Farmer to Farmer
Volunteer Assignment Scope of Work

This assignment can be either Local or Virtual. Either way, the remote support of an American volunteer is needed.

Local Assignment: Ethiopian or East African volunteer to be paired with virtual supporting American volunteer.

Virtual Assignment: An American volunteer conducts a series of calls/meetings

Summary Information	
Assignment code	ET235
Country	Ethiopia
Country Project	Crop
Host Organization	Metemamen MFI
Assignment Title	Centralized data handling and website development
Assignment Preferred Dates	Flexible
Assignment Objectives	• Develop centralized data handling centre • Develop full-fledged network • Develop a website that used for advert and advocation
Desired Volunteer' Skill/Expertise	Expert on ICT
Type of Volunteer Assistance	Technology Transfer = T
Type of Value Chain Activity	Information and Input Support Services (S)
PERSUAP Classification	Type III

A. BACKGROUND

The CRS Farmer -to-Farmer program (F2F) is a five-year (2019- 2023) USAID-funded program with a primary goal of reducing hunger, malnutrition, and poverty across six countries: Benin, East

Timor, Ethiopia, Nepal, Rwanda and Uganda. The program aims at achieving this goal through advancing inclusive and sustainable agriculture led growth aimed at generating sustainable, broad-based economic growth in the agricultural sector. The program's secondary goal is to increase US public understanding of international development issues and programs and share the knowledge back in the US. To achieve its goals, F2F program provides volunteer technical assistance to farmers and farmer groups (associations and cooperatives), private agribusinesses, agriculture education institutions in developing countries like Ethiopia to address host identified technical needs in selected agricultural value chains. In Ethiopia, the F2F program focuses on technical interventions in the livestock and grain value chains.

Metemamen Microfinance Institution(MFI) is one the MFIs partnering with CRS/Ethiopia. It is a growing MFI established with the financial and technical support of CRS/Ethiopia and Ethiopian Catholic Church Social and Development Commission (ECC-SADCO). It was founded on April 10, 2001 as a share company and secured its operating license under the licensing and supervision of MFIs in 2002.The institution obtained its operational license to conduct micro financing business and started actual operations on April 24, 2002. It was established mainly to address the financial need of the active poor population both in urban and rural areas and with a focus mainly on women. The institution is currently providing financial services in the form of small loans and saving mobilizations to enable its target clients to involve in income generating activities and reinvest profits in more productive ventures.

The institution has a total of 164 staff out of which 55 are female. From the total MFI staff, 57 are loan and savings officers. The total assets of the institution is 326 million Birr(10.35 Million USD). The outstanding loan portfolio, cash at bank and interest receivables comprise 84%, 10% and 2% of the total assets respectively. Total liabilities of the institution is 221 million Birr(7.13 million USD) . Saving deposit and loan term borrowings comprise share of liabilities with 120 million Birr (3.87 Million USD) and 88 million Birr(2.84 Million UDS) respectively.

The MFI has 21 branches and 4 satellite offices in Oromia and Southern Nationals, Nationalities and peoples' (SNNPR) regions. It has total clients of 23,631 and has disbursed more than 275 Million Birr(8.87Milion USD).Out of the total outstanding portfolio individual business constitute 59%, consumption loans 22%,agriculture loan 18% and others 1%. The types of saving services the MFI provides include fixed time deposit, compulsory savings and voluntary saving.

B. ISSUE DESCRIPTION
High quality, timely and reliable information is essential for MFI performance, growth, internal control, portfolio quality, asset management, and liquidity management. Yet in terms of information flow, Metemamen MFIs is facing greater challenges because slow flow of information from branch offices to headquarter and delayed reports.

Generally, efficient use of technology can help reduce costs, improve efficiency, and increase outreach. Metemamen MFI still finds it difficult to connect its functions with ICT- based systems because of lack of central database and website. The major problems facing the host are lack of centralized file or data handling, of full-fledged network and of website that could be used for informed decision-making, advertisement and advocacy works. The absence of website and other information sharing platforms for internal staff and clients affected the efficiency of the MFI's operations.

Having centralized data system will help the institution to coordinate the data as accurate and consistent as possible, the data redundancy will become minimal and all the data's will be stored together and not scattered across different locations. And having the central database since all the data is in one place, it is much more secure.

So, to deal with the above listed challenges, the host requested technical assistance from CRS F2F program on computerized data management system. to

C. <u>OBJECTIVES OF THE ASSIGNMENT</u>

The objective of this assignment is to transfer knowledge and skills database and website management to the host staff. The specific objectives of this volunteer assignment include:

1. Develop full-fledged network for resource sharing between head quarter and branch offices
2. Develop a website for the host, Metemamen MFI
3. Design and develop centralized data handling/capturing system that generates timely, accurate, relevant reports on loans, accounts and management reports along with internal IT staffs.

D. <u>ANTICIPATED RESULTS FROM THE ASSIGNMENT</u>

Because of the volunteer's technical assistance, the staffs of Metemamen MFI will have improved knowledge and skills on information management. An improved information management system will be developed for the company. The newly improved computerized data capturing system will be an input for improved management of information and data.

It is anticipated that 15 key staffs benefited from this training and practical technical assistance. Specific outputs from this assignment include but not limited to the following:

      a. Full-fledged network developed for data sharing between header quarter and branches

      b. Centralized data handling/capturing system designed developed

      c. Website developed for the host

E. <u>HOST CONTRIBUTION</u>

The host has committed to mobilize the staff to receive the volunteer's technical and practical assistance. The host will also avail key personnel to work closely with the volunteer, assisting

her/him during training and practical sessions, ensuring translation to the local language and advising on the culture of the area. CRS will cover lodging costs against receipts and other related costs. In coordination with the host and the volunteer, CRS will also arrange and pay for transport services for daily use to and from the office.

F. ASSIGNMENT DELIVERABLES
The major anticipated outputs of this assignment include, but not limited to:
- Work plan and training materials in appropriate formats in collaboration with the host and training participants
- Training lists with people trained and subject areas as per the training reporting formats
- Volunteer end of assignment report with recommendations to the host organization action plan and recommendations to CRS
- A bibliography or a list of key resources in the subject matter
- Conduct a final debriefing (PowerPoint presentation) with the host organization (plus key stakeholders) and CRS/USAID
- Conduct outreach events upon return to the US

G. SCHEDULE OF VOLUNTEER ACTIVITIES IN ETHIOPIA

Day	Activity
Day 1	Arrival in Addis at Bole Airport. The volunteer will be met by CRS's client hotel Eliana Hotel (https://www.booking.com/hotel/et/eliana.; Phone: +25111126 2600).The volunteer will locate the hotel kiosk and use pre-arranged shuttle
Day 2	**Rest Day (Sunday)**
Day 3	- Take hotel shuttle to come to CRS office (CRS working days are Monday to Friday from 8:00AM to 5:00 PM East Africa Time) - Welcoming by CRS, and briefing meeting on security, general orientation, MEAL (attendance sheet, reporting and PPT templates), and logistic. - Discuss anticipated outcomes and work plan - S/he will be introduced to the host - General orientation with the host, first-hand briefing on the main objectives and modality of the assignment and adjustment of the agenda for the coming days (work planning session).
Day 4	- Conduct further assessment of skills and knowledge gaps with training participants - Based on information gathered and gaps identified, enrich the prepared training materials incorporating hands-on practices. - Develop 10 days (2 weeks training) curriculum covering key knowledge and skills Gaps
Day 5-19	Train participants on among other topics
Day 20	Briefing / exit meeting with the host in the presence of CRS staff
Day 15	Debriefing with CRS staff and/or USAID Mission

Day	Activity
	- Finalize reimbursement expenditures and liquidations (if any) with finance. - Submit volunteer reports, training attendance sheet, assignment report, PPT presentation and any reference materials to CRS F2F team. - Depart for USA
TBD	Outreach event when back in the USA

H. DESIRABLE VOLUNTEER SKILLS

The volunteer will have the following skills, qualifications and competencies:

- Extensive experience in the business development, proposal writing, resource mobilization
- Education background in ICT, microfinance, banking, information technology or other related disciplines,
- Experience in computerized Management Information Systems
- Experience and skill in adult teaching
- Good communicator and interpersonal skills
- Willingness and flexibility to train and technically assist staff whenever required
- Respect for the cultural and religious norms of the rural people.

I. ACCOMMODATION AND ANOTHER IN-COUNTRY LOGISTICS

- Before travelling to the assignment place, the volunteer will stay in Addis Ababa at one of the CRS's client hotels, Eliana or another hotel that will be booked and confirmed before the volunteer arrival date. The hotel will have 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 and vice versa while in Addis Ababa.
- All required materials will be prepared ahead of time and provided to the volunteer. CRS Ethiopia will provide the volunteer with a laptop computer (if s/he needs), local internet dongle and mobile phone with a charged local SIM-card. Any other required logistics and facilities can also be requested by the volunteer during her/his stay in Addis Ababa.
- CRS will provide a vehicle and accompany the volunteer to the place of assignment.
- During the assignment period, the volunteer will stay at Elina Hotel Addis Ababa
- CRS Ethiopia will arrange hotel accommodations and cover the lodging bills against receipts.
- CRS HQ will provide the volunteer with a per-diem advance to cater meals and incidentals.
- CRS Ethiopia will also reimburse the volunteer with laundry costs against receipts.
- For more information, please refer to country information that will be provided.

J. RECOMMENDED ASSIGNMENT PREPARATIONS

- Although CRS F2F has developed such hinting SOW, the volunteer can fine-tune through her/his professional qualifications to successfully carry out this assignment.

- Although the assignment place Addis Ababa is a highland where malaria may not be a problem, the volunteer is advised to take pills or vaccination for malaria and (maybe also for cholera) as per medical recommendations by her/his doctors/health professionals in US before departing from US.
- Prior to the assignment, the volunteer is advised to prepare necessary training and demonstration aids and written handouts. Softcopies of the handouts and any other paper materials can be printed for immediate use at the CRS office in Addis Ababa on request by the volunteer.
- If the volunteer requires simple training aids like flip charts, markers or tape s/he should make the request and collect from the CRS office in Addis Ababa prior to the assignment.
- Translation of handouts to the local language can be done in the locality of the assignment, if required.
- Depending on the meeting places and availability of electric power and LCD projector, the volunteer may use a laptop and projector for power point presentations.

K. KEY CONTACTS

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Host Organization	

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