

TERMS OF REFERENCE

Position Name:	Sponsorship Volunteer (4 volunteers)
Unit/Project:	Sponsorship Department
Reports To:	Sponsorship Manager
Working Time:	Full-time/ Part-time (2 May – 30 August 2023)

WORK CONTEXT / BACKGROUND

World Vision is a Christian relief, development and advocacy organization working to improve the quality of life of people, especially children who are marginalized and living in poverty. World Vision (WV) helps all who are in need, regardless of their religion, race, ethnicity or gender. As a child-focused organization, WV's work focuses on children, ensuring they are protected and their basic needs are met. World Vision Vietnam (WVV) has been funded from 13 support countries in Europe, Asia, the Americas and Australia. Funding of WVV consists of sponsorship program funding (70%) and Private Non-Sponsorship (PNS)/grants (30%). WVV employs about 430 staff, of which 93% are Vietnamese nationals.

WVV is operating in 4 zones: North 1 (Hoa Binh, Dien Bien), North 2 (Yen Bai, Tuyen Quang, Hai Phong), Central (Thanh Hoa, Quang Tri and Da Nang) and South (Quang Nam, Quang Ngai, Binh Thuan, Ho Chi Minh, DakNong). WVV's Area Program (AP) usually focuses within one administrative district of a province which populated by ethnic minority people with high rates of poverty. A uniqueness of WVV's Development Program Approach (DPA) is that AP team members are based at district level where the AP is located, which enables them to work closely with government partners and communities on a daily basis. Beside the APs, WVV is also implementing different Special and Grant Projects to meet the specific needs of vulnerable children in both AP and non-AP areas.

PURPOSE OF POSITION

To assist Sponsorship Department in handling the routine correspondence, Birthday Bounceback and around 74000 Child Expression Worksheets (CEW).

MAIN TASKS AND RESPONSIBILITIES

1. Process Child Expression Worksheet (CEW)

- Support to review the quality of CEWs and CEW's Translation.
- Support to translate CEWs if requested.
- Support in packing and mailing CEWs to the Global centre.

2. Process routine correspondence

- Receive and check Sponsors' letters and gift parcels.

- Enter information in Horizon, and process packing and mailing to the Area program weekly.
- Receive and check Sponsored child reply letters from the area programs and support mailing letters to the Support office weekly.

3. Process Birthday Bounceback

- Receive and check Birthday Bounceback from Support offices.
- Enter information in Horizon, and process packing and mailing to the Area program weekly.
- Support to translate birthday bounceback if requested.

4. Other tasks as assigned by Sponsorship Specialist as appropriate

KNOWLEDGE, SKILLS AND ATTITUDES REQUIRED

- A graduate in any field, preferably in the field of English translation.
- Ability to read, write and speak fluently in English and Vietnamese.
- Literacy in MS Word, Excel, PowerPoint.
- Good interpersonal skills.
- Well organized working style.
- Full support for the philosophy, purpose and values of WV.