



Scope of Work



Country: **South Africa**
Host site: **The AIDS Consortium**
Assignment title: **IT Specialist**
Length of assignment: **12 months**

OVERVIEW OF VOLUNTEER ASSIGNMENT

The AIDS Consortium (AC) is a national network organization leading and serving some 1,000 NGO and CBO affiliated members. AC facilitates implementation of the National Strategic Plan through their affiliate network. They therefore have a strong focus on developing and empowering this network with skills, knowledge, and tools that enable them to deliver effective HIV services to communities. AC staff meet with about 400 CBOs per month across three provinces, and leading debate and driving social change through healthy dialogue and engagement.

They also represent the NGO sector on the South African National AIDS Council, giving them additional access and further mandate to lead the HIV response across civil society.

In addition to hosting cyber cafes and providing trainings on computers skills to CBOs, they also host the South African AIDS Portal. They lack internal IT skill, hence outsource all IT-related work, which further reinforces the lack of internal capacity. Their goal is to develop internal information and communication technology (ICT) capacity and share this expertise with their network of member organizations.

In-country placement site: The AIDS Consortium, Braamfontein, Johannesburg

The AC was established in 1992 under the leadership of Justice Edwin Cameron, now a constitutional court judge. The vision of the AC is as to act as a driving force for social change and competence in HIV leadership. AC's mission is to uplift communities by building AIDS competence within its national network, with a specific focus on human rights.

Programs of the AIDS Consortium:

- Training
- Information and Resources
- Affiliate Engagement
- Communication

Length of the assignment: 12 months, assuming a full-time work schedule (8 hours a day, 5 days per week)

Name and title of supervisor: Rhulani Lehloka – Communications & Resources Manager

Name and title of counterpart: Mpho Putu – Training Manager
Gerard Payne – Advocacy Manager
Bongani Sithole – Cyber Café Officer

Volunteer qualifications:

Required:

- First or postgraduate degree in information technology
- Minimum of three years work experience in database management
- Minimum of two years experience in Web site development and management
- Experience in small network management and maintenance, trouble shooting
- Familiarity with Microsoft Office, as well as open source software and ICT trends
- Experience using desktop or electronic publishing systems, scanners, and other electronic communications equipment
- Basic design and layout skills, and the ability to adhere to design style guidelines
- Familiarity with use of SMS as a communication tool
- Experience providing training and hands-on support in software packages, etc.
- Development of ICT training content
- Experience writing reports for local and international use
- Positive, enthusiastic, and self-motivated approach to work
- Organized, thorough, and meticulous approach to work
- Adaptable with the ability to multi-task and prioritize
- Ability to ensure all tasks are seen through to completion
- Demonstrated resourcefulness and ability to solve problems
- Attention to detail and quality
- Excellent written and verbal communication skills
- Strong written and oral communication skills in fluent English
- Excellent interpersonal skills and demonstrated ability to develop cooperative working relationships

Preferred:

- Previous experience working with diverse populations and/or working in a developing country
- Experience with HIV programs and community development
- Working knowledge of an African language
- Experience using Web authoring and graphics tools such as Dreamweaver and Photoshop
- Familiarity with interactive technologies of the Web in blending text, graphics, and sound

OBJECTIVE OF THE VOLUNTEER ASSIGNMENT

Objective: The objectives of the IT specialist are to run and maintain all IT systems within the AC, including both hardware and software; to identify and train on the most appropriate software required for NGO and CBO use in Cyber Cafés; to maintain and update two Web sites; and to run and expand existing Cyber Café services. All of the above services will be made available to affiliated CBO members of the consortium through training and support mechanisms, thereby ensuring the strengthening of IT capacity within the HIV and development sector.

In addition to above, the IT specialist will review and collate affiliate member databases into the most appropriate format, then manage, maintain, and impart necessary training to other staff members.

ACTIVITIES OF THE VOLUNTEER ASSIGNMENT

Volunteer activities:

- Review and revise AC Cyber Café strategies
- Review software options, particularly open source, for CBO use and implement the use of same
- Review the IT training content and develop most appropriate training package for affiliated organizations
- Work with training team to deliver training on the agreed upon curricula
- Maintain and support all internal IT requirements, both software and hardware
- Review and collate affiliate databases into one, thereafter managing them until staff are adequately trained to take over this function
- Manage and update the AC Web site
- Manage and update the redevelopment of the South African AIDS Portal Web site
- Train staff and affiliates to maximize use of the redeveloped site
- Participate in and contribute to the development and achievement of AC's corporate goals and objectives
- Support and liaise other departments

EXPECTED OUTCOMES OF THE VOLUNTEER ASSIGNMENT

Deliverables:

- Organizational assessment of the placement site
- Monthly reports to host site and AIHA's HIV/AIDS Twinning Center tracking experiences, successes, and challenges
- Functional affiliate database
- Functional NGO sector database
- Well hosted and managed AIDS Portal Web site
- Dynamic AIDS Consortium Web site

- Fully functional cyber cafés, with the best offerings for NGO ICT efficiency
- Computer training curriculum
- Training of Trainers curriculum
- Support trainers on IT content
- Well maintained hardware and software solutions at AC (currently three provinces)
- Regular reports documenting progress on all key performance areas
- Written materials (reports for funders, management, and partners; internal audits/assessments; program evaluations; bi-annual reviews; project briefs; best practice operations manuals; etc.)
- Liaise with M&E specialist, Communications and Resources Team, Advocacy, and Training teams
- Standard Operating Procedures for ICTs
- Final report

RESPONSIBILITIES OF PARTICIPATING STAKEHOLDERS

Volunteer:

- Complete the scope of work in the timeframe outlined
- Complete organizational assessment within the first two weeks of assignment
- Complete monthly monitoring and evaluation reports
- Submit a post-assignment final report and participate in an exit interview
- Interact with patients, community members, and local staff in a manner this is consistent with social, cultural, and traditional norms
- Adhere to the AIHA Volunteer Code of Conduct

Partner organization/host site:

- Provide resources necessary for the volunteer to carry out assignment successfully
- Identify a placement site for the volunteer to ensure sustainability of volunteer activities
- Submit performance assessment reports on the volunteer to the Twinning Center

AIHA Twinning Center:

- Conduct pre-assignment orientation and training for volunteer and placement site staff
- Provide volunteer with safe housing, monthly allowances, medical evacuation coverage, and travel-related costs to and from placement site
- Provide ongoing support of volunteer as needed