

# PROGRESSIO

Progressio has made a significant contribution to international development and human rights for more than seventy years. We support poor and marginalised people, especially women, to empower themselves – **People Powered Development** – by placing development workers to share skills in nine countries, and through our international policy, advocacy and campaigning. Progressio has Catholic roots and works with people of all faiths and none.

## ICS Team Leader

Three or six-month commitment (departing in January, March, June or September)  
Based in either El Salvador, Honduras, Malawi, Nicaragua or Zimbabwe  
Accommodation, flights, insurance, food and weekly stipend provided

As a Group Leader you will be the first point of contact for a team of five to eight UK volunteers carrying out 12 week placements in developing countries. This will mean supporting young adult volunteers to: get the most out their experience, have a positive development impact whilst overseas, keep motivated, behave appropriately, and stay safe. This will include liaising directly with Progressio in-country staff, addressing discipline within the group and completing relevant paperwork. You will provide support and supervision and leadership, including conducting regular one-to-ones with the volunteers in your team, ensuring team meetings take place, that time is set aside for group learning and reflection, and team and individual roles and objectives are fulfilled. This role is both challenging, and rewarding. It involves a lot of facilitation and leadership, and will provide a link between the International Citizen Service (ICS) volunteers in your group and Progressio's in-country staff.

## IS THIS ROLE RIGHT FOR YOU?

The Group Leader role is a fantastic opportunity for someone who already has experience leading young adults and community/voluntary experience, seeking to consolidate this within the context of international development. This role is particularly relevant for anyone looking to build a career in youth work, community development, and/ or gain more experience and transferable skills, including team communication, confidence, resourcefulness and how to handle situations as they arise, amongst many others.

## DUTIES AND RESPONSIBILITIES

As a Group Leader you are part of a team and you will have specific team and placement objectives, however you will also have additional responsibilities specific to the Group Leader role. These include:

**1. The pastoral care of the team and for ensuring that the team works well together and builds good group dynamics.**

- To promote and encourage appropriate behaviour from the team, ensuring that the team spirit and morale of the team is maintained.
- To arrange team building exercises and to facilitate team bonding, ensuring everyone has a chance to participate.
- To be a point of call for volunteers if they have a problem.
- To ensure volunteers who have a faith are able to practice it, including visiting places of worship.
- To conduct regular support and supervision sessions (one-to-ones) with all volunteers in your group, and share notes of these with in-country staff.
- To work with in-country partners and Progressio staff to ensure volunteers have enough 'down time' so they don't become overwhelmed.
- To enforce the ICS Code of Conduct, with the support of the in-country staff.

**2. Liaising directly with Progressio in-country staff and your partner organisation.**

- To support the Progressio in-country staff during the in-country orientation.
- To raise any issues promptly with staff so that any problems can be dealt with swiftly.
- Being a point of contact in the team for the partner organisation.

**3. Ensuring the team is maintaining health, safety and security and contacting Progressio in-country staff in case of an emergency.**

- To keep in-country staff regularly informed about the progress of the group in the community, including any medical, health and safety issues. This includes contacting in-country staff immediately if a volunteer is unwell, if there is a medical emergency or an accident.
- To ensure volunteers comply with country security procedures.
- To ensure risk assessments are conducted for any extracurricular activity and are approved by Progressio's in-country staff and your partner organisation before the activities happen.
- To ensure incident report forms are completed and submitted to Country Office within one week of the incident or near miss.
- To ensure volunteers understand how to contact the insurance provider in case of a medical emergency.

**4. Supporting the other volunteers in their individual roles and in their personal development, as appropriate.**

- To help volunteers identify and develop personal objectives and facilitate individual learning throughout the programme.
- To monitor the implementation of volunteers' personal objectives.
- To encourage volunteers to carry out their individual roles, within the context of the placement.

**5. Supporting and facilitating the team in their learning, and leading team meetings.**

- To ensure regular team meetings take place.
- To ensure there is time for on-going reflection and discussions about progress of placement and individual roles.
- To promote learning amongst volunteers regarding global citizenship, and cross-cultural issues, faith, poverty and development.
- Ensure fortnightly learning meetings take place.

**6. Delegating tasks to other team members where appropriate.**

- Recognising that other members of the team will have strengths, skills and interests and should be encouraged to support the whole team and lead where appropriate.

**7. Supporting the team to make the most of opportunities so that both the local community and the volunteers get the most out of the experience.**

- To motivate the team to achieve the placement objectives.
- To motivate and encourage volunteers, helping them appreciate that challenges are a learning experience, that culture shock is a real thing, and help them stick with the programme.
- To engage the volunteers in thinking about their Return Social action, and committing to specific individual and group actions.
- To ensure all volunteers agree to commit to attending the Return Volunteer day, which takes place within a month after returning to the UK.

**8. Looking after your own well-being.**

- Participating in fortnightly support and supervision (one to ones) with Progressio in-country staff.
- Ensuring that you are also working towards your own personal development objectives.
- Asking for support from Progressio staff, the partner organisation or other members of the group when needed.

**9. Looking after placement resources.**

- To ensure Progressio ICS equipment (laptops, cameras, memory stick etc) are in order and report faulty equipment to in-country staff.
- Looking after any resources provided to the group by the partner organisation.

It is important to emphasise that Group Leaders are expected to be positive and flexible as possible when reading the above section. The nature of the role requires flexibility to respond to different needs and unforeseen changes, which may not have been covered in detail above.

## PERSONAL QUALITIES AND ATTITUDES WE LOOK FOR

All ICS volunteers are selected based on seven dimensions<sup>1</sup>. Throughout the ICS programme, it is extremely important that all volunteers continue to demonstrate commitment to developing and using each of these dimensions.

In addition to the seven dimensions, when we select Group Leaders, we look for other specific personal qualities and attitudes, including:

- Excellent interpersonal and communication skills, including the ability to communicate, inspire, support and work with a wide range of people in a participatory and respectful manner.
- Be a role model, leading by example and able to gain the respect and the trust of the team members.
- To act professionally at all times and to understand the boundaries and expectations of being a Group Leader.
- Approachable and responsive to people's needs.
- Ability to use judgement, common sense and initiative
- Ability to remain calm and deal with difficult situations under pressure, and to persevere.
- Aware of own strengths and weaknesses and not afraid to ask for support.
- Ability to build effective relationships with partner organisations, Progressio staff, UK and local volunteers and community members.
- Honesty, integrity, maturity, common sense and sound judgment.
- Commitment to the role and to the team, including being available to volunteers during evenings and weekends.
- Commitment to social justice, poverty eradication and a belief that by working together people can change their own lives for the better.
- Commitment to learn the basics of the local language(s).

## SKILLS, KNOWLEDGE AND EXPERIENCE REQUIRED

Aside from the personal qualities and attitudes listed above we are looking for candidates with the following experience, skills and competencies:

### Essential

- Be between 23 and 35 years old.
- Able to live overseas for a six-month period.
- Previous experience of leading teams of young people from a variety of backgrounds, including managing different personalities effectively.
- Previous community/ volunteering experience.
- Previous experience of facilitating group work/ team dynamics.
- The ability to give sensitive and constructive feedback to others.
- Excellent organisational skills, including the ability to plan, manage and monitor own goals/ tasks and time.
- Ability to promote learning and reflection.
- Experience of building, maintaining and facilitating effective working relationships with a wide range of people.
- Awareness of the realities and challenges of community development.
- A clear interest in community development/ international development work

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<sup>1</sup> Please see: [www.progressio.org.uk](http://www.progressio.org.uk) \*\*\*\*\* for details of the Seven Selection dimensions.

## **Desirable**

- Knowledge of Health and Safety, including first aid.
- Previous experience of providing regular support and supervision.
- Knowledge of day-to-day issues affecting young adults in the UK.
- Previous experience of living/ travelling overseas for periods of more than two weeks.
- Knowledge of international development issues, challenges and debates.

## **WHAT WILL I GET OUT OF IT?**

This is an opportunity to volunteer overseas with a respected international development organisation and experience community development, whilst further developing your leadership, facilitation and interpersonal skills. This experience will make you more skilled and employable. You will also be able to use Progressio as a referee.

You will be supported and supervised by our experienced in-country staff who have a wealth of knowledge to share regarding development work and the country of your placement.

You will experience the Group Leader role in a developing country, where additional elements (such as homesickness, team dynamics, adaptation to a new culture, cultural shock, lifestyle and general context) may come to play, and where you will have a key role in ensuring the team's cohesion and delivery.

Like all other ICS volunteers participating in ICS, Progressio will cover your flights, accommodation, insurance, food and a weekly stipend.

Last but not least, you will be involved in direct community development work, meet interesting people, make friends for life and contribute to lifting people out of poverty.

## **TRAINING PROVIDED**

All ICS volunteers, including Group Leaders, are required to participate in a two-day pre-departure training in the UK and a one week in-country induction.

Group Leaders will also have extra one-day training in the UK covering:

- The role of the Group Leader within the placement
- Use of the code of conduct
- Concepts of leadership (active listening, characteristics of an effective leader, providing feedback)
- How to deal with group dynamics and motivation (including tips, good practice, procedures)
- How to hold regular one-to-ones with the volunteers within your group
- How to handle health, safety and security issues
- The importance of learning and reflection and how to conduct weekly learning meetings (including some methodologies)
- The role of faith and the individual volunteer roles

## **TIME SCALE**

ICS departure cycles are for 12 weeks. Volunteers depart in January, April, July and October but team leaders flight out a week or two weeks earlier to get ready for the placement.

## **HOW TO APPLY**

Please visit: <http://www.progressio.org.uk/ics> and click on the application link.

If you have questions, please email us on [ICS@progressio.org.uk](mailto:ICS@progressio.org.uk) or call us on **02073262018**

## **EQUAL OPPORTUNITIES**

Progressio promotes diversity and equality of opportunity and welcomes applications from people regardless of sex, race, disability, sexual orientation, age and religion or belief.

Progressio is committed to making every reasonable adjustment to the workplace in order to accommodate people with disabilities.

Progressio is the working name of the Catholic Institute for International Relations

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