



To express interest in this assignment please email priyanka.subba@crs.org

**CRS Farmer to Farmer Program
Volunteer Assignment Scope of Work**

Notice for potential volunteers:
Some assignment details are subject to change.

Summary Information	
Assignment Code	TL206
Country	Timor-Leste
Country Project	Modernizing Agriculture sector
Host Organization	ACELDA
Assignment Title	Installations and training on QuickBooks system
Assignment preferred dates	July 2019
Objectives of the assignment	To build the capacity of the host staff in basic financial management and utilization of QuickBooks system to increase the work efficiency quality service to the company
Desired volunteer skill/expertise	Experience on installations and operation QuickBooks system, Formal qualifications in financial management studies and extensive knowledge and experience in organizational financial management with private sector, and an excellent facilitator and communicator.
Type of Volunteer Assistance	Technology Transfer (T)
Type of Value Chain Activity	On Farm Production (F)
PERSUAP Classification ¹	Type III

A. BACKGROUND

CRS Farmer-to-Farmer (F2F) Program is a USAID funded 5-year program (July 2018 – June 2023) that will provide technical assistance from United States (U.S) volunteers to farmers, farmer groups (cooperatives and associations), agribusinesses and other agriculture sector institutions. The program objectives are to facilitate economic growth within targeted agriculture sub-sectors, enhance sub-sector inclusiveness to expand participation to a broader range of individuals and communities and to increase the American public’s understanding of international development issues and US international development programs. Volunteers, recruited from all States and the District of Columbia, are individuals who have domestic careers, farms and agribusinesses, or are retirees who want to participate in development efforts. F2F program will assist in

¹ USAID precisely classifies PERSUAP in four categories; **PERSUAP Type I** assignments directly related to pesticides recommendations, **Type II** as assignments with indirectly related with pesticides, **Type III** assignments related to curriculum review and designing, business plan development and strategies development and **Type IV** as assignments associated with other USAID projects and collaborators.

agriculture development, commodity value chain competitiveness and firm upgrading by providing technical assistance to introduce new technologies, innovations and development of local capacity for more productive, profitable, sustainable and equitable agriculture systems.

The Timor-Leste Ministry of Agriculture and Fisheries Strategic Plan² recognizes the fundamental importance of agriculture to Timor-Leste's economy and the impact of agriculture on poverty reduction, food and nutrition security, economic growth, and income and employment generation through its linkages to other sectors of the economy. The agriculture sector in Timor-Leste accounted for 19% of Gross Domestic Product (GDP), or over \$253 million in 2013. However, there is a considerable net deficit in agricultural trade as imports in 2014 were valued at approximately \$60 million. Major imports include rice, sugar, meat (chicken, beef, pork), vegetable oil, fish, milk, and vegetables (potato, onion)². In rural communities 57% of women and 60% of men are actively involved in agriculture³. Agriculture consists primarily of subsistence farming with limited access to inputs, technical knowledge, and market linkages. There is a heavy reliance on traditional agricultural practices such as slash-and-burn cultivation. Most smallholdings are mixed rainfed farms growing maize, cassava, red kidney beans, sweet potato, rice, groundnut, and vegetables. Coffee, coconut and candlenut are the most common tree crops. Livestock, such as poultry, pigs, cattle, buffalo, goats and sheep are raised on a small-scale and extensive

ACELDA is an agri-business firm in Timor-Leste. Currently ACELDA's primary business is sourcing and processing candlenut. ACELDA has produced more than 224 barrels (181 kg/barrel) of candlenut oil which it has exported to Aloha Company in Hawaii for many years. Candlenut is called kukui nut in Hawaii and was valued by the early Hawaiians for its medicinal qualities. More recently, Oils of Aloha, a U.S. company based in Waialua, Hawaii, has established a market in the cosmetic industry for kukui nut oil and is interested in fostering a business relationship between Oils of Aloha and candlenut exports in Timor-Leste.

Candlenut trees grow in abundance in the Baucau Municipalities and others territory of Timor-Leste and appear to require minimal care and management. Candlenuts are collected mostly by women and children and considered a minor source of income to the household. Moreover, individuals from several villages consider candlenut primarily as a risk-averse measure holding onto the nuts until they could get a better price per kg when sales of other products were high. Thus, candlenuts are viewed as a commodity that could be cashed in if or when villagers needed to do so. ACELDA currently has 750 fixed farmers that supply raw material from three villages in Baucau that are close to the processing center.

ACELDA also buys local rice from the community that facing shortage of domestic rice to supply for customers like supermarket and shops in both Dili and Baucau. Acelda launched Timor-Leste's first ever local rice brand, 'Fos Timor' in September 2014, marking an important milestone for the country in competing with imported rice on quality through the creation of a new rice market. For local producers, the increased capacity of Acelda to consistently source large amounts of rice provides these producers with a stable and recurring market for them to sell their produce. Through the consistent sale of surplus products, a more stable market for producers is created which contributes to earning additional income for farmers.

On May 5th, 2017, ACELDA has started their new investment of home industry for soap and shampoo processing by using candlenut oil, coconut and sandalwood oil as prime material. For the development of this new

² <http://extwprlegs1.fao.org/docs/pdf/tim149148.pdf>

investment, the company is expecting to produce an annual capacity of 3,375,240 soaps and 1,022,376 shampoos. ACELDA is committed to expand his business through increasing purchasing raw material from the farmers if the demand his products increasing both at national and international levels,

B. ISSUE DESCRIPTION

As part of their strategic objectives for expanding their business, ACELDA is looking into strengthening various aspects of their organizational development, especially focusing on financial management. As a company that works closely with the community and international market, ACELDA wants their financial management system to reflect and utilize the appropriate tools and ensure that staff have the financial management knowledge to provide a high level of sustained customer service to their clients. The firm currently faces challenges related to poor record keeping and utilization of an unreliable manual system that is high risk and often results in the loss of and incorrect transaction data.

These challenges are due the lack of knowledge the staff have for managing the transaction and financial system for daily transactions. They also lack knowledge on cash flow, profitability and liquidity, basic transactions like calculating purchase orders in large quantities, market price, cash management etc. In 2006 the firm started utilizing the QuickBooks system but in 2010 the system was attacked by a virus because they are used off line system and the staff lacked the appropriate knowledge on how protect the data. Furthermore, the only staff member knowledgeable about the system resigned in 2015. Since then, ACELDA has recruited 4 new staff members on managing administration and finance however, no staff member has the necessary QuickBooks skills to run the system.

ACELDA has thus requested CRS's technical assistance on installation online system and training the staff in how to operate the QuickBooks system and increasing their knowledge on the basics of financial management, basic accounting rules, preparing income statements, balance sheets and cash inflow/out flow statements. The training will also be rolled out to the farmers subsequently to emphasize the importance of keeping farm records, types of farm records to keep, profit and loss calculations, cost benefit analysis and practice on simple record keeping templates by ACELDA staff.

C. OBJECTIVES OF THE ASSIGNMENT

The volunteer assignment will focus on training and assisting the staff on basic financial management training and setup QuickBooks system and how to operate them. The main aim is to transfer skills and knowledge on basic financial management system for the staff on improving their knowledge on it and how to operate QuickBooks software in daily activities

The direct beneficiaries of this training will be four staff from ACELDA. Improvements in efficiency in operations will indirectly impact positively on 750 house-holds for candlenut contract farmers and more than a 100 paddy farming households.

Anticipated training topics include but are not limited to the following;

1. Installation and training on QuickBooks system
2. Budget preparation for financial year planning (how to prepare a budget)
3. Preparation of financial statements at the organization level: Income statements, Balance sheets& Cash flow statement
4. Generating financial reports
5. Cost Benefit Analysis –for Gross profit analysis and enterprise selection

D. HOST CONTRIBUTION

ACELDA will select, determine and mobilize the attendance for the training participants. ACELDA will also ensure that the necessary class rooms and local training aids and other teaching materials are in place. The host will also provide the volunteer with and facilitate meal services for the volunteer on training days. ACELDA will also assign a focal person who can guide and facilitate the volunteer specialist during the assignment period. The host will also provide office space and office furniture as well as a vehicle if any travel is required during the assignment duration. For the accommodation ACELDA will over one room for volunteer for staying during assignment

E. ANTICIPATED RESULTS FROM THE ASSIGNMENT

This assignment volunteer will contribute to the following:

- Increased knowledge of 4 staff on QuickBooks system and basic financial management.
- Decrease staff dependency on a manual financial system
- Accurate financial reports generated for the various stakeholders and improved decision making for the company
- Efficient finance management system in place with enhanced capacity for understanding performance of each cost center

F. DELIVERABLES

1. Vol final report due BEFORE departure
2. Group presentation with local stakeholders at the end of the assignment in country
3. Group presentation for staff
4. Volunteer outreach activities in the US and in country
5. Training Manuals

G. SCHEDULE OF VOLUNTEER ACTIVITIES IN TIMOR-LESTE

Please note that this is a tentative schedule and will be finalized post volunteer selection with consultation with volunteer.

Day	Activity
Day 1-2	Arrival into Timor-Leste. The volunteer will be met by a hotel pick CRS’s client hotel with a placard bearing “ CRS logo and volunteer name ”.
Day 3	<ul style="list-style-type: none"> • Briefing meeting at CRS office with CRS F2F staff, security briefing and logistics and itinerary of the trip and discuss anticipated outcomes and work plan; • Meeting with ambassador and USAID mission
Day 4	<ul style="list-style-type: none"> • Travel to ACELDA in Baucau-Triloka (121 km from Dili) • Setup with guesthouse and other logistics • Briefing meeting with staff ACELDA and Local Leader
Day 4	<ul style="list-style-type: none"> • First hand briefing on outlines of topics of the training, plan, approach, etc, and adjust the topics as required. • Work planning discussion with the staff of the ACELDA • Prepare course/training and plan with the ACELDA to proceed with the assignment (lecturing and practicing)

Day	Activity
Days 5-13	Conduct the assignment according to an agreed schedule on Financial management and QuickBooks System (Practical, advise and training)
Days 14	<ul style="list-style-type: none"> Wrap up sessions that emphasize key concepts of the assignment: the NCF evaluates the assignment and discusses final report recommendations with the volunteer. Group presentation to the host in the presence of CRS F2F staff and local leader
Day 15	<ul style="list-style-type: none"> Travel back to Dili and Debriefing at CRS office with Ambassador, USAID Mission and CRS staffs. Submit all reports, return logistic items and complete all required activities
Day 16	<ul style="list-style-type: none"> Travel back to USA
TBD	Conduct outreach activity when back in the US

H. DESIRABLE VOLUNTEERS SKILLS

- Finance management specialist with experience in farm business management.
- Demonstrative experience in how to operate QuickBooks system
- Experience working with small farm businesses in developing countries is a plus,
- Good writing and analytical skills, interpersonal communication and presentation skills (adult education skills).
- Ability and preparedness to use relevant teaching aids and audiovisuals,

I. ACCOMMODATION AND ANOTHER IN-COUNTRY LOGISTICS

- Before travelling to the assignment place, the volunteer will stay in Plaza Hotel at one of the CRS's client hotels that will be booked and confirmed before the arrival date. <https://www.agoda.com/plaza-hotel-2/hotel/all/dili-tl.html?checkin=2019-04-10&los=1&adults=1&rooms=1&cid=1646622&tag=974ceae6-7504-ae4c-1f07-a9e79faff10b&searchrequestid=e8bd6065-3418-43b5-a0fa-86fa9bee4e6e&travellerType=-1&tabbed=true>
- In Dili, the hotel usually has rooms that include services such as airport pickup and drop-off, breakfast, wireless internet, etc.
- The hotel or CRS will arrange a vehicle for short travel from the hotel to CRS or using Taxi
- CRS Timor Leste will provide the volunteer with a laptop computer (if s/he needs), local internet dongle (modem/EVDO) and mobile phone with charged local SIM-card. Any other required logistics and facilities can also be requested by the volunteer during her/his stay in Timor-Leste.
- CRS will provide a vehicle and accompany the volunteer to the place of assignment in the first day
- During her/his assignment period on the field, the volunteer will be staying at ACELDA compound (office) with minimum conditions like for from community house is around 500 m; From Baucau town is 15 minutes' drive, Room is no AC; far from restaurant so he/she can prepare his own food for buying food from supermarket that can facilitate by ACELDA or can join with ACELDA menu with less nutrition content.
- ACELDA will provide material for the training needs
- CRS HQ will provide the volunteer with a per-diem advance to cater meals and incidences.
- Before departing for the US, the volunteer will also liquidate advances (if any) at CRS Timor-Leste
- For more information, please refer to country information that will be provided

J. RECOMMENDED ASSIGNMENT PREPARATIONS

- Prior to travel, the volunteer will be advised to prepare necessary training and demonstrating aids and written handouts. Softcopies of the handouts and any other paper materials can be printed for immediate use at either office of CRS on request by the volunteer.
- If the volunteer requires use of simple training aids like flip charts, markers, masking tapes, etc, s/he should make the request and collect from either office at Dili office prior to travel to the assignment place.

- Translation of handouts to local languages can be done in the locality of the assignment, if shortly required. Depending on the meeting places, the volunteer may use a laptop and projector for power point presentations
- The target training is for staff, workers and beneficiaries with a high level of illiteracy
- Recommend reading are Dr. Mike Colegrove report, Bacau Municipalities <http://www.timorleste.tl/destinations/municipalities/baucau/> and several in web: <http://marketdevelopmentfacility.org/content/partnerships/timor-leste/agribusiness-processing-and-rural-distribution/acelda/> ; <https://www.ctahr.hawaii.edu/sm-crsptl/news/Candlenut.htm>
- Related to the weather condition now is enter to dry season so she/he can bring the sun block

K. KEY CONTACTS

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