMENT:	AUD 1,200 paid at conclusion of placement # <i>#Payable only on volunteer assignments longer than six (6) months.</i>
SUPPORT:	<ul style="list-style-type: none"> <li>▪ Pre-departure Briefing in Melbourne &amp; In-country Orientation on arrival</li> <li>▪ Pre-departure vaccination expenses</li> <li>▪ Visa expenses</li> <li>▪ Airfares at the commencement and conclusion of the assignment, to and from Australian base.</li> <li>▪ Pastoral care, assignment monitoring and security guidance from AVI Country Office</li> <li>▪ Psychosocial and medical advice &amp; support services</li> <li>▪ Medical and emergency insurance and evacuation coverage.</li> <li>▪ Some funding is available for approved accompanying dependants subject to safety risks- ask your recruiter for more information.</li> <li>▪ Re-entry support services</li> <li>▪ See the AVI Volunteer Guide Book for full details</li> </ul>

## APPLICATION INFORMATION

### Application Support and Enquiries

If you are interested in applying to become a volunteer, AVI Recruitment Consultants will work with you to provide context and information for self-assessment and research, guidance on the formal assessment and clearance steps, and opportunities for learning and networking to prepare for a successful assignment. You can contact and discuss your interest with a Recruitment Consultant at any time:

Toll Free: 1800 331 292

Email: recruit@australianvolunteers.com

### Assignment Information, Selection Criteria and Recruitment Steps

Candidates for Australian Volunteers assignments are selected based on their likelihood to successfully meet the objectives of the assignment, in the context, culture and location of the host organisation and community.

Each assignment available for application will have a detailed Assignment Description available to down-load from the Advertisement page on the AVI web-site. We recommend that you research further relevant information from links and guidance within the assignment description, and through your own networks and information sources.

Full details of selection criteria used for assessing likelihood of success are included in each Volunteer Assignment Description, and on our website: <http://www.australianvolunteers.com/volunteer/what-we-look-for>

You can find an overview of the steps and time-lines involved in becoming a volunteer on this page of our website:

<http://www.australianvolunteers.com/volunteer/steps-to-becoming-a-volunteer>

### Application Instructions

The first step is a written application.

We use the application information to assess if there is a sufficient match between the requirements of the host organisation and the applicant's skills, experience, qualifications and understanding of the unique role of an Australian Volunteer. If there are many applications that are sufficiently matched, we will rank the applications, and progress to screening and interview those candidates who have demonstrated the closest match.

**Background:** The decision to undertake an assignment with Australian Volunteers International entails making a substantial commitment both in terms of the significant period of time that you are prepared to be separated from your family, friends and familiar surroundings as well as a willingness to accept the challenges that living, working and learning in a demanding cross-cultural environment involves.

The making of such a decision therefore needs to be done in a considered and reflective way. We suggest that it should be based not only on a desire to 'give something back' or 'to make a difference' for example, but also on a realistic assessment as to whether the timing is actually right, for you, reflecting on what you anticipate gaining from the volunteering experience and what personal attributes you feel would be required to ensure that such an experience was a satisfying and effective one for yourself and for the host organisation and host community.

### **Written Application**

1. **Response to Selection Criteria:** Please begin by writing your responses to the following three questions, in a document headed - Response to Selection Criteria:
  - a. **Why do I feel that volunteering overseas is the right thing for me to do at this time in my life?** (up to half a page)
  - 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?** (up to half a page)
  - c. **How I match the Essential Skills & Experience:** Write a brief summary of your most relevant experiences, results and achievements against each criteria in the Essential Skills & Experience section of the Assignment Description.
    - o *Use examples, particularly those that you think would be the most relevant to the assignment objectives, the duties, the host organisation context and the AVI personal competencies – the unique skills necessary for successful volunteering.*
    - o *Do not respond to the other Selection Criteria sections in the Assignment Description – Qualifications, Desirable Skills & Experience or Essential Personal Qualities – these areas will be covered during interviews and reference checks.*
2. **Resume:** Prepare a comprehensive and up-to-date Resume which includes the key dates of your professional history.

### **Lodge your application**

- Log in or Register on the AVI Web-site.
- Open the Advertisement page of the assignment.
- Click on the Apply Now link at the bottom of the page. This link will only appear if you are logged in.
- Complete a few on-line questions and upload your two pre-prepared documents: Response to Selection Criteria and Resume

- You will receive an automatic email acknowledgement of your application. Please contact the Recruitment team if you do NOT receive this email or if you have any difficulties – recruit@australianvolunteers.com

## **Response to your application**

You will receive advice on the progress of your application within three weeks from the Close of Applications date. Please contact the Recruitment team if you do NOT receive advice - recruit@australianvolunteers.com

## **Recruitment Principles**

The needs of the Host Organisation drive our recruitment and selection practice. AVI is seeking the best available and most suitable volunteer to meet the needs of the Host Organisation.

AVI will assess applicants using merit based and transparent processes to select the best available candidate who has a reasonable chance of achieving the assignment objectives within the cultural and environmental context of the host organisation, in a manner consistent with the AVI Personal Competencies, and whose personal circumstances allow them to realistically commit to the full term of the assignment.

AVI respects the rights of the children in the communities in which we serve. Volunteer candidates will be asked to demonstrate their commitment to child protection practices and undergo police and background checks.

Flexibility is essential – there are low levels of predictability in all aspects of international volunteering.

If no candidate is able to demonstrate a reasonable likelihood of achieving the assignment objectives, or meeting the Selection Criteria, the assignment will be re-advertised or withdrawn.

There are significant potential health risks and other hazards - both foreseeable and unforeseeable - associated with participating in international volunteering. Volunteers, host organisations and AVI share responsibility for the management of risks associated with international volunteering. Throughout the recruitment process, candidates will be informed of likely risks associated with volunteering, and provided with the opportunity to explore how these risks will affect their ability to commit. Volunteers accept that there is a shared responsibility for identifying, planning for and managing risks.

Volunteer candidates demonstrate their ownership of this responsibility by providing full disclosure of personal and health challenges that they may face in managing the risks of a Volunteer assignment so that appropriate support, risk management and insurance coverage can be arranged.

## **Starting your research**

Australian Volunteers for International Development program:

[www.ausaid.gov.au/volunteer](http://www.ausaid.gov.au/volunteer)

Travel Safety information:

<http://www.smartraveller.gov.au/zw-cgi/view/Advice/>

AVI Approach to Development:

[www.australianvolunteers.com/about-us-/how-we-work](http://www.australianvolunteers.com/about-us-/how-we-work)

Australian Volunteers Code of Conduct:

<http://www.australianvolunteers.com/media/128555/avi-code-of-conduct.pdf>

AVI Child Protection Policy and Procedures

<http://www.australianvolunteers.com/media/128561/avi-child-protection-policy-v2.1.pdf>

<http://www.australianvolunteers.com/media/128558/avi-child-protection-procedures-dec10.pdf>

AVI Recruitment:

<http://www.australianvolunteers.com/volunteer/what-we-look-for.aspx>

<http://www.australianvolunteers.com/volunteer/steps-to-becoming-a-volunteer.aspx>

AVI Fact Sheets for Couples and Families Exploring Volunteering

<http://www.australianvolunteers.com/volunteer/faq.aspx#Can%20I%20take%20my%20partner>