

## CRS Egypt

### Volunteer SOW

#### Background

Catholic Relief Services (CRS) works in a wide variety of areas within the humanitarian and development fields, regardless of race, creed, religion, or gender, to advance our mission to assist the poor and vulnerable. Our team reflects this diversity. The CRS Egypt country program began in 1956 at the invitation of Egyptian president Nasser by providing relief assistance to the victims of the Suez War. Over the following few decades, CRS Egypt moved from large-scale food relief to long-term poverty alleviation and development programs.

Currently, CRS Egypt programs in these main areas: education, livelihoods, social cohesion, and emergency response. CRS focuses on safeguarding and working with local partners across its portfolio. Projects under these programs range from providing technical assistance and capacity building to partners; promoting cohesion and tolerance among different groups; offering educational grants and education services for refugees; advancing child protection and safeguarding; and delivering technical support, start-up funding, and vocational training for refugees and vulnerable Egyptian entrepreneurs.

#### Summary

Volunteers will provide support to the day-to-day delivery of responsive, effective, and efficient projects' activities in support of CRS's mission to serve targeted beneficiaries. Volunteers will provide consistent and high-quality service and contribute to the proper stewardship of project resources that help ensure operational effectiveness in support of high-quality programming.

#### Assignments

All the roles and responsibilities vary from one project/program to another; the exact assigned tasks will be oriented by the supervisor.

- Conduct mobilization and follow-up call for beneficiaries.
- Day-to-day interaction with beneficiaries from various backgrounds, respond to their needs, and refer them whenever needed in adherence with CRS policies and procedures.
- Commit to attending the orientations and mandatory training.
- Conduct field visits to monitor intervention roll-out (virtual/in-person) and document findings.
- Assist in tracking beneficiaries' performance and/or progress tracking.
- Support in the logistical arrangements of the different activities, including but not limited to printing, stationery supplies, sorting and counting resources, booking venues, renting vehicles, and ordering snacks/meals.
- Conduct data collection and data entry to strengthen project documentation and evaluation systems.
- Assist in completing and filing the required documents for each activity implemented according to CRS's policies and procedures.
- Commit to reporting any suspicious/confirmed incidents to the relevant unit/platform.
- Any other relevant tasks assigned by the supervisor

## Requirements

- Undergraduates, a bachelor's degree is preferred
- Experience with word processing, data entry into online databases and forms, and working with various office equipment.
- Experience in the MS Office package (Excel, Word, PowerPoint) and information management systems; proficient in Word

## Language

1. Arabic: Understanding, Speaking, and Writing
2. English: Understanding and writing – Speaking is preferably

## Safeguarding Policy

CRS is committed to safeguarding program participants from exploitation and abuse. Service providers are expected to attend a safeguarding orientation and then sign and adhere to the CRS Safeguarding Policy and Code of Conduct and attend an orientation on safeguarding. This will form part of the contract.

## Place of Performance

Volunteers are expected to operate in Alexandria, along with travelling to Cairo, according to work requirements.

## Period of Performance

Standard working days/hours 7:00-9:00 to 3:00-5:00 from Sunday through Thursday, with the potential of working extra hours and/or on weekends based on work need (with previous coordination and alignment).

## Financial Conditions

Volunteers will receive transportation reimbursement after submitting a timecard with the number of working days monthly that is reviewed and approved by the supervisor and the budget manager. Payment is typically transferred 15 days after the required deliverables are completed.

## Agency REDI Competencies (For all CRS Staff/Volunteers)

Agency competencies clarify expected behaviors and attitudes for all staff. When demonstrated, they create an engaging workplace, help staff achieve their best, and help CRS achieve agency goals. These are rooted in the mission, values, and guiding principles of CRS and used by each staff member to fulfill his or her responsibilities and achieve the desired results.

- Personal Accountability – Consistently takes responsibility for one's own actions.
- Acts with Integrity - Consistently models values aligned with CRS Guiding Principles and mission. Is considered honest.
- Builds and Maintains Trust - Shows consistency between words and actions.
- Collaborates with Others – Works effectively in intercultural and diverse teams.
- Open to Learn – Seeks out experiences that may change perspective or provide an opportunity to learn new things.

Our Catholic identity is at the heart of our mission and operations. Catholic Relief Services carries out the commitment of the Bishops of the United States to assist the poor and vulnerable overseas. We welcome as a part of our staff people of all faiths and secular traditions who share our values and our commitment to serving those in need. CRS' processes and policies reflect our commitment to protecting children and vulnerable adults from abuse and exploitation.

CRS's talent acquisition procedures reflect our commitment to protecting children and vulnerable adults from abuse and exploitation. CRS prioritizes candidates who are citizens/ permanent residents of the countries where we have CRS offices. CRS is an Equal Opportunity Employer